

RAMS 2020 - 2021

Practicum Orientation Schedule

FIRST WEEK

Wednesday, September 9, 2020 **Introduction and Welcome to RAMS**

9:00-10:15	Welcome to RAMS: Group Meeting and Introductions	Training Group & Training Program Supervisors
10:30-12:00	In-service Training: Adult Case Conference	Discussant: Eric Glassgold, MD Presenter: Andrea Chan, PsyD
12:15-1:00	Training Program's Team Lunch: Shared Virtually in Zoom Break-out Groups	
1:00-2:00	Working Relationally at RAMS: Adult Clients in Teletherapy. Case Vignettes & Group Discussion.	Sasha Zinchenko, PhD, Supervising Psychologist Wendy Ong, PhD, last year's intern
2:15-3:00	Introduction to the Training Program <ul style="list-style-type: none"> - Work schedule; time off & vacation coverage; - Signing for intakes and intake coverage; - Clinical case requests & monthly caseload updates; - Charting & Quality Assurance Procedures; - Training participation & supervision; - On-line feedback on supervision and seminars; - Grievance and Performance Remediation; - Introduction to the help with RAMS Logistics (Google Drive Folder; Caseload List on the RAMS Server; Charting and Chatting Group Consultations) - Self-care and tips to a satisfying year 	Alla Volovich, PhD, Director of Training
3:00-...	<ul style="list-style-type: none"> ✓ Contact your individual supervisors ✓ Set up your RAMS voicemail ✓ Access your RAMS email ✓ Get familiar with the Training Program folder on the RAMS Google Drive (accessible only via RAMS email) 	On your own

For the next three weeks, we'll keep you busy with paperwork- and procedure-related trainings. Please note that **you are not expected to see clients until the last week of the orientation period.**

Focusing on the paperwork early in your training year will allow you to devote your full attention to your clinical work and learning later on. Conversely, if you are still trying to figure out the paperwork while working with a full caseload, it is likely to be quite overwhelming.

The very first step you need to take in order to be able to see clients at RAMS is to **get certified in ANSA and CANS computerized assessment systems.** You can do it by yourself through the website set up by the San Francisco Community Behavioral Health System for this purpose; use the instructions I emailed you for registering at the website and then follow the manuals provided on the website.

SECOND WEEK

Tuesday, September 15, 2020

9:00-9:15	- <u>Welcome and Introduction to RAMS Adult Outpatient Services</u>	Sachi Inoue, PhD, Director of Adult Outpatient Services
9:15-9:45	<u>Adult Intake & Overview of Clinical Documentation.</u> <ul style="list-style-type: none"> - Adult Intake procedures & assessing eligibility for services; - Scheduling initial clinical intakes; - Consent for Treatment; - HIPAA Information; - Grievance Information; - Patients' Rights and Responsibilities; - Intake submission procedure 	Stella Mak, LMFT AOP QI Supervisor & Kristina Bang, Front Office Manager and AOP Intake Coordinator
10:00-11:15	<u>ANSA, Assessment, and Diagnosis</u> <ul style="list-style-type: none"> - Getting ANSA Certified; - Admission Diagnosis and Update <i>(you submit your diagnostic impressions to supervisor who finalizes the diagnosis and enters it in Avatar)</i> - Initial Treatment Plan of Care & TPOC Update <u>Adult OPS Ongoing Documentation:</u> <ul style="list-style-type: none"> - Working under Supervision Letter <i>(document in Avatar that client has been informed);</i> - Authorization to Release Information; - Patient Financial Information (PFI); - Fee Schedule and UMDAP Adjustment; - Opening cases in Avatar: When and how - AVATAR Progress Notes: Content and timelines - Documentation timelines: Initial, ongoing and annual - Closing of charts: Why, when, and how - Request for Medical Evaluation – procedures - Storage of non-Avatar clinical records <i>(Training Program's Virtual Chart Room on the RAMS secure storage drive)</i> 	Stella Mak, LMFT AOP QI Supervisor
11:30-12:00	<u>PURQC and Quality Assurance Procedures:</u> <ul style="list-style-type: none"> - PURQC Timelines - CSA Form; Requested Hours & Areas of Impairment - PURQC Checklist and Supervisor's pre-PURQC Review - Obtaining supervisors' Signatures - Procedure for PURQC Submission - QI Consultations with Stella <i>(second Wednesday of the month, 11-12; during the Virtual Training Center "Charting and Chatting" time)</i> 	Stella Mak, LMFT AOP QI Supervisor
12:00-1:00	Lunch Break	
1:00-2:00	Mandatory Reporting with Adults. Crisis and the Use of the RAMS OD System	Sachi Inoue, PhD, Director of Adult OPS
2:15 -2:30	Use of Technology and IT Support <ul style="list-style-type: none"> - Overview: VPN, Accessing RAMS Storage Drive, and starting Avatar - RAMS IT Policy and Procedures - Requesting technical assistance from the RAMS Help Desk - Overview of the Training Program's part on the storage drive contents 	Mike Dang, IT Director & Alla Volovich, PhD Director of Training
3:00-....	Clinical work according to your own schedule: <ul style="list-style-type: none"> ✓ Reviewing AOP paperwork handouts ✓ Learning to access RAMS storage drive ✓ Reviewing transfer forms of assigned clients 	Self-directed

