

QRT Continuing Education Bulletin

Orange County Health Care Agency, BHS, Children and Youth Services Quality Review and Training

Jan. 2007

Online Training is Here

We are pleased to announce our implementation of a new Internet based staff training program. We have contracted with Essential Learning to develop a customized training center for the Health Care Agency's Behavioral Health Services, including CYS, AMHS, and ADAS as well as the employees of the contract agencies who provide services to our clients. The new system presents and tracks staff training registration, attendance and requirements in an accessible and easy to use format. Here's how it works and what you will get: First of all, a library of 500 online trainings is available to BHS staff and to the clinical staff of the agencies who provide services to our clients through contracts. The majority of these trainings are accredited through APA, BBS, CAADAC, CADE, BRN and some are accredited for CMEs through Brown University Medical School. These trainings include required trainings in Law and Ethics and Aging and Mental Health as well as trainings in hundreds of clinical topics including psychotherapy treatments, supported employment, assessment issues, child and adolescent mental health, psychopharmacology, older adults, and even HIPAA. When you log-on to your Learner Profile in the Orange County Behavioral Health Services Training Center you will be able to take both required and elective courses using the convenience of the Internet—at your own pace, at your preferred time and from any location. We will continue to offer live trainings, also. You will also be able to register for our live classroom training events directly from your Learner Profile. Registration will be online and each employee will be able to access his or her own transcript listing the courses he or she has taken. Certificates of attendance, CE certificates, course evaluations and pre and post tests, when they are given, will also be available online.

County staff are already in the online system. Contract agency staff will be in the system shortly but for now, must register for classes in the usual (by email) way.

This month's Training Bulletin includes detailed instructions on how to access the Health Care Agency's Behavioral Health Services Learning Center as well as descriptions of two live trainings on Lesbian, Gay, Bisexual and Transgender/Questioning Issues, one for direct clinical service

providers and their **Supervisors** and one for support staff and their supervisors. Please see the ads in this month's bulletin for each of these trainings and the instructions on how to register.

We will continue to offer live trainings in the area of cultural competency, clinical supervision, and other clinical topics of

The Training Team

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QRTips

This section provides monthly critical reminders in relation to documentation standards.

REMINDER: The service that you provided to the beneficiary may be a billable service to Medi-Cal; however, your documentation may not support the billable service that you provided - therefore making that service subject to disallowance and recoupment.

Some reasons for recoupment EPSDT AUDIT IN FY 06-07 (PROGRESS NOTES)

- No progress note was found for service claimed. (Reason for "Paid Claims" review against the ED/Progress Note, IRIS and the Paid Claim from Medi-Cal.)
- The time claimed was greater than the time documented.
- 3. The progress note indicates that the service was provided while the beneficiary resided at a Psychiatric Hospital. Except for "Discharge Planning" that meets certain criteria within the last 30 days of hospitalization.
- 4. The progress note indicates that the service was provided while the beneficiary *had been arrested* and/or resided at Juvenile Hall.
- 5. The progress note indicates that the service provided was solely for one of the following:
 - a. Academic educational service
 - b. Vocational service that has work or work training as its actual purpose
 - c. Recreation
 - d. Socialization that consists of generalized group activities that do not provide systematic individualized feedback to the specific targeted behaviors
- 6. The claim for a group activity was not properly apportioned to all clients present.
- 7. The progress note does not contain the signature of the person providing the service.
- 8. The progress note indicates the service provided was solely transportation.
- 9. The progress note indicates the service provided was solely clerical.
- 10. The progress note indicates the service provided was solely payee related.
- 11. No service provided: Missed appointment.

Welcome to Essential Learning Behavioral Health's Online Course Registration and Training Service

Welcome to Essential Learning: Behavioral Health's Online Course Registration and Training Service

As we announced in December, Behavioral Health Services has contracted with Essential Learning, an internet based training center to provide online course registration for our continuing education program courses as well as a library of online clinical trainings, most of which are accredited for continuing education. We are using the online registration system for registering for Cultural Competence courses on Lesbian, Gay, Bisexual, Transgender and Questioning (LGBT/Q) Issues this month, so each of you will need to learn how to register using the online system.

