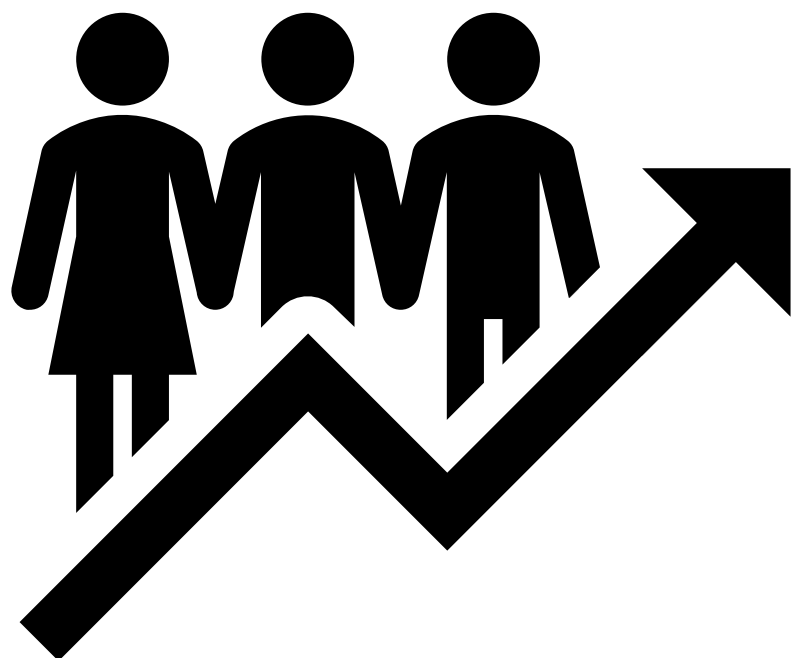




# ORIENTATION VIDEO SERIES

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

All Treatment Provider Meeting: July 30, 2019



# INVESTMENT IN GROWTH

# PATIENT ORIENTATION/EDUCATION VIDEO

- Conveys important information regarding treatment, patient rights & responsibilities, and problem resolution
- To be used as part of the patient orientation process
- Can be played from any desktop, laptop, or mobile device using a hyperlink
- Meets contractual provision and federal requirement for informing patient of the plan
- Saves staff time and can be used in group or individual sessions



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

# PATIENT ORIENTATION/EDUCATION VIDEO – FEEDBACK SESSION

- We need your input
- Use the feedback sheet to provide your input
- Focus on content not grammatical errors
- We encourage your honesty and creativity
- You can provide feedback verbally and/or in writing using the form



**Los Angeles County  
Department of  
Public Health  
Patient Orientation  
Videos  
Draft V.1 (SAPC  
revise)**

07.25.19



- **TITLE CARD: LOS ANGELES COUNTY SUBSTANCE USE DISORDER TREATMENT SYSTEM PATIENT ORIENTATION**
- **NOTE: ALL SUPERS IN BOLD**
- **DANNY TREJO ON CAMERA- CLEAN DARK BACKGROUND:**
- **DANNY T:** Hi, I'm Danny Trejo. As someone who has 50 years sober, I know first-hand the struggles you are experiencing right now. You are lucky, I got to stay in the long-term inpatient treatment program called San Quinten.
- **The County of Los Angeles Department of Public Health, Substance Abuse Prevention and Control** wants you to know as a member of this health care plan, you have access to a growing number of dedicated licensed and certified professionals who are interested in seeing you succeed in treatment.
- **SUPER:**  
<http://publichealth.lacounty.gov/sapc/PatientPublic.htm>