Wednesday, September 16, 2020

9:00-9:20	Welcome & Introduction to RAMS Children's Outpatient Services	Anna Zozulinsky, PhD Director of Outpatient Child, Youth & Family Services
9:20-10:00	<u>Initial Clinical Intakes for Children:</u> <ul style="list-style-type: none"> - Intake scheduling procedures; - Child and parent engagement & containment during intakes; - Management of potential crisis issues; - Risk Assessment Form; - Consent for Treatment; - HIPAA information; - Grievance Information; - "Choose your therapist" form; - Patients' Rights and Responsibilities; - Patient Financial Information (PFI); - Charting and billing for intakes; - Intake submission procedure 	Taylor Langley, AMFT CYF Intake Coordinator
10:15-12:15	<u>Introduction to Clinical Documentation for RAMS Child, Youth & Family Outpatient Services</u> <ul style="list-style-type: none"> - CYF Ongoing Paperwork: <ul style="list-style-type: none"> - Letter about Working under Supervision (document in Avatar that client has been informed); - Authorization to Release Information; - Patient Financial Information (PFI) - Fee schedule and UMDAP adjustment - CRAFT Form - Tobacco Use - Request for Medical Evaluation – procedures - CANS Assessment/Treatment Planning System: <ul style="list-style-type: none"> - Getting certified in CANS; - Initial Assessment & Update; - Admission Diagnosis and Update (you submit your diagnostic impressions to supervisor who finalizes the diagnosis and enters it in Avatar) - Plan of Care (Initial and Update) - Opening Cases in Avatar: when and how - Closing of charts: Why, when, and how - Documentation Timelines: Initial, ongoing & update - Storage of non-Avatar clinical records (Training Program's Virtual Chart Room on the RAMS secure storage drive) - PURQC Timelines and Procedures <ul style="list-style-type: none"> - PURQC Timelines - CSA Form and PURQC Checklist for CYF Cases - Supervisor's pre-PURQC Case Review and Co-Signatures - Procedure for PURQC Submission - QI Consultations with Keiko (third Wednesday of the month, 11-12; during the Virtual Training Center "Charting and Chatting" time) 	Keiko Hinoki, LMFT CYF QI Supervisor
12:15-1:00	Lunch Break	Self-directed
1:00-2:00	Working Relationally at RAMS: Remote Play Therapy. Is it even a thing? Case Vignettes and Group Discussion.	Christine Wai, PsyD, Staff Psychologist & Supervisor & Tim Kim, last year's intern
2:15-3:00	Mandatory Child Abuse Reporting. Handling Risks & Crises with Children in the Remote Work Environment.	Anna Zozulinsky, PhD Director of CYF Services
3:00- ...	✓ Reviewing CYF paperwork handouts	Self-directed

By the end of the second week, you will need to **enter your weekly work schedule into 2020-21 Training Group's Weekly Work Schedules** in the Training Program's folder on RAMS Google Drive. You also will need to **contact Kristina Bang, Office Manager and sign up for a clinical intake hour**. Don't worry about not knowing your exact client schedule yet – you can change your schedule and your intake time later (just don't forget to promptly inform your supervisor and the front office about it).

