



Quality Assurance Bulletin

Quality Assurance Division

County of Los Angeles – Department of Mental Health

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NEW QUALITY ASSURANCE REQUIREMENTS FOR DIRECTLY-OPERATED PROGRAMS

The Quality Assurance Division has developed new requirements for the quality assurance activities of directly-operated programs. The new requirements replace the existing Guide to Quality Assurance Chart Review Requirements for Directly-Operated Programs, Chart Review Tool, and Quarterly Monitoring Report, and are being implemented to leverage the Department's electronic health record system in providing a more efficient, meaningful and effective method of reviewing documentation associated with clinical services. As of April 1, 2018, directly-operated programs no longer need to complete and submit the Quarterly Monitoring Report. All directly-operated programs must begin using the new Quality Assurance Requirements effective May 1, 2018.

The new Quality Assurance Requirements have three main components:

1. Written QA Process which involves submission of the QA Process form
2. QA Representative which involves the identification of a QA point of contact with key responsibilities
3. QA Process which includes running monitoring reports, chart reviews, and check-ins with the QA Division

Written QA Process

As stated in the QA Requirements, directly-operated programs must complete the QA Process form. This form is attached. Directly-operated programs must complete this form and submit it to Cesar Franco (cefranco@dmh.lacounty.gov) by April 23, 2018.

Skype Training

The Quality Assurance Division will be offering an on-line Skype training for all directly-operated programs related to the new QA Requirements. This training will review all the requirements as well as go over completion of the new Chart Review Tools within the Integrated Behavioral Health Information System (IBHIS). This training will also cover reports that must be run as part of the QA Requirements and check-ins with the QA Division. The Skype training is scheduled for April 19, 2018 at 2:00pm. An invite will be sent to all program managers and district chiefs and may be forwarded to additional staff at their discretion.

QA Check-Ins

Please see the attached 2018 schedule for the annual/bi-annual QA check-ins for directly-operated programs.

All documents related to the QA Requirements, including the new chart review tools, are attached and will be placed on the QA website at: http://psbqi.dmh.lacounty.gov/QA_Div.html. While the QA Requirements and associated documents are for use by directly-operated programs, contracted programs are expected to have their own QA process for reviewing clinical records in place. Contracted programs may use the QA Division's tools but must take full ownership and responsibility for the use of them. Contracted programs must ensure the tools meet their understanding of Medi-Cal reimbursement requirements based on Policies & Procedures, Manuals and other Bulletins provided by LA County DMH and the QA Division.

Questions from directly-operated programs related to the new QA Requirements may be sent to Cesar Franco (cefranco@dmh.lacounty.gov).

If contracted programs have any questions regarding this Bulletin, please contact your SA QA Liaison.

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