



ORIENTATION VIDEO SERIES

Substance Abuse Prevention and Control
County of Los Angeles Department of Public Health

All Treatment Provider Meeting: September 01, 2020



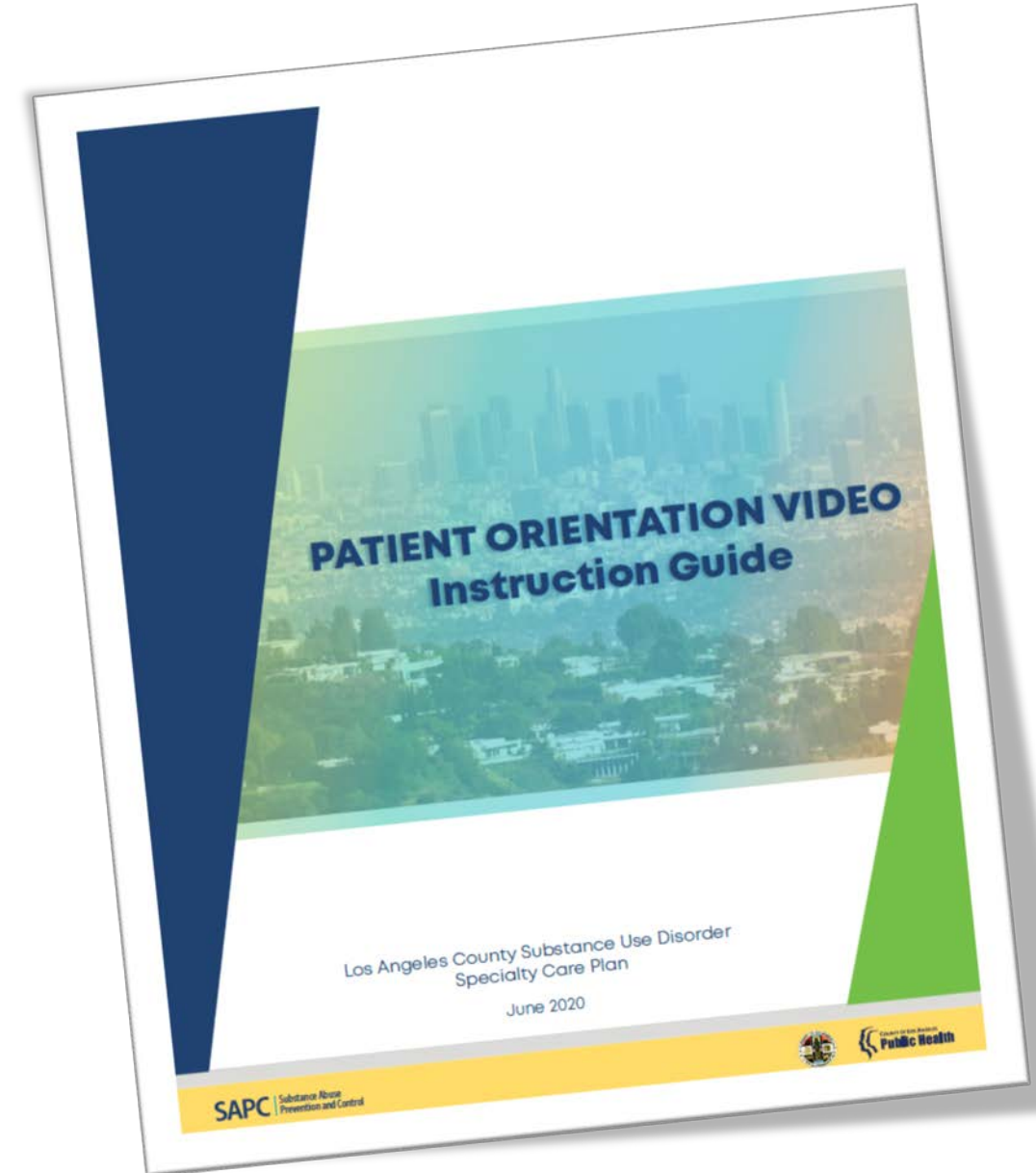
Los Angeles County's
Specialty Substance Use
Disorder Treatment
Provider Orientation



- **Provider** Orientation Video available now
- **Patient** Orientation Video launched July 1, 2020
 - **Both will become required viewing**
- Both Orientation Videos are intended:
 - To assist provider staff:
 - ✓ Understand and convey information regarding treatment, patient rights & problem resolution process
 - ✓ Share with patients what to expect from treatment
 - To save staff time and simplify the patient education process
 - To ensure patients are meaningfully informed about the benefits of treatment as required by the State
 - To offer a standardized process for onboarding staff and patient education

ORIENTATION VIDEO – CONTENT

- Companion Instruction Guide
- Basic Outline of Video
 - Introduction to the Specialty SUD Plan
 - Description of Treatment Benefits
 - What to Expect from Treatment
 - Patient Rights and Responsibilities
 - Patient Problem Resolution Process
- Changes to this document may occur based on provider input.



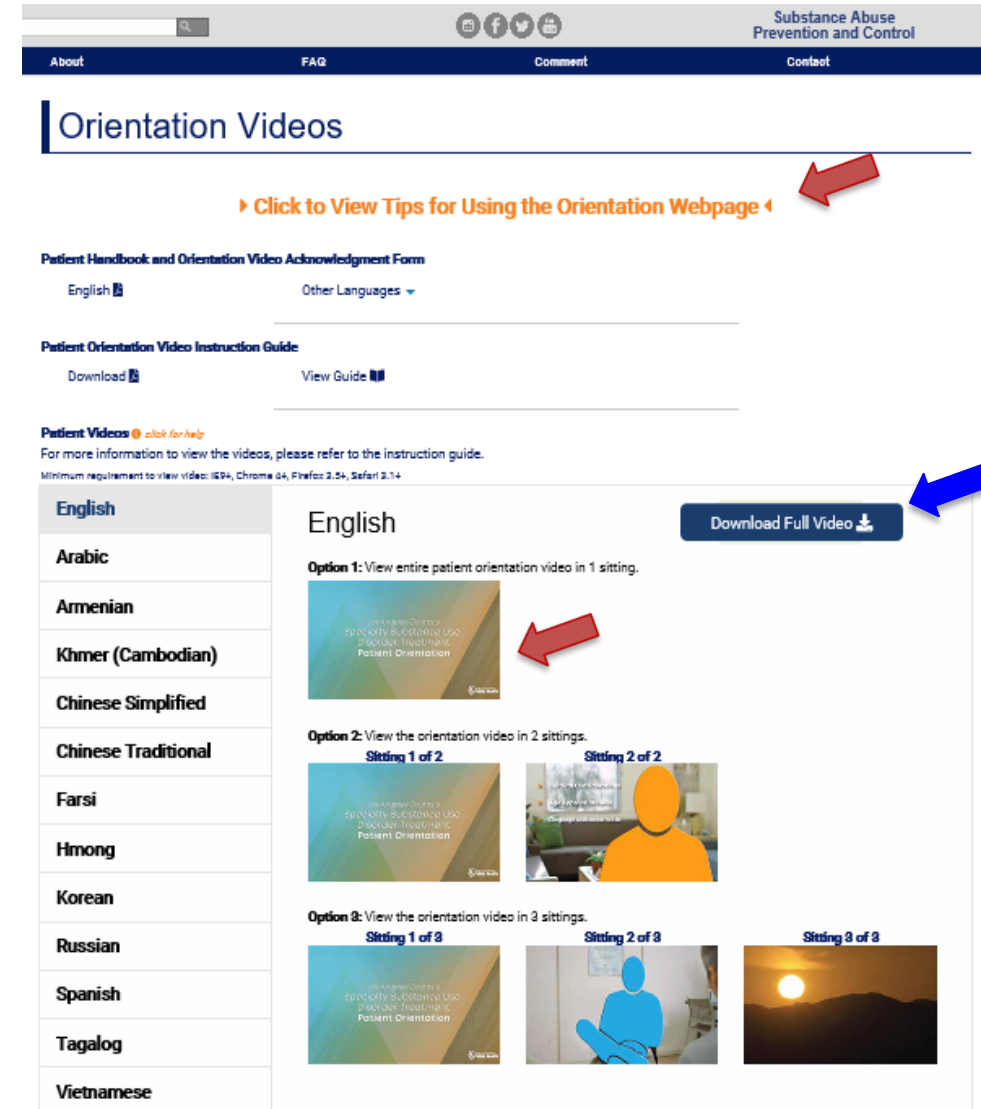
HOW TO VIEW THE PATIENT ORIENTATION VIDEO