Here is how the system works:

The Health Care Agency's Behavioral Health Services Learning Center will allow you to do several things:

- 1. Register for live trainings when they are scheduled
- 2. If you are a clinical staff member, register for on-line trainings
- 3. Keep track of all the trainings you have attended

If you are a manager, clinical, or support staff employee of HCA Behavioral Health Services, your name should already be in the system, along with your employee ID #. Contract Agency Staff will need to wait until they are notified that their names are in the system. To enter the system go to www.essentiallearning.net/student and log in. The company name is health-log-line-behavioral-learning-net/student and log in. The company name is health-log-line-behavioral-learning-net/student and log in. The company name is health-log-line-behavioral-learning-net/student and log in. The company name is health-log-line-behavioral-learning-net/student and log in. The company name is health-log-line-behavioral-learning-net/student and log in. The company name is health-log-line-behavioral-learning-net/student and log in. The company name is health-log-line-behavioral-learning-net/student and log in. The company name is <a href="https://example.com/health-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learning-net/student-log-line-behavioral-learn

The first page that will open up to you is the Learner Profile. The Learner Profile lists those trainings that are required for you to attend. On your Learner Profile, the first training listed as required is *Welcome to Essential Learning PO*, which is a tutorial on how to use the system. There should be one other training listed as required at this time and that is the <u>Basic Cultural Competency: Lesbian, Gay, Bisexual, Transgender/Questioning</u> training. There are two trainings, one is for support staff and the other for direct clinical service providers and supervisors.

The first thing you should do is take the tutorial, which will teach you how to use the system. When you finish the tutorial you will be asked to take a test, which is simply a question asking you if you took the tutorial. At the end of every online training there is a test and you access the test by clicking on *Tests* on the *Student Menu*.

The next course on your Learner Profile should be the <u>Basic Cultural Competency: Lesbian, Gay, Bisexual, Transgender/Questioning</u> course, which is a live course, so all you can do is register for it online. In the column next to the course name is a "Required by" date, which is the last day the course is offered. To register for the <u>Basic Cultural Competency: Lesbian, Gay, Bisexual, Transgender/Questioning</u> course, go to the top right portion of your learner profile and click on *Enroll in a Course*. The name of the course, as well as any other live courses that are currently being offered, should appear (there is one course for support staff and one for direct clinical service providers and supervisors – be sure the pick the one that is required for you). Select the course title and the date you would like to attend the course. The location of the course will also be listed. If the date you chose is full, you will be directed to choose another date. Complete the registration process. *For the Basic Cultural Competency: Lesbian, Gay, Bisexual, Transgender/Questioning course for direct clinical service providers and supervisors, only one date is available and enrollment on that date is limited to 45 people so you will be informed that the class is full and you will have to wait until we find more dates and locations and enroll at a later time, which will be announced by email..*

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Welcome to Essential Learning Behavioral Health's Online Course Registration and Training Service

For Clinical Staff

Clinicians, both licensed and non-licensed, are eligible to take online courses, most of which carry continuing education credit. To access online courses go to Other Courses Offered by hca to find a course. When you get to Other Courses Offered by hca, you can see the list of all available online courses by just clicking on *GO*, or you can narrow the selection to those approved by one or another accrediting body (e.g. APA, CBBS-California Board of Behavioral Sciences) or to a specific topic area.

When you select a course, you will go to a course content section that lists the sections of the course. Most courses have an introductory section. Below the list of course sections is a drop down window from which you select the section you want to enter. Select the first section and click GO. When you finish the section (you are simply thanked for completing a section and you then know you are through) you click Next Course Section on the Student Menu and you then select the next section and click GO. When you have finished the last section, click Tests on the Student Menu. When the name of the test appears in the middle of your screen, click on Take next test. When you finish the post-test, click on Survey on the Student Menu to complete the course evaluation. When you finish, you may either print out a certificate or go back to home page by clicking on Learner Profile on the Student Menu. You may print your certificate from the View Transcript/Print Certificate section of your Learner Profile.

