

# SANTA CRUZ COUNTY AVATAR INFORMATION NOTICE

## **TOPIC: Mental Health Progress Notes- Completed within 7 CALENDAR Days**

### Avatar Form(s), Process and/or Users Affected

Date 2/11/2020

Avatar Form(s) **Progress Note Forms – General, Group, Med**

Change Mental Health Service Providers: ALL Progress Notes are required to be written and finalized within 7 calendar days from the date of service. Starting on **3/1/2020**

Users Affected **All Mental Health Service Providers, including County and Contractor staff.**

### Summary/Introduction

Santa Cruz County Behavioral Health Services is aligning the timeliness of progress note completion for SUD and MH services. SUD (DMC-ODS) progress notes have a required timeliness of completion within 7 CALENDAR days from the date of service.

**MH service providers are now required to increase their timeliness compliance to 7 CALENDAR days. This change will take effect on March 1, 2020.**

### Reason/Rationale for Changes to a 7 CALENDAR day requirement

This change is a data-informed decision. Santa Cruz County Behavioral Health Services recently reviewed data for timeliness of progress note finalization for all MH service provider agencies. Overall results for progress notes completed within 7 calendar days was over 80%. As a result, the proposed change was initially discussed in the weekly Avatar Improvement Committee meeting and all stakeholders attending supported the change.

The current Progress Note Aging Report calculate timeliness by calendar day (not business day), so changing to a calendar-day methodology aligns with this performance monitoring tool. (\*The service day counts as day 1.)

This change will also remove confusion regarding how to calculate the current “10 County working days” methodology.

### For More Information Contact

The QI help desk at [askqi@santacruzcounty.us](mailto:askqi@santacruzcounty.us)

### Resources

See the Santa Cruz Avatar webpage. This Informational Notice is available for future reference.

<http://www.santacruzhealth.org/hsahome/hsadivisions/behavioralhealth/avatarresources.aspx>

INSERT SCREEN SHOT

The MHP documentation Manual and related Progress Note Tutorial Guides **will be/have been**?? updated to reflect this change.

Progress Notes due within 7 calendar days - Effective March 1, 2020

The easy way to get to the web page is to type Avatar into the Search Forms blank when you are in Avatar. Click on Avatar Resources and this will launch the web page.

