



ENSURING PATIENT ACCESS

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

All Treatment Provider Meeting: June 27, 2019

- 1. Patient Handbook** has been updated and is available on the SAPC webpage
 - Providers are responsible for making sure that their existing patients are aware of or have the updated patient handbook
 - Ideas for how to notify:
 - Send e-mail or letter, if have consent to do so
 - Notify each individual before or during counseling appointments
- 2. Translated Documents:** the following documents have been translated and will be available on the website beginning early July 2019:
Patient Handbook Summary & Acknowledgement form, In Network Release of Information, Notice of Privacy Practices, Grievance/Complaint forms
- 3. List of Trainings** that meet contract requirements for Cultural Competence

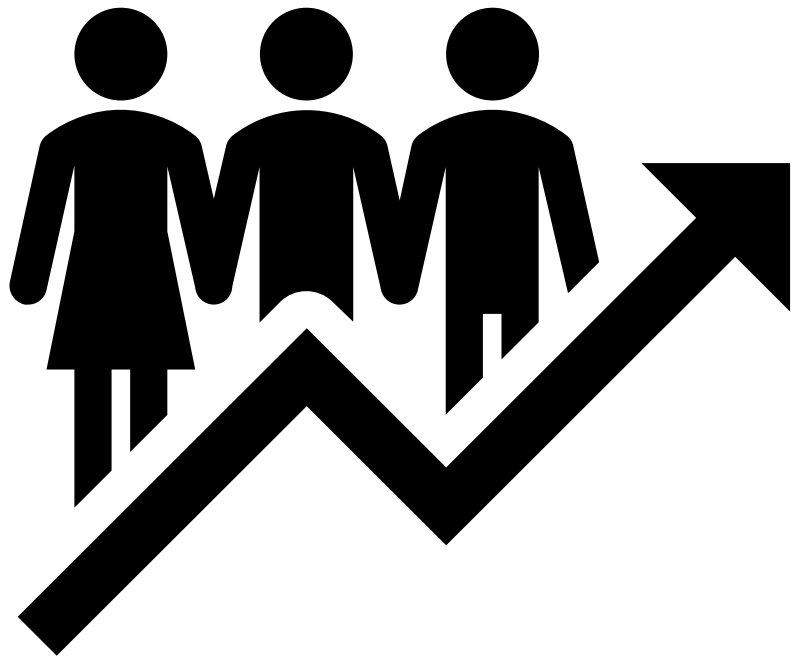


Patient Access Assistance

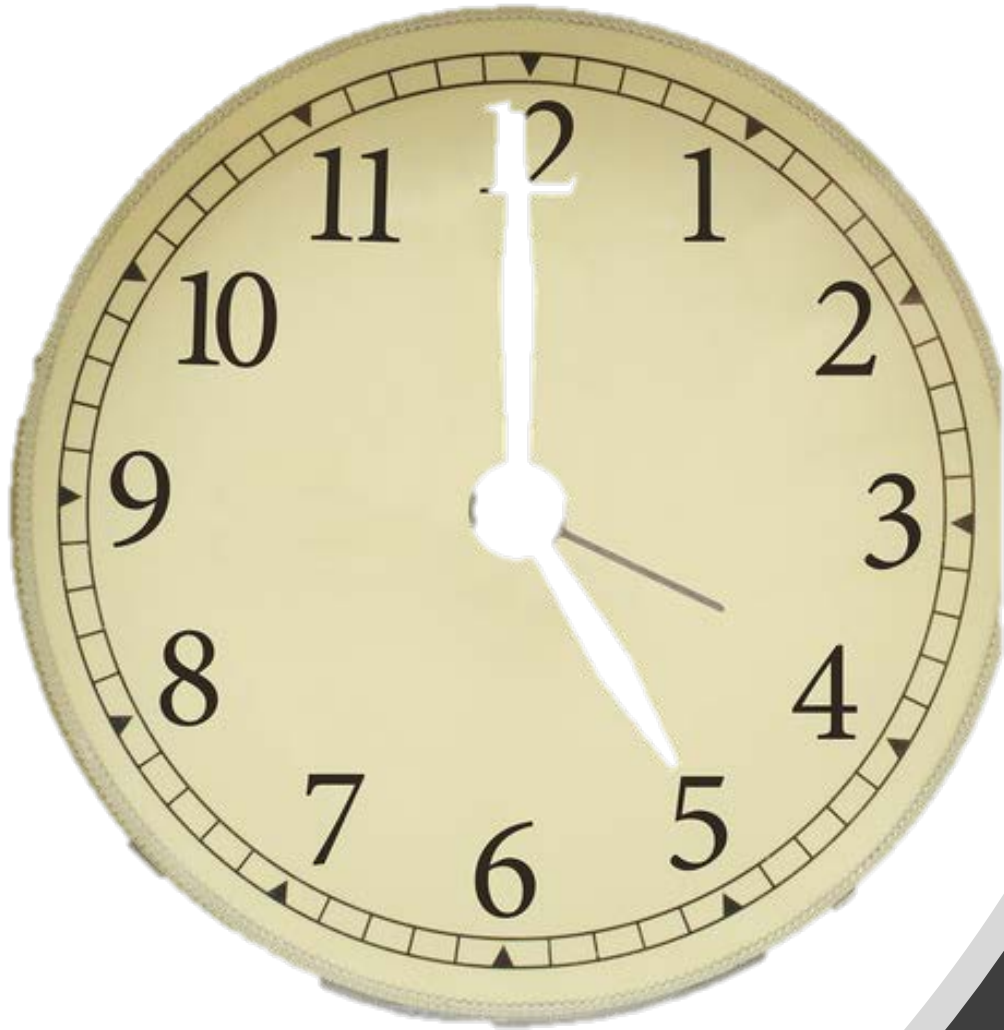


All Treatment Provider Meeting: June 27, 2019





INVESTMENT IN GROWTH



**Investment in
Time**



Healthy People, Healthy Communities

CULTURAL AND LINGUISTIC COMPETENCE PLAN

- ❖ This permeates all aspects of our treatment system
 - Patient, staff, community, workforce development, hiring, access, and treatment
- ❖ Can be heavy lift (CLAS, Title 42, part 438, and SAPC bulletin requirements)
- ❖ During FY 2018-2019:
 - ❖ 46% of provider sites had at least 1 staff either fluent or certified in a language other than English
 - ❖ 54% of all direct service staff had completed any # hours CC training
- ❖ Beginning early part of fiscal year 2019-2020:
 - ❖ CIBHS will be providing individualized technical assistance to each provider
 - ❖ Assist in activities related to the development & implementation of a CLCP
 - ❖ Provide training to staff, assist in P&P, workflow development, etc.
- ❖ Providers to submit a CLCP by April 30, 2020

PATIENT EDUCATION VIDEO

- Convey important information regarding treatment -
- Available for providers to use as orientation
- Play from any desktop, laptop, or tablet using link
- Approximately 8-10 minutes
- Provides a standardized way of sharing information
- Saves time (can be used in group or individual)
- Will be translated into several languages