If you have questions on how to access or use the system, please call (714) 796-0179

Your Culture and Mine

Increasing access to services by underserved ethnic groups

The accompanying article in the column *Show Me the Evidence* discusses research done in California, looking at what strategies appear to be related to increasing minority use of mental health service. Interestingly, Veroff, Kulka, & Donovan, (1981) developed a model of the stages of help seeking behavior, which they identified as problem recognition, making the decision to seek help, service selection, and service utilization. Most of the theorizing about why certain ethnic groups do not seek mental health treatment has focused upon problem recognition (stigma associated with identifying a problem as related to mental illness), the decision to seek help (reluctance to access public mental health services), or service utilization (lack of culturally and linguistically competent services). When service selection is discussed it is often in the context of describing different ethnic groups' use of non-traditional providers. However, the data from the California study, found that outreach activities were related to increasing the use of mental health services by Latinos. A study of children of Vietnamese refugees found that lack of knowledge of how to access services was the main barrier to using public mental health services. A recent focus group conducted by our Cultural Competence department with Latino families also found that there was a general lack of knowledge as to how to access services and that that was a significant barrier for many would-be clients. What all this means is that one relatively simple strategy for increasing underserved ethnic groups' use of mental health services is to increase their knowledge of how to find and access those services.

Show me the Evidence

ADHD, medication, and behavioral therapy

Some recent data were presented at the American Academy of Child and Adolescent Psychiatry Annual meeting, which are relevant to the treatment we provide for children with ADHD. The multi-site MTA study, in which it was found that, for most of the populations studied, stimulant medication by itself was as effective as stimulant plus behavioral treatment and superior to behavioral treatment alone, with both meds and behavioral treatment superior to "usual community treatment," now has follow-up data indicating that approximately a year after the end of treatment differences between treatment groups were somewhat reduced (albeit related partially to whether or not they stayed on medication). However, there was still a general pattern of stimulants being superior to behavioral therapy, which in turn was superior to usual community treatment. More recent data, after longer follow-up, indicate a reduction, if not loss, of the superiority of medications over behavioral treatment. Moreover, in the Preschool ADHD Treatment Study (PATS), in which parents were provided behavioral parent training prior to or concurrent with being offered stimulant medication, a high percentage of parents declined or stopped medication because they gained symptom control following the behavioral training.

These studies show that over the long term with school-age children and perhaps even the short-term with preschoolers, behaviorally oriented treatment offered to parents, may be as efficacious as medication treatment. However, recent studies, which were presented at the same conference, on treatment provided in California's public mental health system, indicated that children with ADHD are rarely (less than 7% of the time) provided behavioral treatment, though they are typically given other psychosocial treatments, such as individual psychotherapy (even more often than they are given medications). These findings suggest that current public mental health treatment of children with ADHD is not in keeping with the evidence on treatment effectiveness.

JANUARY 2007 TRAININGS:

Basic Cultural Competency: Lesbian, Gay, Bisexual Transgender - Required For Direct Clinical Service Provider and

This MHSA Plan Approved training entitled <u>Basic Cultural Competency: Lesbian, Gay, Bisexual, Transgender</u> is being provided for all BHS direct providers and supervisors of a clinical nature. This training is targeted towards direct providers and supervisors of a clinical nature in Behavioral Health Services (BHS), including contact agencies and new CCS/FSP contractor. This is a 3-hour training. This curriculum was developed especially for direct providers and clinical supervisors in the community mental health field and is intended to assist in understanding of the culture.

