

## **Training & Continuing Education Bulletin**

**Orange County Health Care Agency Behavioral Health Services** 

### **Upcoming Trainings**

### **August**

**CIT Academy** 

Supervision and Training

### September

Law and Ethics

### **MHSA Training Website**

BHS Training Website: <a href="http://ochealthinfo.com/">http://ochealthinfo.com/</a> behavioral/trainingactivities

To register for all trainings please e-mail mtrainingprogram@ochca.com

If you have any questions or concerns, please call (714) 667-5600.

### **Inside This Issue**

Ways to Understand Troubling Interactions in Working with Difficult Clients QRTIPS

To register for trainings, please e-mail mtrainingprogram@ochca.com

Include the following information in your registration:

Training Name
Training Date
Your Name
Email Address
License Type & License Number
(Example: PSY1234, LCS1234, RN1234)
Division & Program Name
(Example: ADAS – West Drug Court)

We do not accept phone registration unless indicated in the training description.

Supervisor's Name

Please be sure you have received confirmation before attending training.

## The MHSA Office is "Going Green"

Recently, The Center of Excellence has implemented a "going green" policy. In an effort to be conscious of budget concerns that we all face and to be eco-friendly, we have stopped making copies of handouts for our scheduled monthly meetings. In keeping with this conscious practice, handouts will no longer be provided at large trainings and conferences you attend through The Center of Excellence. Instead, each attendee will receive a compact disc (CD) with the materials that are relevant to the training you are attending. However, should you need a hardcopy they will be available upon request. We hope you can appreciate this cost saving and environmentally friendly effort on our part.

## BHS MHSA Training Team

**Dr. Clayton Chau** Associate Medical Director

Zanetta Moloi Program Supervisor

**Dr. Joshua Taylor** Psychologist I

Kenneth Pickering Service Chief I

**Bradley Hutchins** Administrative Manager

Raul Loera Office Supervisor A

# Ways to Understand Troubling Interactions in Working with Difficult Clients

Presenter: Marc Lubin, PhD

**Date & Time:** July 13, 2010 1 p.m. – 3 p.m.

Location: 600 W. Santa Ana Blvd. Suite 510, Santa Ana, CA

#### Presenters:

Dr. Marc Lubin received his Ph.D. in Human Development and Clinical Psychology from the University of Chicago in 1969. Since joining Argosy University, Orange County Campus, he has been teaching courses in psychoanalytic psychotherapy, advanced psychoanalytic psychotherapy, and counter transference, as well as leading practicum therapy seminars. Over the years, he has presented frequently on the topic of counter transference for the clinician and more recently, on ways to teach psychotherapy to graduate students, including a major focus on counter transference.

### **Description:**

This presentation will help to identify critical processes and concepts in the understanding and use of staff reactions in work with challenging patients and situations. It is essential that staff and therapists learn to self observe during or after these most challenging situations, in which power struggles may emerge, disrupt, and even destroy constructive work. By understanding these processes and concepts, the staff member and therapist will be better equipped to address and respond to the client's interpersonal challenges.

#### **Objectives:**

At the end of the training session, participants will be able to:

- Describe critical concepts related to the understanding of the troubling interpersonal situation and experience
- Clarify those particular processes that help to identify the presence and possible meanings of their reactions to their clients and situation
- Relate a critical example of conflictual exchanges to their own conflictual experiences.
- Become more alert to the presence and meaning of the nature of their reactions in terms of their work with their clients.

2 continuing education credits are available for Psychologists, LCSWs, MFTs, and RNs.

A confirmation notice will accompany your registration if space is available. You must bring a copy with you to be admitted into the training, no exceptions.

The County of Orange Health Care Agency is an approved provider of continuing education credits for the California Board of Behavioral Sciences (provider no. PCE389). Provider approved by the California Board of Registered Nursing, Provider No. CEP 15019 for 2 contact hour, and is approved by the American Psychological Association to sponsor continuing education for psychologists. The Orange County Health Care Agency maintains responsibility for this program and its content.

### **QRTIPS**

This section provides monthly critical reminders in relation to CYS documentation standards.

### **Useful Encounter Document (ED) Reminders:**

- Provider's printed name, job classification, and license should be indicated under the provider's signature line at the bottom right of the ED (e.g., Calvin Clinician, PhD, Clinical Psychologist II or CP II). When the provider is an intern, then this should be clearly indicated in lieu of the license (e.g., Pam Provider, MFTI).
- "Face to Face" applies exclusively to the client. Services are "face to face" only when the provider and client are both present at the time the specialty mental health services were provided.
- CPT Modifier boxes <u>AJ LCSW</u> or <u>AH PhD</u> must be checked when the provider is an LCSW or a psychologist (PhD or PsyD), whichever is applicable.
- CPT Modifier box 22 <u>Unusual Procedural Svcs</u> should be checked when billing Individual Therapy for 81 **service minutes** or more.
   CPT code 90808 for Individual Therapy should also be checked.
- CPT Modifier 52 <u>Reduced Svc</u> should always be check when billing Individual Therapy for 19 **service minutes** or less. CPT code 90804 for Individual Therapy should also be checked.
- List all diagnoses on the ED. Those you are treating the day of the service go in the left column labeled <u>Treated Today</u> with the primary diagnosis always listed first. The remaining diagnoses can be listed in the column on the right labeled <u>Other DX</u>.
- "Custody" refers only to when a minor is incarcerated at Juvenile
  Hall or, less commonly, is in jail for the time being. This does not
  pertain to a minor placed at Orangewood Children's Home. If the <a href="In Custody">In Custody</a> box is checked, all services must be made non-billable to
  MediCal.
- <u>Trauma</u> and <u>Substance Abuse</u> boxes must always be checked –
  either "Yes" or "No," and should not be left blank. Whenever a
  substance abuse diagnosis is included as one of the diagnoses on
  the ED, the "Substance Abuse" box **must** be checked.
- Under the ED heading Service Strategies, the box labeled M61 Age-Specific Service Strategy needs to be checked for all CYS clients.
   Each ED may include up to three service strategies checked.
- No liquid paper "White Out" may ever be used on an ED. Instead: error out original, initial, date.