- Video can be shown to patient during EITHER:
 - Individual settings OR
 - Group Settings
- Video Duration = 9 min and 56 sec
- Three Viewing Options to meet patient's individualized needs
 - ✓ one (1) sitting
 - ✓ Two sittings (about 4-5 minutes each)
 - ✓ Three sittings (about 2-4 minutes each)

The screenshot shows the 'Orientation Videos' webpage. At the top, there are navigation links for 'About', 'FAQ', 'Comment', and 'Contact'. Below this is a header for 'Orientation Videos' and a call-to-action: 'Click to View Tips for Using the Orientation Webpage'. The page offers a 'Patient Handbook and Orientation Video Acknowledgment Form' in English and other languages. It also provides a 'Patient Orientation Video Instruction Guide' for download or viewing. A section for 'Patient Videos' includes a 'click for help' link and a note to refer to the instruction guide. A language selection menu on the left lists: English, Arabic, Armenian, Khmer (Cambodian), Chinese Simplified, Chinese Traditional, Farsi, Hmong, Korean, Russian, Spanish, Tagalog, and Vietnamese. The main content area shows the 'English' video player with a 'Download Full Video' button. Three viewing options are presented: Option 1 (entire video in 1 sitting), Option 2 (video in 2 sittings), and Option 3 (video in 3 sittings). Each option includes a thumbnail image and a label like 'Sitting 1 of 2' or 'Sitting 2 of 2'. A blue arrow points to the first thumbnail, and a red arrow points to the second thumbnail of Option 2, while a purple arrow points to the third thumbnail of Option 3.

WHERE IS THE PATIENT ORIENTATION VIDEO FOUND?

- Link to Orientation Videos page found at: <http://publichealth.lacounty.gov/sapc/NetworkProviders/Forms.htm>
- How to View:
 - Can be played from any desktop, laptop, or mobile device
 - To view directly from the computer or mobile device, click on the video icon/clip
 - To download to a computer, click on the download icon
- Available in all threshold languages
- Need: IE9+, Chrome 4+, Firefox 3.5+, Safari 3.1+



The screenshot shows the 'Orientation Videos' webpage. At the top right, there is a search bar and social media icons. Below the navigation bar, the page title 'Orientation Videos' is displayed. A red arrow points to the link 'Click to View Tips for Using the Orientation Webpage'. Below this, there are sections for 'Patient Handbook and Orientation Video Acknowledgment Form' (with a language dropdown set to English) and 'Patient Orientation Video Instruction Guide' (with 'Download' and 'View Guide' links). The 'Patient Videos' section includes a 'click for help' icon and browser requirements. A language selection menu on the left lists various languages, with 'English' selected. A blue arrow points to the 'Download Full Video' button. The main content area shows 'Option 1: View entire patient orientation video in 1 sitting.' with a video thumbnail and a red arrow pointing to it. Below that, 'Option 2: View the orientation video in 2 sittings.' is shown with two thumbnails labeled 'Sitting 1 of 2' and 'Sitting 2 of 2'. At the bottom, 'Option 3: View the orientation video in 3 sittings.' is shown with three thumbnails labeled 'Sitting 1 of 3', 'Sitting 2 of 3', and 'Sitting 3 of 3'.



WHERE IS THE PROVIDER ORIENTATION FOUND?







