



## SOLANO COUNTY QUALITY ASSURANCE

### QA INFORMATION NOTICE 24-06

JUNE 1, 2024

**PURPOSE:** To inform our Solano County staff, contractors and general community of changes in programs, policies, or procedures at the local, State and Federal levels.

QA Information Notices (INs) are sent out monthly and posted on our [website](#).

#### GENERAL UPDATES

#### 24-06 (A) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR)

**24-06 (A.1) QA Office Hours:** QA Office Hours in June are Wednesday, June 12, from 9:00-9:30 AM, and Tuesday, June 25, from 4:00-4:30 PM. Please join us, submit questions ahead of time using this [Survey Monkey link that is also](#) in the Outlook invitation, or bring your questions to the meeting.

#### 24-06 (B) AVATAR NX IN USE (COUNTY & CONTRACTOR)

As described in [QA IN 24-05](#), Avatar NX has been rolled out to all of Solano County BHP as of June 3, 2024. **All staff should now be using Avatar NX LIVE** – QA will be monitoring this and following up with staff who continue to use Avatar “classic”.

Below are recordings of orientations that were provided the last week of May:

- Avatar NX Orientation [for Non-Clinical County and Contractor Staff](#) (Passcode: k!e#kqA8)
- Avatar NX Orientation [for Clinicians - County Staff and Contractors Using Avatar as an EHR \(i.e. LPHA staff\)](#) (Passcode: .a\*A0\*K4)
- Avatar NX Orientation [for Specialists/Peers - County Staff and Contractors Using Avatar as an EHR \(i.e. non-LPHA clinical staff\)](#) (Passcode: d^hJ9mvR)

Solano QA team is available for ongoing support as staff adjust to this EHR update. Please contact your QA Liaison or email [QualityAssurance@SolanoCounty.com](mailto:QualityAssurance@SolanoCounty.com) if you have any questions or feedback. QA is available via Teams, email, phone, and efforts can be made to arrange in-person support if needed.

QA is also offering “drop-in” meetings on Teams the first 2 weeks of June in order to provide times when staff know there will be support available. Please see the calendar for these meetings that was emailed to all programs from [QualityAssurance@SolanoCounty.com](mailto:QualityAssurance@SolanoCounty.com) on May 30<sup>th</sup> and is emailed daily with the information about that day’s drop-in. Staff can access the meetings using the links within the calendar. QA can also send an Outlook invitation to staff upon request.

#### 24-06 (C) MONTHLY TEST CALL ASSIGNMENTS FY24-25 (COUNTY & CONTRACTOR)

DHCS requires that each County complete 4 test calls to the Access Line per month to ensure meeting of standards. There is a rotation of County and Contractor programs assigned to complete this task each month.

- For County staff the Test Call Assignments FY 24-25 are posted on [SharePoint under Reference Materials](#)
- For Contractor staff the Test Call Assignments FY 24-25 will be posted on the [Network of Care under Reference Materials](#)

QA’s Test Call Coordinator will reach out to programs when their assigned month arrives.

#### 24-06 (D) ROLL-OUT OF OPEEKA FOR CANS DATA COLLECTION (COUNTY & CONTRACTOR)

Solano’s Behavioral Health Division will begin utilizing a 3rd party data analysis platform called “Opeeka” in late June 2024. All CANS data will continue to be entered into Avatar as it always has been. In phase one of this project this CANS data will be sent from Netsmart (Avatar) to Opeeka. Solano BHP staff will then be able log in to Opeeka and see the progress of their clients from one CANS assessment to another displayed in colorful dashboards. In phase two, a level of care algorithm will be added to the Opeeka system to create level of care scores, as well as other data analysis and state data reporting projects. Training is being developed and will be provided to staff on how to utilize this new resource.

## AVATAR UPDATES – NO AVATAR UPDATES

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We look forward to continuing to partner on implementing this and future state and federally mandated initiatives that help to inform and protect the rights of those we serve.

Approved by Rob George, LCSW  
MH Services Manager, Sr., Quality Assurance, Access/Managed Care, Avatar Planning

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**CONTACT QA:** [QUALITYASSURANCE@SOLANOCOUNTY.COM](mailto:QUALITYASSURANCE@SOLANOCOUNTY.COM)

PHONE: (707) 784-8323 FAX: (707) 427-2774