



COUNTY OF SANTA CLARA  
**Behavioral Health Services**  
Supporting Wellness and Recovery

## MEMORANDUM

TO: BHSD SMH and DMC-ODS Providers

FROM: Edwin Poon, Deputy Director Managed Care

RE: New Policies and Training for Grievances and Sentinel Events,  
Critical Incidents and Quality of Care Review

DATE: September 14, 2023

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All Staff need to be aware of the new process and forms required for both Grievances and Sentinel Events, Critical Incidents and Quality of Care Review. This is the second training and providers need to ensure that their staff attend the training if possible and should have designated people from their programs that can then ensure their current and new staff are aware of the process. All agencies need to have at least one staff attend the training. All staff are welcome to attend the training.

The new forms and began effect on August 1, 2023.

The Training is September 26, 2023  
1:30 – 3:00 pm

Zoom Link Information:

Register in advance for this meeting:

[https://sccgov-org.zoom.us/meeting/register/tJUvcOmpzwwqE9PRH\\_wLJmq53OsZbofmdz4d](https://sccgov-org.zoom.us/meeting/register/tJUvcOmpzwwqE9PRH_wLJmq53OsZbofmdz4d)

DocuSigned by:  
 Edwin Poon 9/14/2023  
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