



Department of Health Care Services

Sarah Kimbrough | April 10, 2023



Agenda and Learning Objectives



1. HIPAA Privacy Rule

1. Protected information
2. Unique situations

2. Guidelines to Responding to an Overdose

1. What to know
2. What to consider

3. Best Practices for Clinical Note Taking

1. Avoiding labeling language
2. Protecting clients
3. Time management

PWI/EPOC Team at Advocates for Human Potential (AHP)



Kathleen West
Project Director



Tammy Bernstein
Deputy Project Director



Kate Cox
Operations Manager



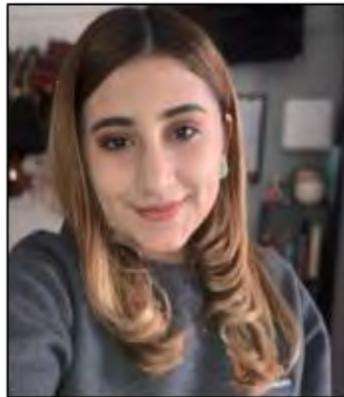
Kayla Halsey
BHWD Data Manager
PWI/EPOC Projects Coordinator



Brett Hall
Grantee Liaison Lead



Marques Davis
Grantee Liaison



Rosy Larios
Grantee Liaison



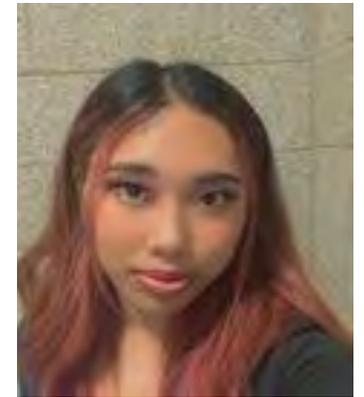
Neyat Tefery
Grantee Liaison
& Ops Specialist



Raven Nash
Grantee Liaison



Caitlin Storm
Quality Assurance



Vic Walker
Operations Specialist

Sarah Kimbrough, M.S.W.

Sarah Kimbrough, M.S.W., is a senior program associate for Advocates for Human Potential (AHP). She is a macro social worker with a background in community outreach, volunteer management, youth services program development, and training in homeless services. Most recently, Sarah led Homeless Health Care Los Angeles's training and education team in updating curriculum in order to provide culturally relevant and engaging trainings to all of Los Angeles County's homeless service providers on topics such as trauma-informed care, harm reduction, Housing First, and Motivational Interviewing. Sarah's work is informed by and centered in Black liberation, decolonization, and harm reduction. A passion of hers that emerged from supporting homeless service providers has been training individuals on how to use and most efficiently manage Excel files, so as to save time and re-direct energy back to clients and away from administrative bottlenecks.

Sarah received her M.S.W. from California State University, Northridge and her bachelor's degree in anthropology (with a minor in 2-dimensional animation!) from California State University, Los Angeles.



