

Unusual Occurrence (UO) Policy, Reporting and Investigation

May 19th, 2022
11:00am – 12:00pm

Free - Held Virtually via GoToWebinar



Target Audience: ACBH Specialty Mental Health and Substance Use Disorder service providers, including Quality Assurance (QA) Leads, Clinical Supervisors and clinical staff.

Description: This training will provide information related to what constitutes an Unusual Occurrence, recent updates to the UO policy involving changes to the internal QA process for investigating UO reports, and the revised UO Notification form.

Trainer(s):

Raymond Carlson, LCSW, Clinical Review

Specialist, Alameda County. Ray has over 6 years working in the Quality Assurance Office, specializing in Unusual Occurrences. Prior to that, he spent 8 years working in a forensic setting, delivering mental health services to inmates of the Santa Rita Jail.

DeeDee Terry, LMFT, Clinical Review Specialist,

Alameda County. DeeDee graduated from UC Santa Barbara with a Bachelor's degree in Ethnic Studies as well as Cal State East Bay (formerly Cal State Hayward) with a Bachelor's degree in Clinical Psychology. She then went on to earn a Master of Science in Clinical Psychology. She has been a Mental Health Therapist for the past 19 years and has experience working with foster care and juvenile justice youth in community-based agencies. She has been employed with Alameda County for 17 years; 10 of which were with the ACBH ACCESS team.

Learning Objectives - at the end of the training, participants will be able to:

1. Understand what constitutes an Unusual Occurrence
2. Learn how to report an Unusual occurrence
3. Understand The Policy and Procedure For Reporting an Unusual Occurrence
4. Understand Quality Assurance's process for investigating reported Unusual Occurrences

Registration:

Please register online at:

[Unusual Occurrence
Training Registration](#)

For questions about registration and other information about this training contact:

Quality Assurance Office at
QAOoffice@acgov.org

When emailing, please include training Date and Title in the Subject Line.

Continuing Education:

To request reasonable accommodations or to file a grievance about an ACBH sponsored training, go to: <https://www.acbhcs.org/providers/training/index.htm#accommodation>

This is a Clinical Training for Program Clinical Supervisors; Clinical staff; and Provider Agency QA staff