- Opportunities for provider feedback and input



Interested in either casting or location? Call 626-299-3557



NEW SBAT FUNCTIONALITY



All Treatment Provider Meeting: June 27, 2019



Intake Appointment Calculator

- Helps maximize site workflow and staff planning
- Only visible on Provider Update site
- Uses information input by providers to calculate intake availability
- Automatically populates public-facing SBAT



Daily Zero Out Function

- Allows providers to update information daily
- Encourages real-time input
- Further assists CENS and SASH in identifying providers that are accepting new patients



Open Intake Appointment

- Public-facing SBAT
- User-friendly format
- Daily updates on open intake appointments helps:
 - o quantify intake appointments
 - o better understand site volume

SBAT User Guide: Provider Updates



SUBSTANCE USE DISORDER
TREATMENT SERVICES
PROVIDER MANUAL
ADDENDUM

SBAT – Service & Bed
Availability Tool



System Transformation to Advance Recovery and
Treatment, Los Angeles County's Substance Use
Disorder Organized Delivery System

Provider Update USER GUIDE

SERVICE & BED AVAILABILITY TOOL (SBAT)

The web-based tool that provides a dashboard of available
specialty SUD services throughout Los Angeles County

June 2019 (Version 6.0)

COUNTY OF LOS ANGELES
Public Health
Substance Abuse Prevention and Control

Contains what
you need to
know about
the SBAT
functionality!

Table of Contents

Section 1. User Access.....	3
New User.....	3
Existing User.....	3
Section 2. Log In.....	4
URL.....	4
Logging In.....	4
Section 3. Input Outpatient and/or Residential Intake Hours.....	5
Available Intake Appointments.....	5
Appointment Hours.....	7
Available Intake Appointments available within 7 days.....	8
Section 4. Input Residential/Recovery Bridge Housing Service Capacity.....	8
Service Type.....	8
Capacity by Age/Gender for Residential/RBH Services.....	9
Section 5. Save and Exit.....	9
Saving Input.....	9
Logging Off.....	10

SUBSTANCE USE DISORDER TREATMENT SERVICES
User Guide: SBAT Update Instructions – Version 6.0
Last Updated: May 2019
Page 2 of 10

COUNTY OF LOS ANGELES
Public Health
Substance Abuse Prevention and Control

SBAT Intake Slot Calculator

Do you know how many intakes your agency can perform?

The "SBAT Intake Slot Calculator" can help providers calculate the number of intakes that can be scheduled on a given day to maximize staff and organizational planning for the benefit of both treatment agencies and the patients they serve. Simply insert the information below, providing the number of staff you have available to work that day, the amount of time staff dedicated to intakes, the average intake time per client, and the number of intakes that were already scheduled for a given day. The calculator will calculate how many intakes you have available on a given day.

Instructions (see below)

Total Available Staff for Intakes:	5	Enter number of staff available to conduct intakes
X		
Average Time (hours) Dedicated to Intakes Per Staff:	0.5	Enter average time (hours, in increments of 0.25) that each staff can dedicate to
÷		
Average Intake Time (hours) Per Client:	0.75	Enter average time (hours, in increments of 0.25) it takes staff to complete an
-		
Existing Intake Appointments	2	Enter intake slot(s) that is/are already scheduled for the day
=		
Total Number of Intake Slots Available:	1	Total number of possible intake slots will be <u>auto-calculated</u> based on the values

Purpose of the SBAT Intake Slot Calculator → Described on page 5 of the *SBAT User Guide for Provider Updates*





Provider Update View of Intake Slot Calculator



SBAT Bed and Intake Capacity - Provider Site Updates

Welcome sbatdemo

Logoff

Facility Address	Level of Care, Bed Capacity, and Intake Appointment Hours								
1. 3250 Wilshire Boulevard, Los Angeles, CA 90010	<div data-bbox="639 339 2252 644"><h3>Outpatient Intake Slots</h3><p>(OP) Outpatient Treatment (ASAM 1)  OP Intake Slots <input type="text" value="1"/> </p><p>(IOP) Intensive Outpatient (ASAM 2.1) <input type="radio"/> No <input checked="" type="radio"/> Yes</p><p>Are Outpatient Intake appointments available within 7 days?</p></div> <div data-bbox="639 682 2252 986"><h3>Residential Intake Slots</h3><p>(RS-LI) Low Intensity Residential (ASAM 3.1)  RS Intake Slots <input type="text" value="2"/> </p><p>(RS-HI) High Intensity Residential (ASAM 3.5) <input type="radio"/> No <input checked="" type="radio"/> Yes</p><p>Are Residential Intake appointments available within 7 days?</p></div> <div data-bbox="639 1025 2252 1415"><h3>Residential Bed Capacity</h3><p>(RS-LI) Low Intensity Residential (ASAM 3.1) Adult</p><table border="1"><tr><td>Male</td><td>Female</td></tr><tr><td><input type="text" value="2"/></td><td><input type="text" value="4"/></td></tr></table><p>(RS-HI) High Intensity Residential (ASAM 3.5) Adult</p><table border="1"><tr><td>Male</td><td>Female</td></tr><tr><td><input type="text" value="1"/></td><td><input type="text" value="0"/></td></tr></table></div>	Male	Female	<input type="text" value="2"/>	<input type="text" value="4"/>	Male	Female	<input type="text" value="1"/>	<input type="text" value="0"/>
Male	Female								
<input type="text" value="2"/>	<input type="text" value="4"/>								
Male	Female								
<input type="text" value="1"/>	<input type="text" value="0"/>								

Click on
calculator
icon

OP Intake Slots

Are Outpatient Intake appointments available within 7 days? No Yes

Intake Slot(s) Calculator ?	Input
a. Total Available Staff for Intakes: ?	<input type="text" value="Total # of Available Staff for Ir"/>
b. Average Time (hours) Dedicated to Intake Per Staff: ?	<input type="text" value="Average Time (hours) Dedic"/>
c. Average Intake Time (hours) Per Client: ?	<input type="text" value="Average Intake Time (hours) I"/>
d. Existing Intake Appointments: ?	<input type="text" value="Existing Intake Appointments"/>