Date	Time	Location
02/7/07	1:00 p.m 4:00 p.m.	(744 N. Eckhoff Orange, CA)
02/21/07	1:00 p.m 4:00 p.m.	(405 W. 5 th St. Ste. 433 Santa Ana)
02/28/07	1:00 p.m 4:00 p.m.	(744 N. Eckhoff Orange, CA)
03/7/07	1:00 p.m 4:00 p.m.	(405 W. 5 th St. Ste. 433 Santa Ana)
03/14/07	1:00 p.m 4:00 p.m.	(744 N. Eckhoff Orange, Ca)
04/04/07	1:00 p.m 4:00 p.m.	(405 W. 5 th St. Ste. 433 Santa Ana)
04/18/07	1:00 p.m 4:00 p.m.	(405 W. 5 th St. Ste. 433 Santa Ana)

Objective:

- 1. Provide Knowledge about the lives of LGBT in order to create a safe environment for LGBT clients, their families, and OCHCA employees
- 2. Learn basic information about LGBT people and societal influences
- 3. Learn to become an ally to the LGBT community

You may register for this course online <u>if you are a County Employee</u>. All others continue to go thru your service chief or designated person and e-mail: cysqrttraining@ochca.com

To register, go to the Health Care Agency's Behavioral Health Services Learning Center at www.essentiallearning.net/student (see the instructions for logging into this site under *Welcome to Essential Learning* in this bulletin).the <u>Basic Cultural Competency: Lesbian, Gay, Bisexual, Transgender/Questioning</u> course is listed under competencies in your Learner Profile. To register for the course, go to the top right portion of your learner profile and click on *Enroll in a Course*. The name of the course, as well as any other live courses that are currently being offered, should appear (there is one course for support staff and one for direct clinical service providers and supervisors – be sure the pick the one that is required for you). For the <u>Basic Cultural Competency: Lesbian, Gay, Bisexual, Transgender/Questioning</u> course for direct clinical service providers and supervisors, only one date is available at this time and enrollment on that date is limited to 45 people so you may be informed that the class is full. If that is the case, you will have to wait until we find more dates and locations and enroll at a later time, which will be announced by email.

This training is approved for 3 continuing education credits for psychologists, social workers and MFTs

Basic Cultural Competency: Lesbian, Gay, Bisexual, Transgender/Questioning - Required For Support Staff

Presenter: Nikki Yocham, LMFT

Staff that work in a non-clinical capacity. This training is targeted towards support staff in Behavioral Health Services (BHS), including contract agencies and new CCS/FSP contractor. This is a 3-hour training. This curriculum was developed especially for support staff in the community mental health field and is intended to assist in understanding of the culture.

Date	Time	Location
01/17/07	9:00 a.m 12:00 p.m.	(405 W. 5th Street, Suite 433 Santa Ana, CA)
01/18/07	9:00 a.m 12:00 p.m.	(405 W. 5th Street, Suite 433 Santa Ana, CA)
01/18/07	1:00 p.m 4:00 p.m.	(405 W. 5th Street, Suite 433 Santa Ana, CA)
01/22/07	9:00 a.m 12:00 p.m.	(744 N. Eckhoff Orange, CA)
02/07/07	9:00 a.m 12:00 p.m.	(Location Pending)
02/07/07	1:00 p.m 4:00 p.m.	(Location Pending)
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Objectives: To explore and understand the issues of being lesbian, gay, bisexual or transgender in today's society.

You may register for this course online if you are a County Employee. All others continue to go thru your service chief or designated person and e-mail: cysqrttraining@ochca.com

To register, go to the Health Care Agency's Behavioral Health Services Learning Center at www.essentiallearning.net/student (see the instructions for logging into this site under *Welcome to Essential Learning* in this bulletin). the <u>Basic Cultural Competency: Lesbian, Gay, Bisexual, Transgender/Questioning</u> course is listed under competencies in your Learner Profile. To register for the course, go to the top right portion of your learner profile and click on *Enroll in a Course*. The name of the course, as well as any other live courses that are currently being offered, should appear (there is one course for support staff and one for direct clinical service providers and supervisors – be sure the pick the one that is required for you). Select the course title and the date you would like to attend the course. The location of the course will also be listed. If the date you chose is full, you will be directed to choose another date. Complete the registration process.