

# County of Los Angeles – Department of Mental Health SA2 Children's QJC

**June 15, 2017**

## Agenda

1:30 – 1:40 Introductions & Announcements

1:40 – 3:20 Report from Departmental QI/QA..... Michelle Rittel

### QI

- Clinical QI/OMD Report
- CCC Updates
- Policy Updates
- PRO
- Test Calls
- EQRO
- Consumer Participation
- MHSIP
- CAPP

### QA

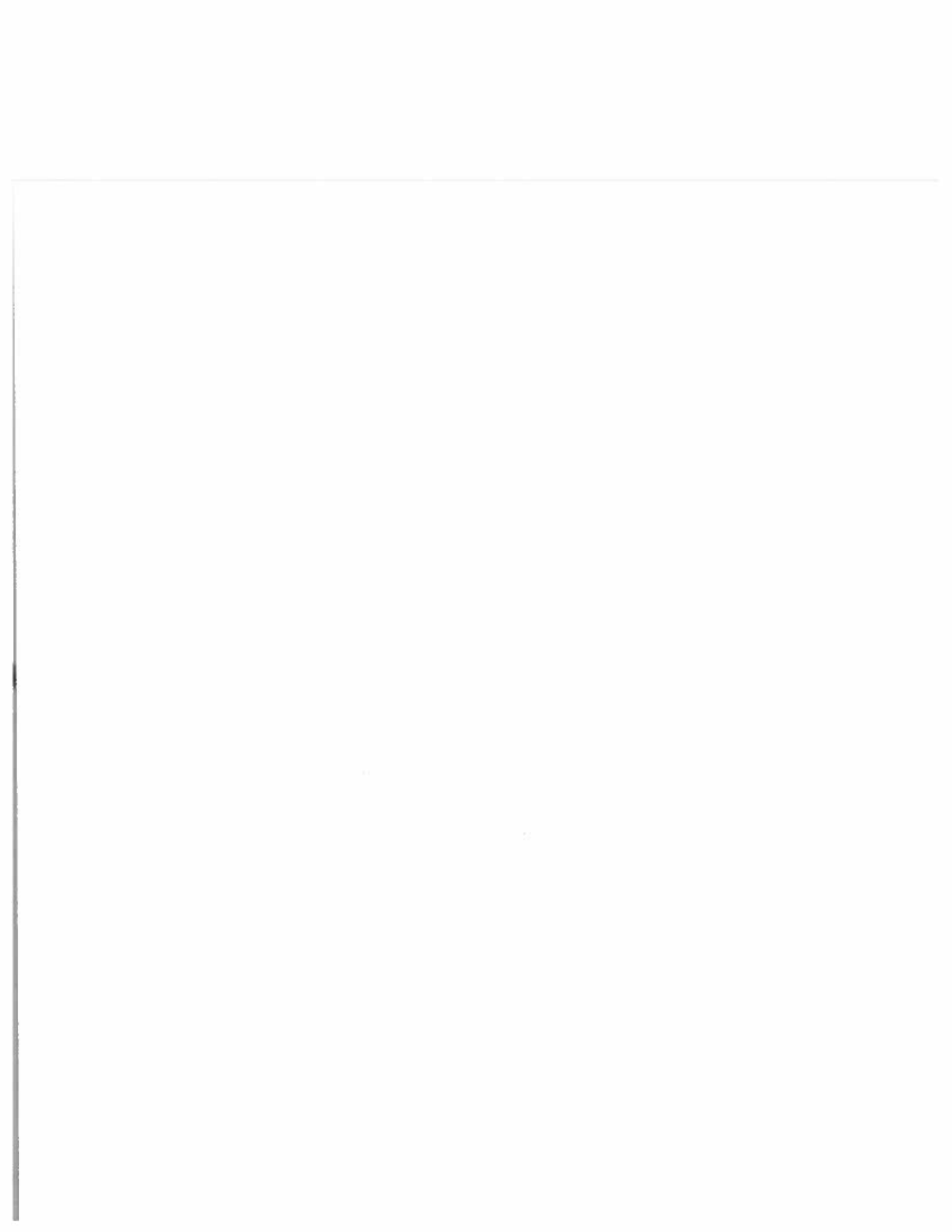
- Audits
- Medi-Cal Certification Section
- State DHCS Updates
- Training & Operations
- LE Chart Review Update
- Policy and Technical Development
- Excluded DX
- SRTS and VANS

3:20 – 3:30 Suggestions For Next Meeting/ Host for Next Meeting

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Next Meeting:  
Thursday, August 17, 2017  
Location: TBA



**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
 Service Area 2 Children’s QIC Meeting  
 QUALITY IMPROVEMENT COMMITTEE MINUTES**

<b>Type of Meeting</b>	SA 2 Children’s QIC	<b>Date</b>	June 15, 2017
<b>Place</b>	Tarzana Treatment Centers	<b>Start Time</b>	1:30pm
<b>Chairperson</b>	Michelle Rittel	<b>End Time:</b>	3:30pm
<b>Co-Chairs</b>	Alex Medina and Angela Kahn		
<b>Members Present</b>	Alex Medina, Allen Pourvanes, Danielle Price, Colin Xie, Gurudarshan Khalsa, James Pelk, Karla Mayorga, Martha Basmadjian, Michelle Rittel, Tiger Doan, Tim Petersen, Vicky Shabanzadeh, Ingrid Rey-Balbuena, Kristin Malka, Larisa Cazacioc, Elizabeth Jauregio, Rosa Franco, Miriam Gonzalez, Renee Lee, Wanda Yu, Kat Fleming, Jeffrey Perkins		
<b>Absent Members</b>	Adik Parsekhian, Alondra Hernandez, Amelila Peck, Amy Nearhoof, Anabel Aispuro, Angela Kahn, Angie Sanchez, Audra Casabella, Charity Wabuke, Cheryl Davis, Eva Carrera, Gina Leggio, Lori Berthelsen, Janie Strasner, Judy Cardona, Kameelah Wilkerson, Karen Lee, Karina Krynsky, Kathleen Kim, Kaylee Devine, Lorena Chavez, Luis Pereira, Lynetta shonibare, Marianne Callahan, Mark Rodriguez, Phachara Sujirapanya, Sandra Chang Ptasiniski, Sora Choi, Stephanie Yamada		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order</b> <b>Introductions and Announcements:</b> Michelle Rittel	Meeting called to order at 1:30pm. Thank you to Tarzana Treatment Centers for hosting our meeting this month. Introductions were made. Everyone was requested to review the sign in sheet to update information or remove names of people that don’t attend the meeting.		
<b>Review of Minutes:</b> Michelle Rittel	Minutes from April 20, 2017 meeting will be emailed for review and approval.		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Quality Improvement (QI)</b>			
<p><b>Departmental QIC Meeting Report:</b>                      Michelle Rittel</p>	<p>Clinical QI/MD Report: Pharmacy Benefits Management (PBM) - 2 Handouts reviewed. All uninsured clients should have gotten welcome letter and pharmacy ID card by the end of May. New clients will get them within 5 business days after episodes are open. Clients are now required to show their ID to get meds. There is a dedicated phone line for questions about benefits, requesting replacement card, pharmacy locations. The phone # is on the back of the card. There is another phone line for DO and LE staff and pharmacies for questions. