



EQUITABLE ACCESS

- Patient Orientation Video
- 2021 Network Adequacy Certification

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



All Treatment Provider Meeting: December 15, 2020

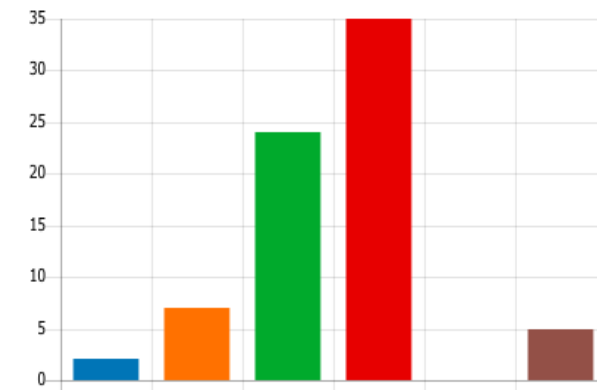
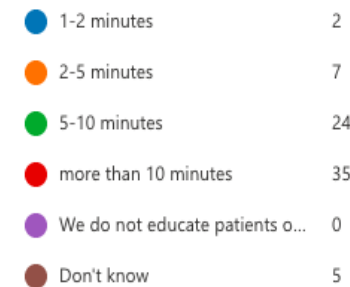
Los Angeles County's
Specialty Substance Use
Disorder Treatment
Patient Orientation

Results Provider Survey on Patient Orientation Video

Total Number of Response: 73

Average time your staff spends educating patients on ALL of the following: Benefits under, DMC-ODS, Patient Rights, Complaints/Appeals

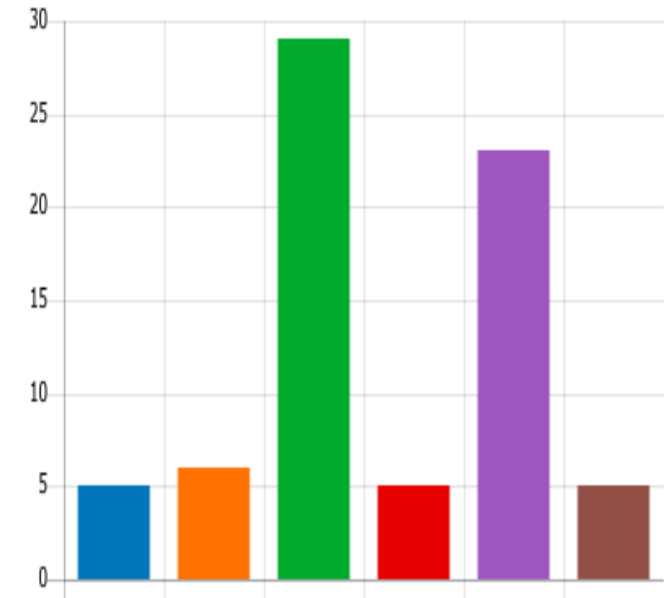
Percent	Response
48% (35)	Average time being more than 10 mins
33% (25)	Takes 5-10 mins



Results Provider Survey on Patient Orientation Video

Based on your current organizational workflow, identify the MAIN barrier to having patients watch the Patient Orientation Video on-site or via telehealth (during the pandemic)?

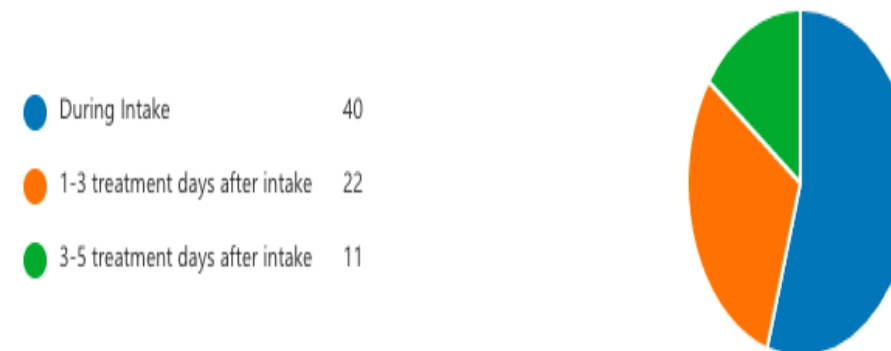
Percent	Response
40% (29)	No computer or laptop access for patients
37% (27)	There are no anticipated barriers to the video



Results Provider Survey on Patient Orientation Video

- In general, when is the best time for the patient to watch the Patient Orientation Video?