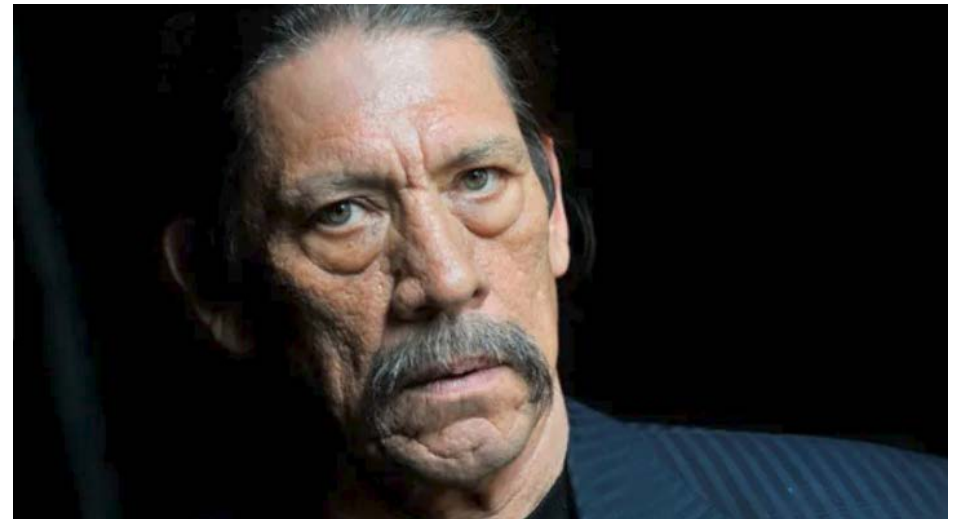


**Please do not distribute as this is not finalized!**

- **ADMIN (ON CAMERA):** Thank you, Danny, I will see you later.
- I hope you find this video helpful and gives you the information you need about your treatment. But, if you need more, it's also available in your Patient Handbook. And you can always go to the website on the screen to get all the information you need.
- **SCENES OF LOS ANGELES COUNTY ICONIC LOCATIONS AND PEOPLE FROM DIVERSE BACKGROUNDS DURING THE VO.**
- **FEMALE ADMIN ACTRESS WILL DELIVER BOTH ON CAMERA AND VO:**
- **ADMIN ON CAMERA:** The **County Plan**, your specialty managed care plan **substance use disorder**, and the **SUD treatment system** are terms that will be used during the course of this video.
- They all mean the same thing: **substance use disorder treatment that is available to you at NO COST.**



- **SCENES OF PATIENT ON THE PHONE/WITH THEIR DOCTOR/WITH A COUNSELOR.**
- **ADMIN VO:** The specialty managed care plan focuses only on those services related to your alcohol and other drug treatment. However, the agency where you are currently receiving your treatment can help you coordinate care with your regular doctor or mental health professional.
- **DANNY T ON CAMERA**
- **DANNY T:** You are not alone. Millions of people successfully recover from alcohol and other drug addictions through hard work, dedication, and support!
- But during your treatment, if you think you are having a health, mental health or substance use related emergency, call 911 or go to the nearest emergency room for help
- **Call 911**
- **Go to the nearest emergency room.**





- **SCENES OF PEOPLE IN CARE WITH DOCTORS AND CLINICIANS AND WITH FAMILY**
- **ADMIN TYPE VO:** The County plans services are for people who have at least one substance use disorder that their regular doctor cannot treat.
- **DR. TO BE DECIDED UPON ON CAMERA IN OFFICE:**
- **DR. TBD:** Substance use disorder, also known as addiction, is a medical condition that disrupts the normal function of the brain causing a person to seek alcohol or drugs despite the negative impact it causes them.
- **ADMINISTRATION ACTRESS ON CAMERA.**
- **ADMIN TBD:** Your health care plan offers services that are delivered by a network of providers, such as the one you are with now, who have been certified and/or licensed and have an agreement with Los Angeles County to provide substance use disorder treatment at NO-COST for those who are eligible.
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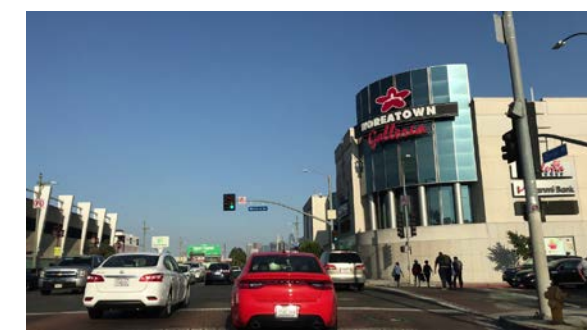
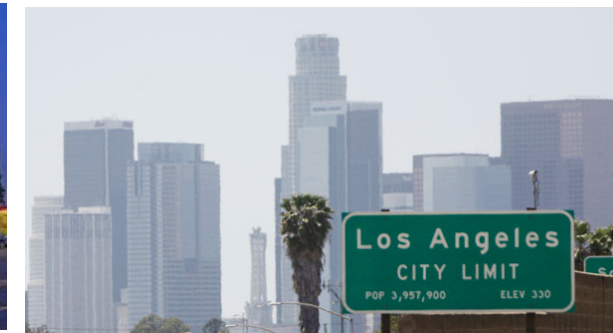


