

Communication from the Office of the ACBH Director -



DATE: February 10, 2020

TO: All ACBH Team Members & Community Partners

FROM: Karyn L. Tribble, PsyD, LCSW 
ACBH Director

SUBJECT: **ACBH Departmental Update – FY19-20 Triennial Review**

Dear ACBH Team Members & Community Partners:

As you may be aware, our department recently participated in a number of system wide reviews including hosting External Quality Review Organization (EQRO) departmental evaluations for Specialty Mental Health & Substance Use Services EQRO; and more recently a Department of Health Care Services (DHCS) Triennial Audit. This most recent visit was designed to evaluate our Specialty Mental Health Services (SMHS) programs and operations to ensure that medically necessary services are provided to Medi-Cal beneficiaries in compliance with State and Federal laws.

Feedback we received during these visits revealed several common themes and highlighted the tremendous improvement and innovative system changes ACBH has made since their last visit three years ago. It also helped to focus our future efforts on areas that will continue to drive quality and improvement across our system. In ongoing effort to ensure transparency and partnership with our stakeholders, it is important that ACBH both recognize that our department is unique in that, Contracting Organizations (CBOs) deliver over 87% of all Mental Health and 100% of all Substance Use Services for Behavioral Health Care Services. For this, our system is committed to continued collaboration in recognition of the value of our joint partnership with the community.

Specifically, During the Triennial Audit of Fiscal Year 2019-2020 (FY19-20) Audit and visit by DHCS, **ACBH received recognition on a number of key elements:**

- Efforts to reduce barriers for clients;
- Innovations in Crisis Service Programs involving Law enforcement and clinicians;
- Use of Data and Dashboards to services, programs, and quality;
- Strong Collaboration in areas related to Juvenile Justice;
- ACBH's Quality Improvement Program; and
- Cultural Competency Planning and Activities, including the use of traditional healing methods of care to our beneficiaries across cultural communities; and a
- Continued focus on client access and care coordination.





Since the last Audit we have implemented major improvements in 3 Areas:

Alignment

- **Increased Capacity and Network Adequacy:** expansion and training of culturally and linguistically competent provider network to address the cultural, racial, and linguistic diversity of Alameda County beneficiaries.
- **Health Equity:** Reorganization and increased staffing resources for the office of Health Equity and Culturally Responsive services including direct reporting to the MHP Director. Plans to allocate resources to develop an ACBH Departmental Health Equity Officer.
- **Language Access:** Establishment of language line translation services for all provider sites and public access points to increase the capacity for linguistic access across communities.
- **Service Delivery Expansion:** Crisis System re-design, increased community-based programs, and integration with Primary & Whole Person Care.

Communication

- **Web-based Provider Directory:** provides monthly updated information about Provider acceptance of new clients, areas of specializations, and cultural linguistic capabilities and competencies.
- **Compliance:** HCSA Compliance Officer oversight assisting with the dissemination of appropriate Compliance and Ethics Standards and related information; standardization and communication of required health plan training; and the standardization of a comprehensive compliance and ethics plan to ensure compliance and reliability regarding intra/inter agency and provider operations.
- **Site Certifications:** Reduction in the number of expired/overdue certifications and recertifications by 85% (from approximately 100 instances to 15) by increasing staff and improving bi-directional communication with providers.

Structure

- **Increased Capacity and Network Adequacy:** expansion and training of culturally and linguistically competent provider network to address the cultural, racial, and linguistic diversity of Alameda County beneficiaries.
- **Plan Administration:** Increase monitoring and oversight of sub-contracted providers and CBO's through the reorganization and restructuring of QM, Fiscal, and IS divisions under the plan administrator's office to improve communications cross divisions, integration, reduce duplication and enhance accountability for improved beneficiary protections, informing materials, and consumer satisfaction with services.
- **Standardization:** Comprehensive review and revision of the Clinical documentation manual to reflect the DHCS updated requirements and standards of clinical practice to



improve clinical documentation, reduce disallowed claims, and improve quality and outcomes of care. This includes the establishment of a standardized template in the EHR for assessments, client plans, and progress notes.

In the spirit of ongoing system improvement and transformation, ACBH will continue to focus on the following areas:

- Implementing an improved Electronic Health Records System to support the care delivery system;
- Ongoing emphasis on client access & systematic reduction in service delivery barriers for clients;
- Increasing coordination with our Health Care, Child Welfare and Social Services partners;
- Improving consistency and accuracy between (and collaboration with) providers surrounding documentation standards (including the use of internal ACBH reviews designed to avoid documentation redundancy requirements);
- Continuing to monitor over/under utilization of services across the system; and
- Strengthening our focus on Quality & Data Driven services which reflect the needs of our community.

In the coming months, we will receive a formal Triennial FY19-20 Audit report that will summarize our efforts and provides recommendations for improvements. In the interim we will prioritize DHCS' input and begin incorporating their recommendations to help us strengthen the way we do business.

I am certain that our teamwork will continue to make us a strong system of care and help us all to provide an exceptional service to our community. I want to personally thank you for your work to support this review – especially the partnership and commitment to our work together. Job well done!

Thank you in advance for your collaboration and partnership. I look forward to our ongoing work together as a team.