

March 12, 2013



New Training Videos on MagellanMFLC.org.

As counselors we know that different people have different learning styles; some respond well to written instructions while others do better with instructions through audio or visual channels. In that spirit, we have posted several new instructional videos on the www.MagellanMFLC.org website. The new videos include:

- Create an Online Profile to be a Magellan Employee
- Installing CareP and TimeP on the Smartphone
- On Demand Events
- Resetting the Smartphone
- CareW Example of a Briefing Presentation

Please take a look. The videos can be found by going to the home page and navigating to the "Counselor Tools" area.

Success Story. A Magellan MFLC school counselor was asked to sit in with the teachers on a parent-teacher conference with a soldier who had just deployed to Afghanistan. This particular conference was done online via Skype. The teachers spoke at length, bringing the father up to date on his children's progress. They asked if he had any questions. He said, "Yes, I have questions for your MFLC." It turned out he knew all about the MFLC program and its support for military children. He had questions about how to maintain close connections with his children, and the MFLC was able to share some creative and fun ways to accomplish that. She was also able to talk with him about age-specific effects of deployment and how to anticipate and address them. The teachers were extremely pleased and the father was most grateful.

Meet Regional Supervisor Marian Avoy, LCSW



Marian is the regional supervisor for the Magellan MFLC program serving the Colorado, Wyoming, North Dakota and South Dakota military installations. She started with the Magellan MFLC program in mid-August 2012. Prior to becoming a regional supervisor, Marian was an MFLC for five years serving the military on installations both CONUS and OCONUS.

Her first experience with the military was working as a family advocacy treatment manager at an Air Force base in Italy for five years. "When I started, I wasn't sure which was more foreign – the Italian culture or the military culture. I have come to appreciate the dedication of the military members and their families, and the role the MFLCs play in their support." She adds, "And I've come to really enjoy the role of supervisor, mainly because I have an incredibly awesome team of talented MFLCs to work with at the installations and a very supportive management team within Magellan."

Managing POC Requests for MFLC "Footprint" Changes. One of the most challenging aspects of being a successful MFLC is to know how to simultaneously support the needs of POCs while remaining "in scope." We fully appreciate that this is a delicate balance requiring considerable finesse. One of the issues we have seen emerge recently is requests to relocate MFLCs to other schools or facilities, or to take on responsibilities for schools in addition to the one(s) originally assigned to the MFLC. While doing so for a single day or event is the kind of flexibility we want to demonstrate, a permanent change (even if only one day a week permanently) is a modification that requires POCs to go up their chain of command and request and receive approval of that footprint modification from the Office of the Secretary of Defense (OSD). If you find yourself caught in the middle of what should be a "government-to-government" conversation, please consult with your regional supervisor for support and guidance.

The MFLC Quality Control Plan. Quality monitoring and improvement are critical components of Magellan's MFLC operations. Each day, our Quality Assurance and Improvement (QAI) team is actively searching for opportunities to improve MFLC services and ensure that excellence is maintained and enhanced.

The Quality Control Plan (QCP) guides the quality improvement process. This dynamic document lists all indicators that have been determined by OSD and Magellan to be directly related to quality and/or program efficiency. Some indicators have associated performance goals and financial penalties, and some indicators are for monitoring purposes only. In addition, the QCP document outlines and describes the specific activities that various quality committees/subcommittees conduct during the year to review outcomes and promote achievement of the performance expectations. Quality subcommittees include the Counseling Services Subcommittee, Administrative Services Subcommittee, Compliance Subcommittee, and the Network Credentialing Committee. All subcommittees report to the Quality Assurance and Improvement Committee.

Some examples of QCP indicators are:

- Average face-to-face counseling sessions per member and per counselor
- Average referrals per member
- Complaints per face-to-face contacts
- Total referrals resulting from duty to warn issues

Sources of data used in the quality improvement process are time sheets, activity forms, expense reports, credentialing reports and survey responses. But as can be seen from the QCP examples above, a great deal of the data for quality monitoring actually comes from the Daily Activity Form entries that counselors complete. Please take the time to ensure that your Daily Activity Forms are accurate and complete. Thank you for your contributions to the quality improvement process.

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