○ **TEMPLATE SCENES OF LOS ANGELES FOR SUPERS:**

- **ADMIN VO:** You are eligible if you:
- **Are a Los Angeles County resident, AND**
  - **Currently have Medi-Cal or are Medi-Cal eligible**
  - **OR**
  - **Participate in programs funded by the criminal or juvenile justice system such as AB 109.**
  - **OR**
  - **Currently have My Health LA, or are eligible for My Health LA.**

○ **ANIMATION SEQUENCE OF CHARACTER (DANNY T) HOLDING UP SIGNS WITH THE INFORMATION SUPERS ON THEM.**

- **ADMIN VO:** As a member of the specialty managed care plan, you have access to different treatment options, based upon your individual needs:
- **Brief Outpatient for individuals ages 12-20 who are at-risk of a SUD**
  - **Outpatient Treatment**
  - **Intensive Outpatient Treatment**
  - **Residential Treatment**
  - **Withdrawal Management (also known as detox)**
  - **Opioid (or prescription drug) Treatment**
  - **Medication Assisted Treatment; and**
  - **Recovery Support Services**



- **DANNY T ON CAMERA:**

- **DANNY T:** By now, your treating provider has asked you some personal questions about your current drug and alcohol use. You shared important information about how it has affected different areas of your life, and they have listened to determine the best type of substance use treatment services to meet your needs. If you have not already, you will be asked to read and sign documents that inform you about your care.

- **ADMIN VO:** Documents like....

- **SCENES OF LA AND PEOPLE WITH SUPERS OVER THEM. DANNY T WILL CONTINUE WITH THIS INFO.**

- **The Admission agreement** that tells you about the do's and don'ts while in treatment, including what results in immediate dismissal.

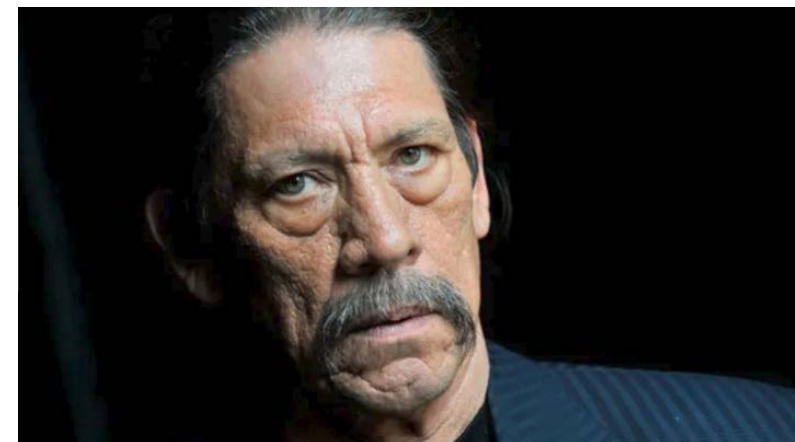
- **The Consent for Treatment** that tells you about the treatment you will be receiving

- **The Treatment plan:** this is an agreement between you and your treating provider that outlines your treatment goals, types of services, and how frequently you will receive these services.

- **The Confidentiality agreement:** this tells you about the federal laws and regulations protecting your medical information.