Orientation Videos

▶ [Click to View Tips for Using the Orientation Webpage](#) ◀


Patient Handbook and Orientation Video Acknowledgment Form
English | Other Languages ▾

Patient Orientation Video Instruction Guide
Download | View Guide


Patient Videos [click for help](#)
For more information to view the videos, please refer to the instruction guide.
Minimum requirement to view video: IE9+, Chrome 44, Firefox 2.54, Safari 2.14

English	English Option 1: View entire patient orientation video in 1 sitting.  Option 2: View the orientation video in 2 sittings. Sitting 1 of 2   Option 3: View the orientation video in 3 sittings. Sitting 1 of 3   	Download Full Video
Arabic		
Armenian		
Khmer (Cambodian)		
Chinese Simplified		
Chinese Traditional		
Farsi		
Hmong		
Korean		
Russian		
Spanish		
Tagalog		
Vietnamese		

Provider Videos [click for help](#)
Minimum requirement to view video: IE9+, Chrome 44, Firefox 2.54, Safari 2.14

English	English View entire provider orientation video in 1 sitting. 	Download Full Video
Spanish		

Provider Videos [click for help](#)
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Spanish		



PROPOSED WORKFLOW FOR PATIENT HANDBOOK & ORIENTATION VIDEO ACKNOWLEDGEMENT

- “Patient Handbook and Orientation Video Acknowledgment” form **REPLACES** existing Patient Handbook Summary
- After entire video is viewed by patient, then form signed by:
 - Patient
 - Provider Staff (e.g. intake counselor, assigned counselor, LPHA, etc.)
- Patient receives a copy and the original placed in the patient record.
- **Exclusion:** If a patient viewed the video at past admission at the same agency in the previous 6 months, then not required view again (**please DOCUMENT**).

Provider Input on Implementation

- **We want your input!!**
- This will be **1** of a few different venues SAPC will request provider input on the Orientation Videos implementation.



- Will you participate by responding to the brief 5 question poll?

PATIENT VIDEO ORIENTATION: PROVIDER INPUT

- **Poll Instructions:**
 - Use the camera app on your mobile phone or other device
 - Select the rear facing camera (if that is an option)
 - Point and hold the lens so that it captures the whole QR code
 - Tap or click on the link that comes up
 - Provide one (1) response to each question
 - IF the link does not come up, you can click on the link in the chat box.



RESPONSES WILL BE SHOWN AT THE END OF THIS PRESENTATION!!!

