



What's New!

April 2025

QM Updates

Effective Now!

- For All Staff: QM Satisfaction Survey
- For All Avatar Users: Diagnosis Form in Avatar
- For All Staff: [Updated Service Code Cheat](#)

Coming Soon!

- For BHRS Staff: SAFE to Solve
- For BHRS Staff and Contractors: Updated QM Webinar Schedule

New/Updated Policies

- [25-01](#): BHRS GME Policy on Promotion, Renewal & Dismissal
- [25-02](#): BHRS GME Policy on Recruitment, Eligibility & Appointment of Residents and Fellows

Diagnosis Form

Effective: Now

The issue with the Diagnosis form in Avatar that was producing an error when submitting the form has been resolved. The Diagnosis form can now be successfully submitted regardless of if you select "Yes" or "No" for the "Add to Problem List" item on the form. As a reminder, BHRS has not yet implemented the problem list. Therefore, if you select "Yes" you still won't be able to see it on a Problem List. However, regardless of if you select "Yes" or "No" the diagnosis will be entered into the client's chart.

QM Satisfaction Survey

Effective: Now

Reminder: Please take a moment to complete our **FY 24-25 QM Satisfaction Survey**. It's quick and easy—just 2-3 minutes of your time! feedback helps us continue improving the quality of our services. Survey link: <https://www.surveymonkey.com/r/QSP27CQ> The survey is open now and will close on **April 21, 2025**.

Thank you for taking the time to share your thoughts!

Updated QM Webinar Schedule

**Effective:
4/17/25**

BHRS QM has confirmed training topics through September 2, 2025. Please see updated Webinar Schedule for topics. Come to our next training on Location Codes for MH on April 17th from 10:30-12:00! Looking forward to seeing MH staff there! (SUD staff will have a separate SUD specific coding training. The next integrated training for both MH and SUD staff will be the Progress Notes Training in May).

SAFE System to Solve

**Coming
Soon**

Farewell to our PDF-based Incident Report (IR) system! BHRS is transitioning to an electronic platform for IR submissions, called "SAFE System to Solve." This platform is being implemented across County Health to support a culture of learning, by providing tracking, trending, and problem-solving tools. The transition is phased, with all BHRS staff onboarded by Fall 2025, followed by BHRS contractors. Stay tuned for more details on timeline and training. Until then, keep those IRs coming.

New/Updated Policies

**Effective:
Now**

New: [25-01 BHRS GME Policy on Promotion, Renewal & Dismissal](#) Outlines process by which residents and fellows are evaluated for promotion to next training level.
New: [25-02 BHRS GME Policy on Recruitment, Eligibility & Appointment of Residents and Fellows](#) Establishes the process for application, eligibility, selection and appointment of residents to a training program.