Percent	Response
54% (40)	During Intake
30% (22)	1-2 Treatment days after intake



➤ Effective **February 1, 2021** use of video required (for patients admitted on or after)

➤ Exceptions

❖ If unable to view video for a valid reason, document in patient record

Valid Reasons include:


- Due to COVID isolation patient unable to view
- Patient refused
- internet or computer issues, etc.

❖ If a patient viewed video at past admission **at the same agency** in the previous 6 months, then not required view again (DOCUMENT)

➤ Link to Orientation Videos page found at:

<http://publichealth.lacounty.gov/sapc/NetworkProviders/Forms.htm>

Checklist of Requirements:

- Provide quiet, comfortable viewing location where patient can watch and listen with minimal distraction in either individual or group setting.
- Ensure patient views the entire video within five (5) days of first service, regardless of whether it is viewed in one, two, or three sittings.
-  ~~Ensure staff are present while patient view the video in order to address any questions or concerns.~~
- Show the Patient Orientation video as part of group or individual session (e.g. patient education, group counseling, intake/assessment, treatment planning, etc.).
- Document a note in the patient's chart that they viewed the orientation video and received information on how to access the Patient Handbook.
- If there is any reason the Patient Orientation Video could not be viewed by a patient, document a note in the patient chart providing the reason and how the patient was provided with information on the Patient Handbook.
- Ensure patient signs the Patient Handbook and Orientation Video Acknowledgement form within the required timeframe, provide a copy to the patient and place original in the patient chart or upload to Sage.
- Provide patients with limited English proficiency or who are non-English monolingual the appropriate version of the Patient Orientation Video and the Patient Handbook and Orientation Video Acknowledgement. Document that both were provided in the appropriate language in a note.





PATIENT HANDBOOK & ORIENTATION VIDEO ACKNOWLEDGEMENT

- The “Patient Handbook and Orientation Video Acknowledgment” form
REQUIRED
 - It **replaces** any previous versions
 - Space Provided to insert contact info.
 - Patient **MUST** receive a copy and the original placed in the patient record
 - Check which method used to convey patient handbook information
 - Both Patient and Provider Staff must sign form, no later than the 5th day of treatment

▶ GRIEVANCES/COMPLAINTS AND APPEALS

If you feel you have been mistreated or denied a service identified in the Patient Handbook, you may file a complaint. If you disagree with a decision made about your treatment, you may appeal the decision.

Filing an appeal or complaint will not negatively affect your treatment or the treatment services you receive. You can file an appeal or complaint with the County Plan or Network Provider by email, mail, phone or fax.

▶ CONTACT INFORMATION

County Plan	Treatment Provider Contact Information
Department of Public Health, Substance Abuse Prevention and Control 1000 South Fremont Avenue, Building A-9 East, 3rd Floor Alhambra, California 91803 SAPCMonitoring@ph.lacounty.gov (Phone) 1-888-742-7900 (Fax) 1-626-458-6692 Forms Available At: http://publichealth.lacounty.gov/sapc/PatientPublic.htm	Enter Agency Name
	Enter Contact (Division or Person)
	Enter Email Address
	Enter Street Address
	Enter City, State, Zip
	Enter Agency Website OR SAPC Website
	(Phone) 1-000-000-0000 (Fax) 1-000-000-0000
	Forms Available At: Enter Agency Website OR SAPC Website

▶ ACKNOWLEDGEMENT

- (1) I received a copy of this form, AND
- (2) I was informed about my treatment benefits under the County Plan (check all that apply):
 - I viewed the Patient Handbook Orientation video
 - I was shown how to find the Patient Handbook on the County Plan's website
 - My treatment provider talked to me about the benefits in the Patient Handbook

Patient:		
Print Name	Signature	Date (mm/dd/yyyy)
Provider Staff:		
Print Name	Signature	Date (mm/dd/yyyy)





Network Adequacy Application

The mechanism that allows SAPC treatment providers to submit and update information related to requirements for network adequacy, cultural competency, and provider directory.

