



# QUALITY IMPROVEMENT NEWSLETTER

## Winter/Spring 2016

### Goodbye 2015!



As we look forward to the new year, it's time we take a minute to reflect on all the good things that occurred in 2015:

- We welcomed several **new Managers and Directors** as they were promoted to use their talents to provide leadership;
- Over 100 staff attended the annual **Staff Health Fair** this year;
- The SCI-FI Wellness Team also hosted our *first ever* **Client Health Fair** in October, with over 50 clients participating;
- **Immediate access** allows clients coming into the agency faster, more stream-lined entry;
- The **Just in Time** model, started in July, allows more efficiency in scheduling, reduces missed client appointments and improves access to psychiatric services;
- We continue to see **expansion in our school programs** – we now provide services in *eleven districts* and *over 50 schools!*;
- Two new contracted programs – **Caring For Kids** and **Children Matter!** – have grown and are going strong;
- **Centralized Scheduling** is now up and running and represents yet another effort to improve client access to services.

Changes are exciting *and necessary* as we continually position ourselves to be a community leader in mental health care. But they can be scary to some. **Thanks** for your patience and support during these times of transition!

### Safety News



Below are the **Top 10 causes of car accidents**, according to *U.S. Dept of Transportation*

#### Top 10 Causes of Car Accidents

- |                                   |                              |
|-----------------------------------|------------------------------|
| 1. Using a cell phone             | 6. Drug Use                  |
| 2. Adjusting vehicle controls     | 7. In-car distractions       |
| 3. Eating in the car              | 8. Speeding/reckless driving |
| 4. Staring at outside distraction | 9. Bad weather               |
| 5. Drunk driving                  | 10. Poor road conditions     |

The reality is, you can't do much about the *last two* but you do have full control over the first eight.

During these winter months, don't increase your odds of an accident – drive smart!

### HIPAA Corner

#### Authorization for Release

Remember that Releases must be completed fully – it's a HIPAA standard. Releases that are submitted incomplete will be returned for completion.

#### Caution with Encryption

Most of us know to use "ZSCI" in the Subject Line when emailing info with protected health information (PHI) within. And never, never include PHI in the subject line.

#### PHI and e-mail

And another thing about emailing... When using REPLY or FORWARDING an email, some folks may not know that PHI is included some where in the email string. Watch out for this!



### CARF Tidbits

- ✚ The date of the CARF Survey has been announced: **March 21<sup>st</sup>-23<sup>rd</sup>**
- ✚ We are sending out CARF Mini-newsletters. Take time to read these!
- ✚ We are applying for accreditation for **Integrated Mental Health- AOD** services. Records – DAs, ISPs, notes – need to show we are assessing for (and treating if necessary) AOD issues.



... Program Directors now attend the monthly **Quality Council (QC) meetings**

... According to our standards, tickets are to be finalized within **five days of service**. The agency regularly monitors staff compliance to assure this goal is met.

... The agency is showing **great progress** in decreasing client no show rates!

... Regular contact with clients is not just an expectation, it is good care. The agency evaluates how frequently our staff maintain contact with clients.