to access the SBAT intake slot calculator

Provider Update View of Intake Slot Calculator



SBAT Bed and Intake Capacity - Provider Site Updates

Welcome sbatdemo

Logoff

Facility Address	Level of Care, Bed Capacity, and Intake Appointment Hours
1. 3250 Wilshire Boulevard, Los Angeles, CA 90010	<div data-bbox="637 439 2242 506">Outpatient Intake Slots</div> <div data-bbox="637 506 2242 935"><p>(OP) Outpatient Treatment (ASAM 1)</p><div data-bbox="1528 514 2242 742"><p style="text-align: center;">OP Intake Slots</p><p style="text-align: center;">Are Outpatient Intake appointments available within 7 days? <input type="radio"/> No <input checked="" type="radio"/> Yes</p></div><div data-bbox="1528 742 2242 1306"><p>Intake Slot(s) Calculator</p><p>a. Total Available Staff Intakes: ? <input type="text"/></p><p>b. Average Time (hours) Dedicated to Intake Per Staff: ? <input type="text"/></p><p>c. Average Intake Time (hours) Per Client: ? <input type="text"/></p><p>d. Existing Intake Appointments: ? <input type="text"/></p></div></div> <div data-bbox="637 935 2242 1338"><p>(IOP) Intensive Outpatient (ASAM 2.1)</p></div>

Save

Instructions (see below)

Total Available Staff for Intakes:	5	Enter number of staff available to conduct intakes
X		
Average Time (hours) Dedicated to Intakes Per Staff:	0.5	Enter average time (hours, in increments of 0.25) that each staff can dedicate to
÷		
Average Intake Time (hours) Per Client:	0.75	Enter average time (hours, in increments of 0.25) it takes staff to complete an
-		
Existing Intake Appointments	2	Enter intake slot(s) that is/are already scheduled for the day
=		
Total Number of Intake Slots Available:	1	Total number of possible intake slots will be <u>auto-calculated</u> based on the values

1. Input number of staff available on that day to conduct intake
2. Input the amount of time, on average, staff are dedicated toward intakes
3. Input the average time it takes per client to complete intakes
4. Number of intakes that were already scheduled for that day

Level of Care, Bed Capacity, and Intake Appointment Hours

Outpatient Intake Slots

(OP) Outpatient Treatment (ASAM 1)



OP Intake Slots

3



Are Outpatient Intake appointments available within 7 days?

No Yes

Intake Slot(s) Calculator <small>i</small>	Input
a. Total Available Staff for Intakes: <small>?</small>	3
b. Average Time (hours) Dedicated to Intake Per Staff: <small>?</small>	4
c. Average Intake Time (hours) Per Client: <small>?</small>	2.5
d. Existing Intake Appointments: <small>?</small>	1 <small>x</small>

(IOP) Intensive Outpatient (ASAM 2.1)

Provider Update View of Intake Slot Calculator



SBAT Bed and Intake Capacity - Provider Site Updates

Welcome sbatdemo

[Logoff](#)

Facility Address	Level of Care, Bed Capacity, and Intake Appointment Hours			
1. 3250 Wilshire Boulevard, Los Angeles, CA 90010	Outpatient Intake Slots			
	(OP) Outpatient Treatment (ASAM 1) OP Intake Slots			
	<input type="text" value="1"/> <input checked="" type="checkbox"/>			
	(IOP) Intensive Outpatient (ASAM 2.1) Are Outpatient Intake appointments available within 7 days?			
	<input type="radio"/> No <input checked="" type="radio"/> Yes			
	Residential Intake Slots			
	(RS-LI) Low Intensity Residential (ASAM 3.1) RS Intake Slots			
	<input type="text" value="2"/> <input checked="" type="checkbox"/>			
	(RS-HI) High Intensity Residential (ASAM 3.5) Are Residential Intake appointments available within 7 days?			
	<input type="radio"/> No <input checked="" type="radio"/> Yes			
Residential Bed Capacity				
(RS-LI) Low Intensity Residential (ASAM 3.1) Adult				
<table border="0"><tr><td>Male</td><td>Female</td></tr><tr><td><input type="text" value="2"/></td><td><input type="text" value="4"/></td></tr></table>	Male	Female	<input type="text" value="2"/>	<input type="text" value="4"/>
Male	Female			
<input type="text" value="2"/>	<input type="text" value="4"/>			
(RS-HI) High Intensity Residential (ASAM 3.5) Adult				
<table border="0"><tr><td>Male</td><td>Female</td></tr><tr><td><input type="text" value="1"/></td><td><input type="text" value="0"/></td></tr></table>	Male	Female	<input type="text" value="1"/>	<input type="text" value="0"/>
Male	Female			
<input type="text" value="1"/>	<input type="text" value="0"/>			



