What's New!

QM Updates

Effective Now!	Coming Soon!	New/Updated Policies
• All BHRS Programs: Re-opening episodes • All BHRS Staff/Contract Providers certified to write a 72 Hour Hold: New 5150 Training Requirements • All BHRS Staff and Contracted Agencies (MH and SUD): New Timely Access Widgets	• All BRHS Staff & Contract Agencies: QM Webinars for March & April cancelled	• See below

Re-opening Episodes
Effective: Now

It has come to the attention of QM that staff may benefit from additional guidance to determine when it is clinically appropriate to request a closed episode be re-opened for a returning client.

All requests to reopen closed episodes of clients who were discharged more than 45 days after the last discharge must be sent to HS_BHRS_ASK_QM@smcgov.org for approval before going to MIS so that QM can support you in applying the criteria outlined in BHRS Policy 16-01 when making this determination.

New 5150 Training Requirements
Effective: Now

Reminder: Effective January 1, 2026, all BHRS staff and contractors certified to initiate a 72-hour hold must complete two new SB43 training courses in addition to the existing CalMHSA 5150 training before a new or renewal certification card will be issued. Required training list:

- CalMHSA 5150 training
- SB43 Introduction & Orientation for 5150 Certified Card Holders
- SB43 Application of Expanded Criteria in the Field for 5150 Card Holders

Additional information https://www.smchealth.org/bhrs/qm
SB43 Training: L Senate Bill 43 in San Mateo County - San Mateo County Health

New Timely Access Widgets
Available: Monday 3/16

Separate MH & SUD versions of the Timely Access Request Info widget have been created to help with the load time issue. The widgets go **LIVE! on Mon, March 16th**.

We will phase out the general Timely Access Request Info Widget after next week, so please go to your widgets menu in Avatar to **load the new MH or SUD widget** before the **general widget is retired on 3/23**.

More widget improvements to come so keep your eyes peeled for additional announcements in the near future!

QM Webinars: March & April Cancelled
Coming Soon

QM is preparing for multiple audits & will be unable to hold monthly webinars for March & April.

The next webinar will be held on May 21, 2026 from 10:30am-12pm. We hope to see everyone there!

New/Updated Policies
Effective: Now

New 26-01 Therapeutic Behavioral Services (TBS): Supersedes Policy 20-04; Details TBS specific policy & procedures.
New 26-02 Quality Improvement Committee (QIC): Supersedes 16-11; Outlines the roles and responsibilities of the QIC.
New 26-03: Quality Management (QM) Program Description: Defines QM program structure and responsibilities.
Amend 08-03: Practice Guidelines: Affirms BHRS as an integrated system of care whose services are culturally responsive, trauma-informed, and use recovery-oriented concepts;
New Attach A "BHRS Practice Guidelines Manual for SMHS and DMC-ODS": added.
Amend 97-09 Urgent Care Messages: Updated to reflect current Avatar features & processes.