HIPAA Privacy Rule



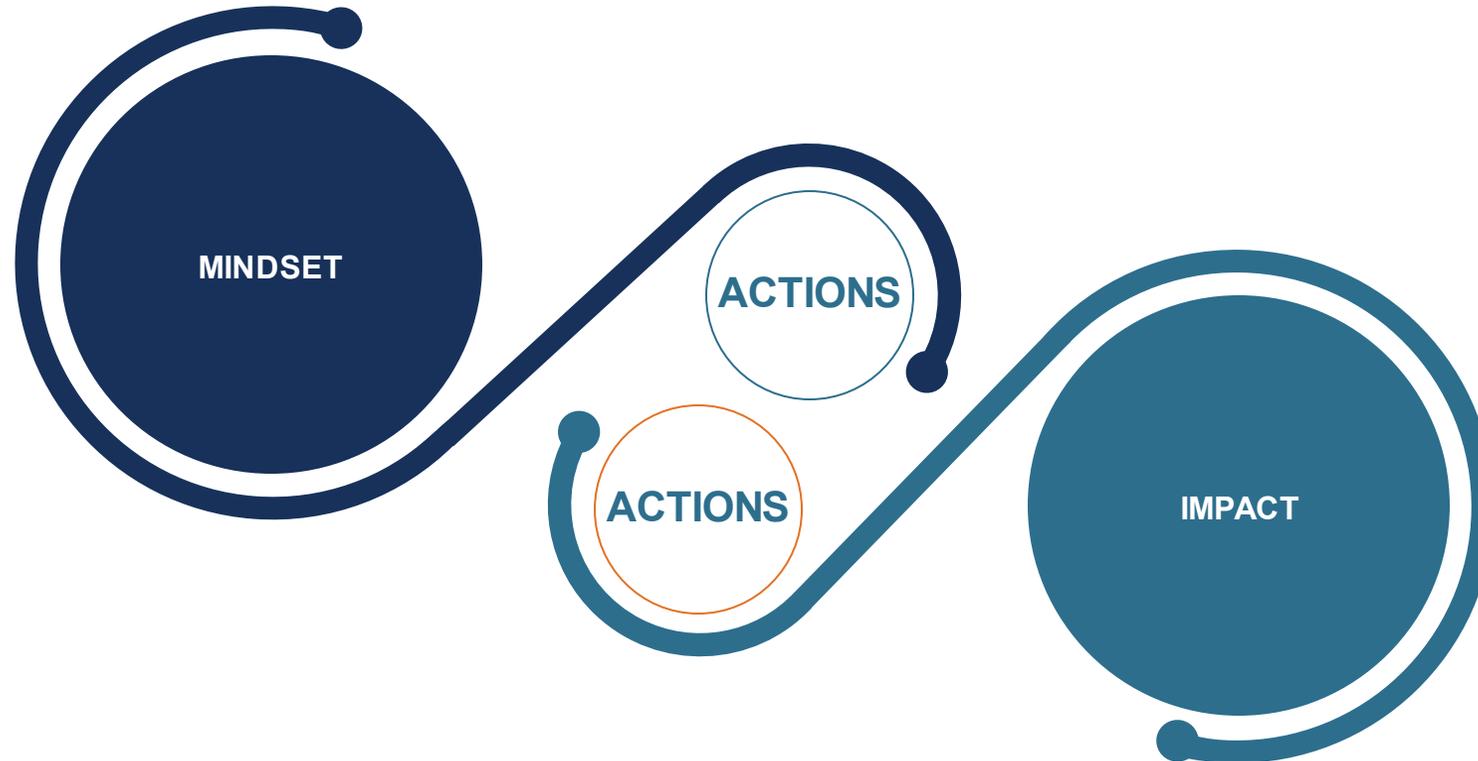
What is HIPAA?

1. Privacy Rule
2. Security Rule
3. Enforcement Rule
4. Breach Notification Rule



Why HIPAA Is Important

Understanding the legal importance to protect someone's personal identity and health information means...



...our already vulnerable clients feel safe, protected, and free from discrimination.

Poll 1



What Counts as PHI— Protected Health Information?



Name, Address, Photo,
Medical record #, DL #,
email address, initials

Diagnosis
Treatment
Programs
Prescriptions
Classes

03

Physical health
Psychiatric health
Mental health
Substance use

04

Any combination of these
identifiers becomes

**PROTECTED
HEALTH
INFORMATION**

How Do We Protect PHI?

Technical
Protections

Physical
Protections

Administrative
Protections



Test It Out!



Guidelines to Responding to an Opioid Overdose



Poll 2



HIPAA

You are protected to share PHI if client is
INCAPACITATED OR UNCONSCIOUS.

HIPAA

You are protected to share PHI if it
PREVENTS OR LESSENS
a serious threat to a client's health.



42CFR2

This additional protection ensures clients are
safe from discrimination
based on their substance use disorder.

42CFR2

If police get involved, you cannot
disclose information without
BOTH a SUBPOENA and a COURT ORDER

**If your client experiences
an opioid overdose...**

Be Proactive



If you know your client uses substances and may be at risk for overdose...

1. Ask what information they want shared with medical providers.
2. Ask who they want you to contact in the case of an overdose.
3. Get a signed consent form.

Things to Consider: Opioid Overdoses

When calling 911, don't mention overdose!

You can protect your client by simply stating,

“They're not breathing”

or

“They're not responsive.”

Once EMTs show up, you can alert them it is an overdose.