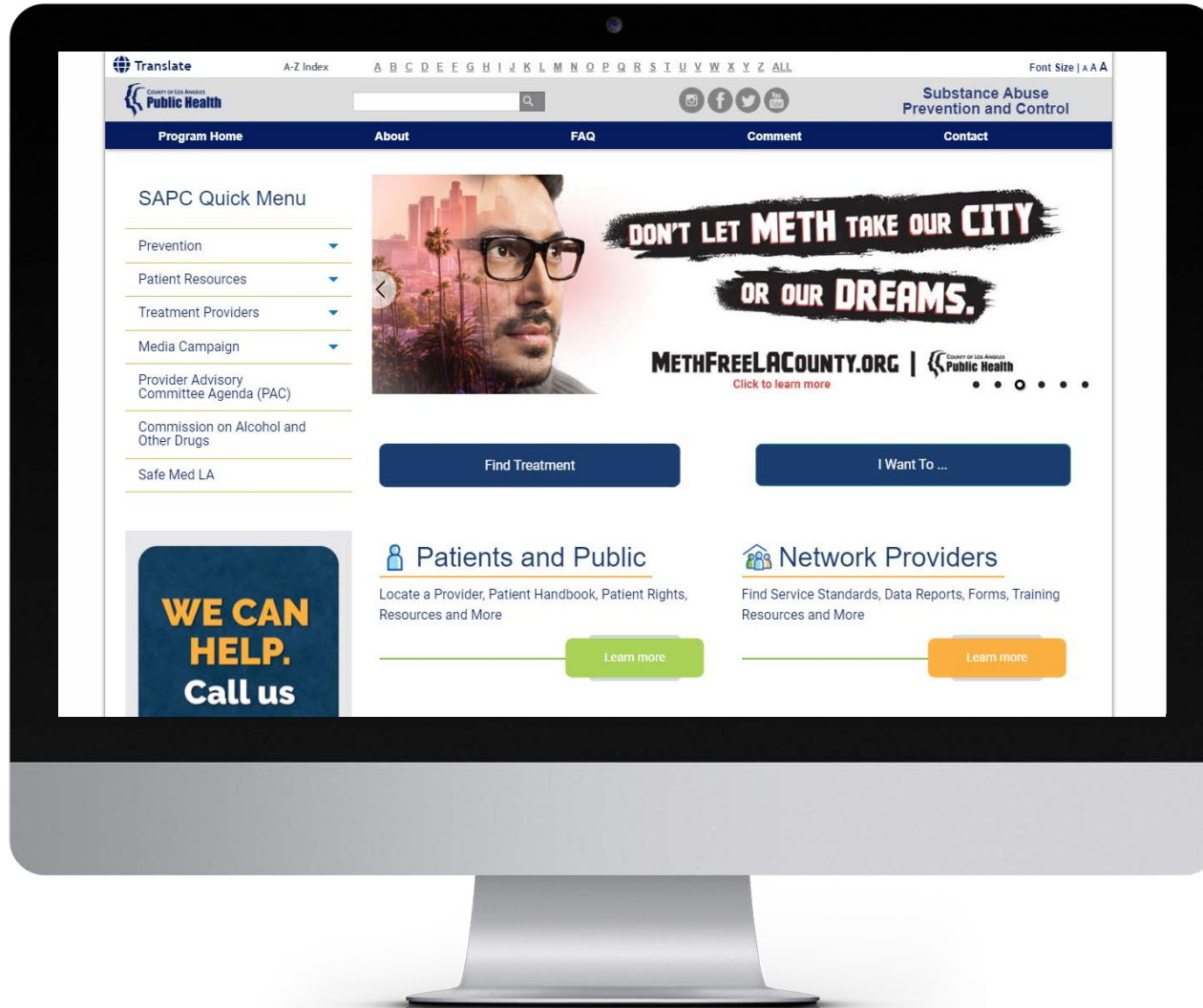


SAPC WEBSITE REDESIGN

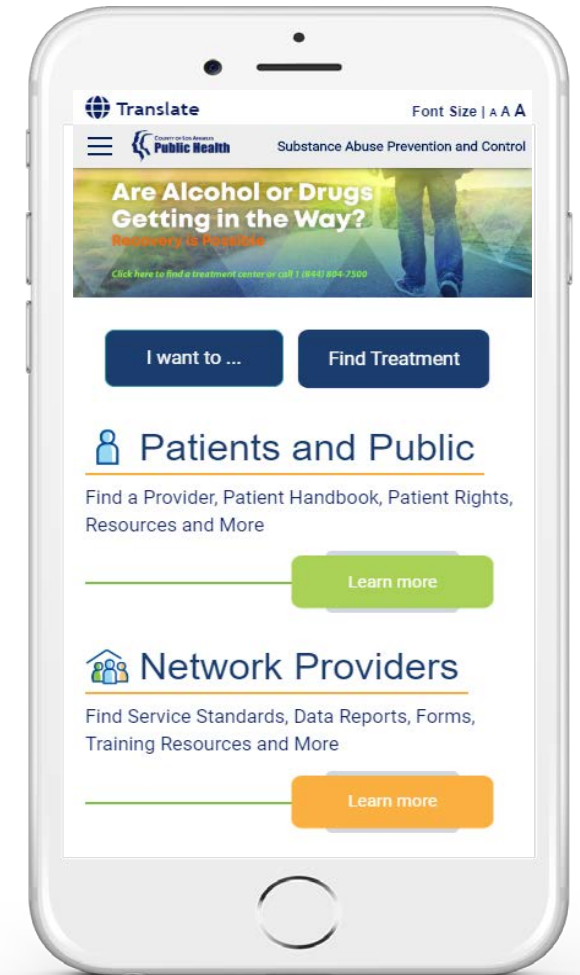




New SAPC Home Page



- [Modern look](#)
- Easier navigation
- Mobile Friendly





SAPC RECOVERY MONTH ACTIVITIES





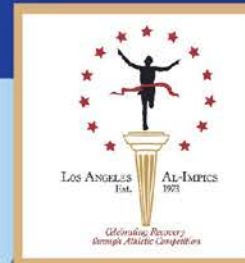
SAPC RECOVERY MONTH VIRTUAL ACTIVITIES

CELEBRATING NATIONAL RECOVERY MONTH SEPTEMBER 2020

Join us in a series of **VIRTUAL EVENTS**. [Click for more event information.](#)



JOIN THE VOICES
FOR RECOVERY:
**CELEBRATING
CONNECTIONS**



AL-IMPICS
*Overcoming,
Empowering,
Thriving*