- **The Release of information...**allows your treating provider to share only the information you approve with other individual or entities involved in your care

- **Patient Handbook Acknowledgment:** verifies that you viewed this video and summarizes important information that is found in this document about **your benefits.**



- **ON CAMERA ADMIN PERSON.**
- **SUPERS WILL APPEAR ON EITHER RIGHT OR LEFT OF ADMIN PERSON, SO WE WILL FRAME THEM TO ALLOW FOR THAT.**
- **ADMIN TBD:** You will receive a copy of these documents because they are important for your treatment and its success. If you need them to be translated into another language...
- **SUPER: SPANISH, ARABIC, ARMENIAN, CAMBODIAN (KHMER), CANTONESE, FARSI, HMONG, KOREAN, MANDARIN, RUSSIAN, TAGALOG, VIETNAMESE**
- ...or provided in larger print, you have the right to receive them at no cost to you. Ask your treating provider if you need assistance.
- Your treatment includes the use of interventions that are patient-centered and based on science, which means that they are effective and address your individual needs, including cultural considerations, language assistance needs, child-care and more.



- **SCENES OF DIVERSE PROFESSIONAL PEOPLE (E.G. PERSON WITH PHYSICAL DISABILITY, SOMEONE SIGNING, AS WELL AS CULTURAL DIVERSITY. NO BUSINESS PROFESSIONALS.**

- You will be working with a treatment team of qualified professionals, including

- **Certified/Registered Substance Use Disorder Counselor**
- **Licensed Clinicians**
- **Licensed Medical Professionals**

- Your primary counselor and treatment team will work with you to...

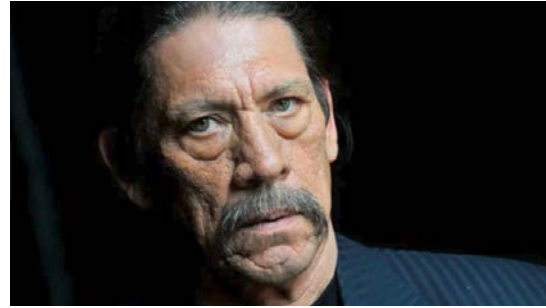
- **Develop and regularly assess your treatment goals.**
- **Prepare you to cope with triggers and plan for when treatment ends.**
- **Provide you with one-on-one counseling and family therapy**
- **Encourage social interaction and education about substance use disorders in group counseling settings**
- **Offer Medications for Addiction Treatment (MAT), if it fits your needs**
- **Deliver additional services for pregnant and parenting women**
- **Assist you to access other services**
- **Support you after you have completed treatment**



- **DANNY T ON CAMERA:**
- **DANNY T:** Your treatment team will support you in reaching your goals, but they cannot do this alone. They need you. Because, what you put into treatment, is what you will get out of it.
- But if, at any time, you need to change providers or move from one service to another, they'll coordinate that and help you find a service provider that meets your new needs and preferences.
- **ANIMATION OF CHARACTER (DANNY T) WRITING INFO ON SCREEN...**
- **DANNY T VO:** You can also look for a new provider on your own, by searching the online provider directory at <http://sapccis.ph.lacounty.gov/sbat/> for a complete list of network providers, or by calling the SASH at **1-844-804-7500**.
- **ADMIN VO:** If you need services after hours or on weekends, talk with your treating provider. If you are receiving outpatient or intensive outpatient treatment, your provider will have services for at least two evenings per week and one weekend day at no cost to you.



- **DANNY T ON CAMERA:**
- **DANNY T:** As a member of this plan, you have the right to receive services that...
- **SERIES OF STILLS OF PORTRAITS OF DIVERSITY.**
- **DANNY T VO:** Respect and consider your cultural and/or ethnic background, language needs, disability, gender, religion, sexual orientation or gender identity. Discrimination is against the law!
- **DANNY T ON CAMERA:**
- **DANNY T:** You also have the right to...
- **SUPERS AGAINST IMAGES OF LA:**
  - **Be free from verbal, emotional, sexual, or physical abuse**
  - **Have your health information kept protected and private**
  - **Be free to consent for treatment or to refuse treatment.**
  - **Be free to file a complaint or request an appeal**
  - **Be free to exercise these rights without it negatively affecting how you are treated.**



- **ADMIN PERSON ON CAMERA:**

- **ADMIN TBD:** You have responsibilities as well, including to...