Applicable to:

- All outpatient, residential and opioid treatment providers under the DMC ODS.

Treatment providers must keep all sections including the Organization, Provider Site and Practitioner Level data up-to-date

Support

If providers have any questions or issues related to accessing this site, please contact the [Public Health IT Service Desk](#) or call (833) 901-1471.

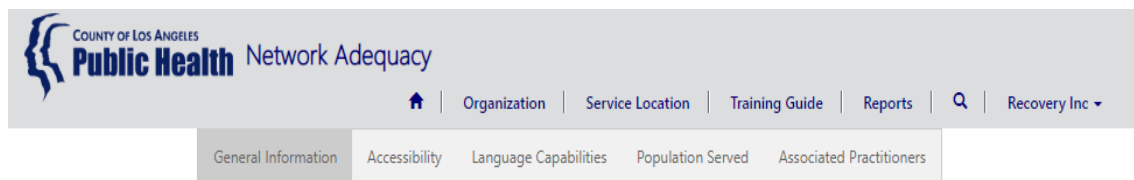
If you have any questions related to how to complete this application or what the information is used for, please contact your assigned technical assistant and copy [Angel Martinez](#) and [Antonnie Moore](#).

Visit the [LA County Department of Public Health Substance Abuse and Prevention Control](#) website for further information about Network Adequacy.

NACT Data Elements

3 Levels of Data

- Organization Information
- Specific Service Site Location
- Practitioner Information by Site



General Service Site Information

Service Location Number	Name *
9876543219	RECOVERY, INC
Address *	Status
44526 Pinky Way	Active
Suite	Telephone *
—	222-222-2222

Organization Information

- Informed by Contract Database
- Captures basic agency information

Specific Service Site Location

- Informed by Contract Database
- Includes: General Site Information, Accessibility, Language Capabilities, & Modalities

Practitioner Information by Site

- Informed by Sage Database
- Includes: Site specific case load, Age Group Served, Discipline Type, Credentials, Modality, Language Capabilities & Cultural Competency Training



NACT 2020: Roll-out & Implementation

Engagement

Conducted preparatory meetings introducing NACT and introduction to the new web-based application to obtain data more efficiently

Identified specific agency representatives who coordinated data collection and verification efforts for their agency.

Trainings

Presented at All Provider Meeting, hosted 4 webinar trainings & 1 in person training, trained +150 agency staff in the network,

Resources

Assigned a SAPC Technical Assistant to each agency to support, answer questions and trouble shoot during the collection period.

Added to Provider website, training materials, guidebook, recordings, help desk support.



NACT 2021

Continuation

- Continue use of Technical Assistants
- Universal username and passwords

Enhancements

- Improve usability & functionality of the system
- Reports for SAPC Providers to utilize data
- Dashboards & enhance data analysis
- Allow regular input for onboarding/removing practitioners, updating practitioner data on SBAT, etc.

Timeline for NACT 2021



January 2021

SAPC

- Identify Provider Sites to Participate in Testing NACT 2.0

Providers

- Identify who will serve as NACT representative/contact

February 2021

SAPC

- Conduct Webinar/Training (at least 2 opportunities)
- Update Network Adequacy Webpage documents
- Assign Technical Assistants
- Launch NACT 2.0 updates & open for Provider input (approx. February 22nd)

Providers

- Ensure NA rep participates in Webinar/Training
- Communicate regularly with assigned Technical Assistants
- Begin review, input, and update of data into NACT

March 2021

SAPC

- Monitor NACT database for improvements
- Continue TA with providers

Provider

- Complete accurate review/update of NACT data by deadline