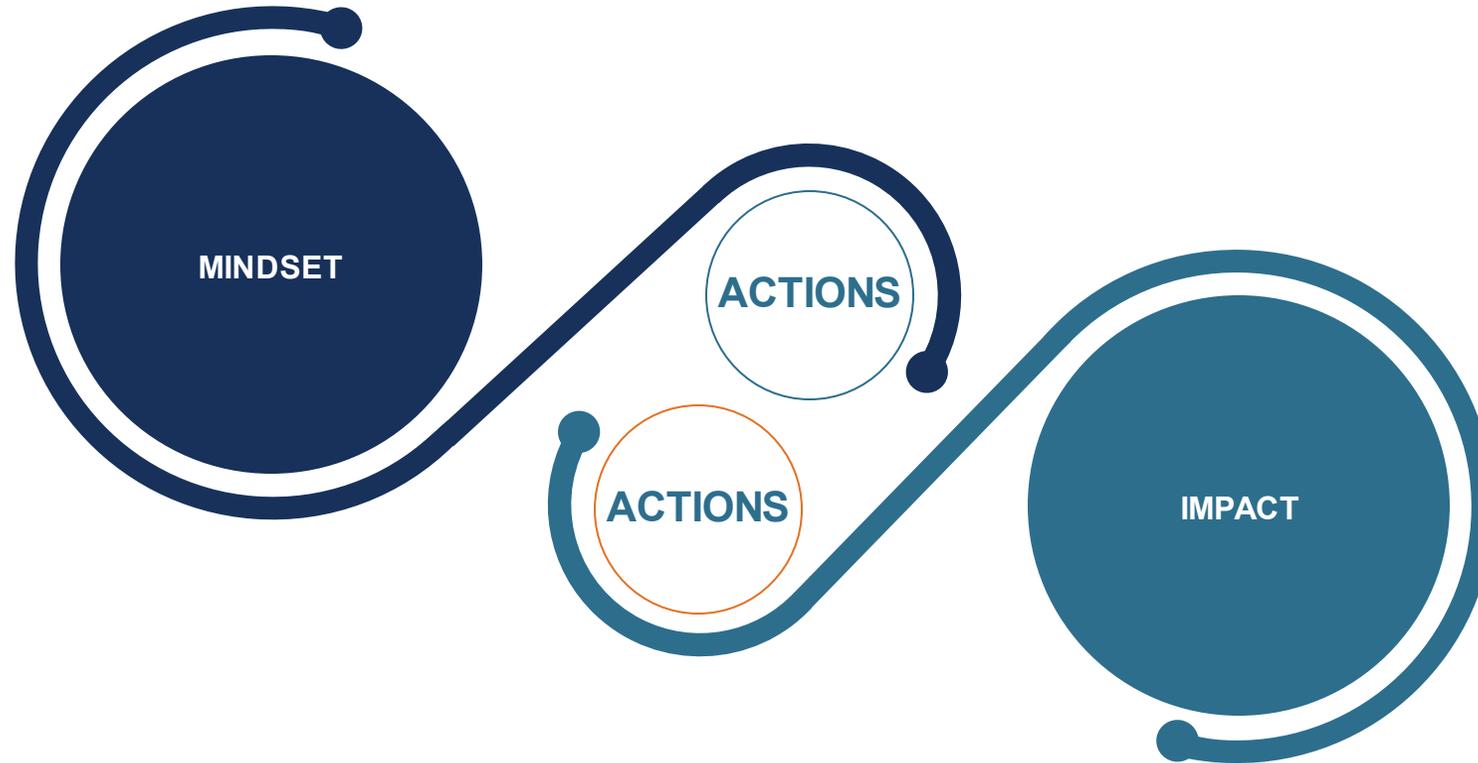


Best Practices for Clinical Note Taking



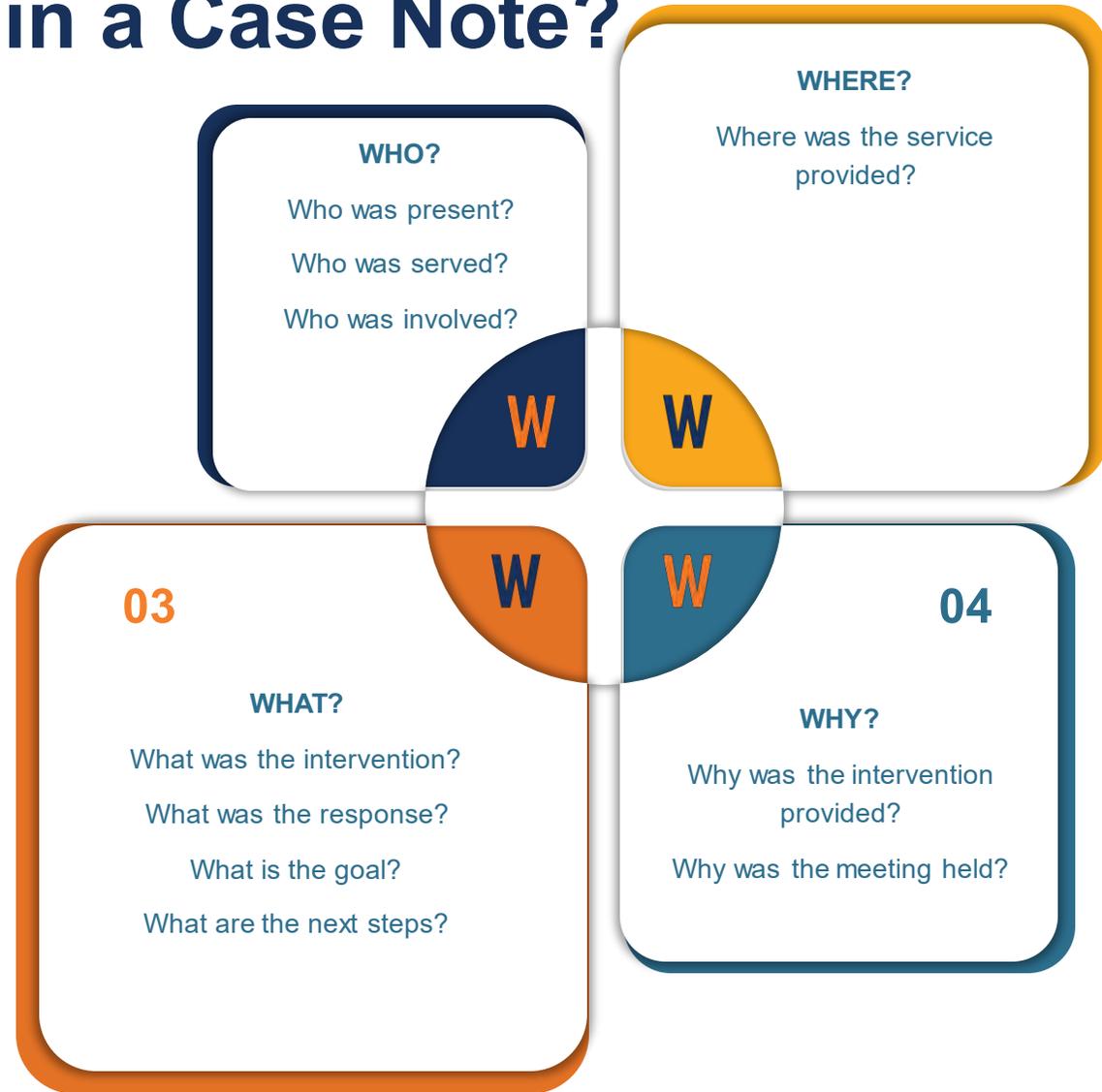
Why Are Case Notes So Important?

When we know the importance of keeping regular notes that are free from judgment and personal bias...



...we prevent lapses in care, we ensure our team feels supported, and our clients feel protected and respected.

What Should Be Included in a Case Note?



Possible Interventions

Provided coaching on...

Explored feelings about...

Assisted client in developing...

Gathered information regarding...

Identified alternative behaviors to...