- **SUPERS OVER LA SCENES AND OF PEOPLE...**

- Read your Patient Handbook
- Attend your treatment as scheduled.
- Treat the staff who provide your treatment with respect and courtesy.
- Let your provider know if you need language assistance services or auxiliary aids and services well before your appointment.
- Contact the County Plan if you have any problems

- **ADMIN PERSON ON CAMERA:**

- **ADMIN TBD:** Language assistance services are available to you free of charge. Ask your treating provider how you can access assistance or call the number on the screen **1-888-742-7900** (TTY: **711**).

- **NOTE:** *This statement should be close captioned in all 12 languages (Arabic, Armenian, Cambodian, Chinese, American Sign Language, Farsi, Hmong, Korean, Russian, Spanish, Tagalog, and Vietnamese) on the **English version**.*

- **ADMIN PERSON ON CAMERA:** If you have trouble reading, have visual impairments, difficulties hearing or speaking, ask your treating provider how to get auxiliary aids and services, including **large print documents, audio files, and other alternative formats**.

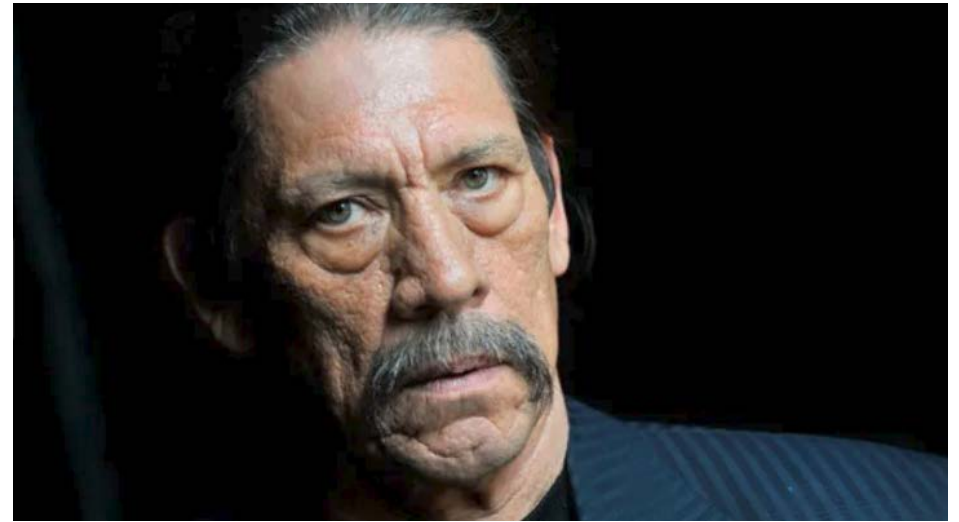
- You can also contact **your County Plan at 1-888-742-7900** or visit their website at

<http://publichealth.lacounty.gov/sapc/PatientPublic.htm>.





- **DANNY T VO:**
- Your treating provider will tell you their process for filing a complaint or how you can resolve problems related to your care.
- **DANNY T. ON CAMERA:**
- **DANNY:** If, at any time, you are not satisfied with your treating provider's resolution, feel you are unjustly asked to pay for services, are denied treatment, refused language assistance services, or have other issues regarding your care you may file a **complaint** directly with your County plan.
- Your treating provider cannot ask you for payment to provide any service described in your patient handbook.
- **SUPER:**
  - **no fees,**
  - **no deposits,**
  - **no co-pay, and**
  - **no share-of-cost** unless required by your Medi-Cal plan due to your income
- **SCENE OF SOMEONE WHO LOOKS IN DISTRESS GOING UP TO A DESK OR SITTING WITH SOMEONE WHO IS ACTIVELY LISTENING**



- **ADMIN VO:** Based on your treatment teams' professional assessment of your progress in care and in consultation with you, they may recommend that you receive either more or less intensive care.
- **ADMIN ON CAMERA:**
- **ADMIN TBD:** We call this “stepping up” or “stepping down” and this is a normal part of treatment. However, If you disagree with a decision regarding your care, you may request an **appeal** of the decision.
- **ADMIN VO:** You can appeal a decision or file a complaint verbally or in writing. The Specialty Managed Care Plan's complaint and appeal forms are available at all treating provider locations or by going to the County plan webpage.
- **ANIMATED DANNY ON COMPUTER – TURNS IT TO CAMERA.**
- **SCREEN HOLDS INFO**
- **DANNY T:** You can also file a complaint or request an appeal by contacting the County plan's problem resolution team at **1-888-742-7900 (TTY 711)**, or send a fax to **1-626-458-6692**



- **ADMIN PERSON ON CAMERA:**
- **ADMIN TBD:** If you have any questions or need more information, REMEMBER you can ask a member of your treatment team or refer to your Patient Handbook.
- **SUPER URL AGAIN.**
- **DANNY T JOINS ADMIN PERSON:**
- **DANNY T:** You have made an important decision toward your own well-being. Your treatment team is available to support you every step of the way on your recovery journey!
- **ADMIN TBD:** Thank you for choosing Los Angeles County Department of Public Health's Specialty Managed Care plan for your substance use disorder treatment.
- **DANNY T:**
- **BIG SUPER OVER THEM BOTH:**
- **TREATMENT WORKS AND RECOVERY IS POSSIBLE!**



# PATIENT ORIENTATION/ EDUCATION VIDEO – FEEDBACK SESSION



**Thank you for downloading your feedback and helping to put the puzzle pieces into place!**

## **Next Steps:**

- Incorporate feedback into script
- Begin production using a provider location to film some of the background scenes
- Two versions of voice over: Spanish & English
- Subtitles in other threshold languages
- Link developed to make finding and using video user-friendly
- Protocol developed for how to use
- Launch anticipated for October 2019



# IMPROVING EQUITABLE ACCESS TO SERVICES





# INCORPORATING CLAS IN DAY-TO-DAY OPERATIONS

❖ Providers **MUST** submit their plan describing priorities for ensuring culturally & linguistically appropriate services by **April 30, 2020**:

- ❖ Part of compliance to your DMC contract (paragraph 18Y), NCLAS and 42 CFR, part 438
- ❖ Describes vision, priorities, goals and action steps for each agency
- ❖ Helps direct the organization in ensuring equitable access to treatment services

❖ Individualized technical assistance will be provided by CIBHS (at no cost to you)

❖ Technical assistance is self-directed by each Provider (except for 2 priorities below)

❖ Your assigned CIBHS staff will:

- ❖ Be contacting you in the next few weeks to introduce themselves (no later than September 2019)
- ❖ Assist in identifying relevant activities related to the development & implementation of this plan (including providing training to staff, assist in P&P, workflow development, etc.)
- ❖ SAPC has only two priorities for your Plan:

1. Identifying, recruiting, training, and retaining dedicated certified bilingual staff based on the primary populations receiving services at each location.
2. Improving equitable access to treatment services for individuals with disabilities



# UPCOMING EVENTS AND ACTIVITIES





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

**Interested?  
Contact:  
Ashlee King  
[aking@Hopics.org](mailto:aking@Hopics.org)**



# SHATTERPROOF™ RISE UP AGAINST ADDICTION

**NOVEMBER  
9<sup>th</sup>  
2019**



**INFORMATION SESSION  
AUGUST 27, 2019  
(during Provider Meeting)**

- ❖ Be there in person to hear more about how you, your staff, and patients can participate in this fun-filled event!!
- ❖ Refreshments will be served
- ❖ Shatterproof staff will be available on-site to register agencies and/or individuals.

# INTERNATIONAL OVERDOSE AWARENESS DAY

Don't Let This Day Go By Without Doing Something to.....

**#ENDOVERDOSE**

When: Saturday, August 31<sup>st</sup>, 2019

During the August Provider Meeting (8/27/19), SAPC will be distributing **Naloxone Kits** (one per provider location)

There are many ways to participate (around the date), including:

- ❖ “Pop-up” save a life overdose training
- ❖ Holding small vigil in remembrance
- ❖ Place a link to on your website
- ❖ Create a tree where the name of a loved one is placed
- ❖ Attending other planned events in the County

If you plan something, please let us know so we can highlight it on our website.

Go to <https://www.overdoseday.com/participate/activity-tips>