THIRD WEEK

Tuesday, September 22, 2020

9:00-10:30	Compliance and Confidentiality/Privacy Practices. RAMS Telehealth Policies.	Angela Tang, LCSW Director of Operations
11:00-12:00	Discrimination and Harassment Prevention Training	Trina deJoya, HR Director
12:30-1:00	Lunch Break	
1:00-1:45	Financial Information Documents. Billing Codes and Help with Correcting Billing Mistakes.	Jackson Yip, BIS Assistant
1:00-...	Clinical work and supervision according to your own schedule ✓ Reviewing documentation instructions ✓ Contacting your clients and setting up appointments	Self-directed

Wednesday, September 23, 2020

9:00 - 4:00	Avatar Training: Use of the Electronic Health Record System	Avatar Help Desk staff
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Thursday, September 24, 2020

10:30 - 11:50	Practicum Group Supervision (for trainees assigned to this group)	Sasha Zinchenko, PhD
9:00-...	Clinical work & supervision according to your schedule	Self-directed

By the end of the third week, **you will need to have attempted to contact all of your assigned clients** and be working on scheduling clinical appointments with them. When you make your first client appointments, make sure to spread them out, so you will not be seeing too many new clients during your first weeks.

Please remember: Interns and trainees are not supposed to see clients in the last hour of clinic's operation. This ensures that the OD team is available in the event of a crisis and that nobody has to work after hours.

If you encounter problems getting in touch with a client, please don't wait too long before you talk to Alla about it.

If clinical documentation procedures feel confusing at first, don't despair! Just follow the memos and manuals provided and you'll get there. After you start seeing clients (and, therefore, charting), you can get consultations on paperwork during the *Virtual Training Center "Charting and Chatting Time"* from Amir Tavari, Training Clinic Assistant, and our QI Supervisors, Keiko Hinoki and Stella Mak.

FOURTH WEEK

Tuesday, September 29, 2020

9:00-10:00	Learning in Relational Supervision	Andrea Chan, PsyD Staff Psychologist & Supervisor
10:20-11:50	Intern and Trainee Seminar	Alla Volovich, PhD Director of Training
12:00 -...	Clinical work and supervision according to your schedule	Self-directed
1:00 - 2:20	Practicum Group Supervision (for trainees assigned to this group)	Sachi Inoue, PhD

Wednesday, September 30, 2020

9:10-10:30	In-service Training: Child Case Conference	Discussant: Holly Gordon, DMH Presenter: Aya Sato, LCSW
11:00-11:50	First Monthly Training Team Meeting: Q & A	Alla Volovich, PhD, Director of Training
12:00-1:00	TRAINING PROGRAM'S ZOOM VIRTUAL POTLUCK LUNCH	Interns, Trainees & Supervisors

Thursday, October 1, 2020

10:30 - 11:50	Practicum Group Supervision (for trainees assigned to this group)	Sasha Zinchenko, PhD
9:00-...	Clinical work & supervision according to your schedule	Self-directed

Starting next week, please refer to the regular weekly training schedule, unless otherwise notified.

- ⇒ *Practicum Group Supervision on Tuesday afternoon, with Sachi Inoue, PhD:*
This group supervision (mandatory for those assigned to this group) will start on 9/29.
- ⇒ *Group Consultation/Seminar on Working with Children & Families, with Michael Litter, PsyD:*
This elective/recommended weekly seminar will start on 10/5.
- ⇒ *Clinical Understanding and Sociocultural Considerations in Working with Community Mental Health Clients, with Flora Chan, Psy.D.*
This elective/recommended weekly seminar will start on 10/14.