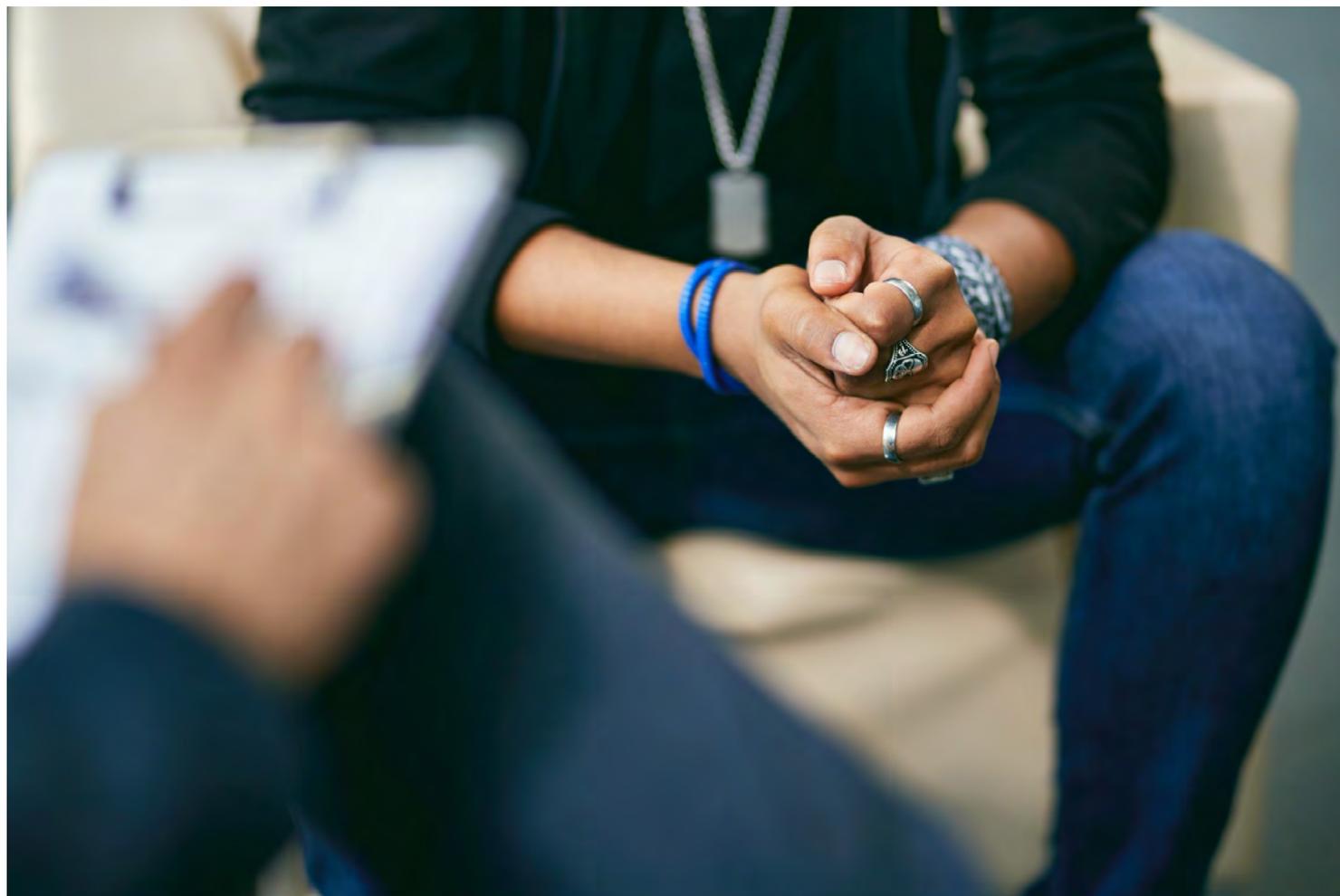
Developed coping strategy for...

Normalized feelings of...

Inquired about...



How Our Notes Can Impact Clients





FOR YOUR CLIENT

This means they can access the notes you write.
They can change how it is written.



FOR YOU

Write your notes knowing they could read it at any time!



FOR YOUR CLIENT

Empower them to ask for case notes at doctors' offices and from therapists and psychiatrists.



FOR YOU

Share this information with your friends and family!

Right to Request and Correct Your Health Record

Writing Ethical Case Notes

Avoiding using labeling language

“Client lied on her intake form about her date of birth.”

“Client denied all referrals, clearly does not want to get into housing.”

“Client showed up high to apartment viewing.”

Instead, describe the facts without any opinion:

“Client provided a different birthday than what is listed on the ID provided.”

“Client is not currently interested in receiving other services.”

“Client had red eyes and responded slowly to questions.”



Poll 3



Tips for Timely Case Notes



Put aside time every morning or afternoon for writing notes.



Keep a notes app on your work phone while providing services, especially if you are in the field.



Use Voice to Type to speed up the process.



Have an admin day once every other week.



Speak with your supervisor about your workload and see how to best manage your time.





Thank You

Q & A

Save the Dates!

EVENT	DATE
Learning Collaborative: Peer Support Core Competencies	04/19/23 1-4 p.m. PT
Grantee Liaison Administrative Coaching Call	04/27/23 12-1 p.m. PT
Webinar: Organizational Development/Management Systems	05/08/23 12-1 p.m. PT



Please fill out the attendance form and feedback survey in the chat to meet your requirements for today's event!