Provider Update View of Zeroing Functionality



SBAT Bed and Intake Capacity - Provider Site Updates

Welcome sbatdemo

Logout

Facility Address	Level of Care, Bed Capacity, and Intake Appointment Hours
1. 3250 Wilshire Boulevard, Los Angeles, CA 90010	<div data-bbox="639 337 2224 625"><h3>Outpatient Intake Slots</h3><p>(OP) Outpatient Treatment (ASAM 1)</p><p> OP Intake Slots <input type="text" value="0"/> </p><p>(IOP) Intensive Outpatient (ASAM 2.1)</p><p>Are Outpatient Intake appointments available within 7 days? <input checked="" type="radio"/> No <input type="radio"/> Yes</p></div> <div data-bbox="639 658 2224 946"><h3>Residential Intake Slots</h3><p>(RS-LI) Low Intensity Residential (ASAM 3.1)</p><p> RS Intake Slots <input type="text" value="0"/> </p><p>(RS-HI) High Intensity Residential (ASAM 3.5)</p><p>Are Residential Intake appointments available within 7 days? <input checked="" type="radio"/> No <input type="radio"/> Yes</p></div> <div data-bbox="639 979 2224 1368"><h3>Residential Bed Capacity</h3><p>(RS-LI) Low Intensity Residential (ASAM 3.1)</p><p>Adult</p><p>Male <input type="text" value="0"/> Female <input type="text" value="0"/></p><p>(RS-HI) High Intensity Residential (ASAM 3.5)</p><p>Adult</p><p>Male <input type="text" value="0"/> Female <input type="text" value="0"/></p></div>

Save

Public-Facing View of Intake Information



Agency	Available Beds	Intake Information	Specific Service Type	Languages Spoken
PHOENIX HOUSES OF LOS ANGELES, INC. Intake appointments available within 1 week. 503 Ocean Front Walk, Venice, CA 90291 Business Hours: Sun: Closed, Mon - Fri 8:00am - 4:30pm; Sat: 8:00 am - 9:00 pm Phone number: (310) 392-3070 Web Site: www.phoenixhouse.org Secondary Agency Name: Phoenix House - Venice Licensed Practitioners	RS(3.1): Adult - M: 0; RS(3.5): Adult - M: 0;	Intake hours: RS Open Intake Appts: RS =	Adult, Court Diversion, Probation/ Parole, Re-entry, Criminal Justice, Sexually- Exploited	English, Spanish
Last Updated: 12/13/2018 11:47:32 AM				
ASIAN AMERICAN DRUG ABUSE PROGRAM, INC. 520 North La Brea, #236, Inglewood, CA 90302 Business Hours: Sun: Closed; Mon, Wed, Fri: 8:30 am - 6:30 pm; Tue, Thu: 8:30 am - 9:00 pm; Sat: 9:00 am - 5:00 pm Phone number: (323) 294-4932 Web Site: www.aadapinc.org Secondary Agency Name: Goodman Outpatient Licensed Practitioners		Intake hours: OP / IOP Open Intake Appts: OP / IOP =	Adult, Court Diversion, Probation/ Parole, Re-entry, Criminal Justice, Developmentally Disabled, 18-24, Homeless, Parent/Guardian (Female) with Children, Parent/Guardian (Male) with Children, Perinatal, Sexually- Exploited	English, Spanish, Vietnamese
Last Updated: 12/13/2018 11:47:33 AM				
ASIAN AMERICAN DRUG ABUSE PROGRAM, INC. 5318 Crenshaw Boulevard, Los Angeles, CA 90043 Business Hours: Sun: Closed; Mon - Fri: 9:00 am - 5:00 pm; Sat: 10:00 am - 3:00 pm Phone number: (323) 293-6291 Web Site: www.aadapinc.org Secondary Agency Name: AADAP TC	RS(3.1): Adult - M:0, F:0; RS(3.5): Adult - M:0, F:0; RS(3.1): Youth - M:0, F:0;	Intake hours: RS Open Intake Appts: RS =	Adult, Co-Occurring Mental Health Capabilities, Court Diversion, Probation/ Parole, Re-entry, Criminal Justice, Homeless, Parent/Guardian (Female) with Children, Parent/Guardian (Male) with Children, Perinatal	English, Korean, Samoan, Spanish

The column title is changed to **“Intake Information”**

Available intake appointments within 1 week, as before.
- alternate availabilities

Includes Intake hours as before, but more clearly identifiable.

Open Intake appointments added for outpatient and residential.



UPCOMING EVENTS AND ACTIVITIES



All Treatment Provider Meeting: June 27, 2019



2019 Los Angeles AI-Impics
Experience a New Freedom
SEPTEMBER 28, 2019



...YOU CAN BE A...
VOLUNTEER
THIS YEAR!

AL-IMPICS 2019

Interested?

Contact:

Ashlee King

aking@Hopics.org



SHATTERPROOF™ **RISE UP** AGAINST ADDICTION

NOVEMBER
9th
2019

