



# What's New!

QM Updates

Release Date: December 30, 2022

## Effective Now!

- For All Staff: CalAIM Webinar Updates

## Coming Soon!

- For All Staff: CANS Update
- For BHRS Staff: Survey Re: Follow-Up to ED Visits
- For All Staff: Survey Re: Telehealth Platforms

## New/Updated Policies

- None. Updates on the upcoming E-Communication Policies will be included in next month's Lightbulb.

### Survey Re: Follow Up to ED

January 2023

**What:** Survey re: Follow-Up Care After ED visit

**Who:** All Staff

**Details:** DHCS is looking to improve timely access to follow-up care after an ED visit for a mental health or SUD reason, and are requiring counties implement intervention(s) to address this. Getting staff feedback on such a large-scale intervention is important to BHRS. To get staff perspectives on this issue, BHRS QM will be sending out a survey to BHRS programs and Contract Agencies (MH and SUD).

**Please look out for an email in January with Survey details.**

### Survey Re: Telehealth

January 2023

**What:** Survey to Assess Telehealth Needs

**Who:** All BHRS Staff

**Details:** BHRS has been working on possibly adding Zoom Health to our list of authorized Telehealth Platforms. Some issues arose when testing some highly requested features, and we want to take this time to assess telehealth needs when delivering services to clients.

If you would like to provide input on how we can improve our telehealth technology, **please look out for an email in January with Survey details.**

### CANS

Effective: Now

**What:** Information about CANS coupon codes

**Who:** All staff required to be CANS certified

**Details:** If you renew your CANS certificate prior to its expiration date, you do NOT need a new coupon code.

### CalAIM Webinar Updates

Available Now

**What:** CalAIM Webinars Recordings

**Who:** All Staff

**Details:** BHRS QM CalAIM Webinars will be on hold until after our upcoming audits. Dates of new webinars TBD. In the meantime, if you have not had a chance to view the 2 sets of recorded trainings (one provided by CalMHSA, and the second provided by BHRS QM) please watch them over the next couple of months before our new webinars are launched. **Staff should watch both sets of trainings to fully understand CalAIM.** You may view the full list of past and upcoming trainings on our [training schedule](#).

Links to the CalMHSA and BHRS QM training recordings and the BHRS QM [FAQ](#) (updated 9/30) can be accessed through the "CalAIM Information" tab on the [QM Website](#).

# BHRS IT BYTES

## Updates from Avatar NX Project

- For our next NX Upgrade migration, BHRS IT and QM have completed migration of Non-BHRS staff contractors and is now moving towards the next phase for Avatar NX. We will be completing development of online training for SUD contractors and staff.
- We are also working towards making all required changes, validations and adjustments to Avatar Reports, Document Routing and transitioning Treatment Plans in coordination with QM.

## Notable Active Requests/Projects

- The following is a list of items that BHRS IT is engaged with different teams to continue to make progress or complete in November:
  - ARPA GPS Pilot for Adult and Youth Crisis Program and Dashboard development with Five Base continued and in progress.
  - BHRS IT is assisting in the completion of EQRO requirements for submission
  - Development of Closed Loop Referral changes internally and externally for BHRS currently in its planning stage and will be seeking approvals in January to continue
  - Currently reviewing hoteling spaces within BHRS facilities to optimize and create new updated functional stations
  - Evaluations of vendors for increased visibility of ED and other facility admissions for process improvement
  - BHRS is currently in progress on implementing MFA authentication for Avatar (aka Netsmart NIAM)

### Up and Coming:

- 1/23 Zoom survey and additional pilot to commence
- 1/23 ARPA Phase 2 Development
- 1/23 Conference Room AV Development with ISD
- 1/23 New NX migration trainings and plan for SUD

### Reminder:

Please be aware that a ServiceNow ticket is the best way to request assistance for IT support items as well as for workstation/desktop support needs from ISD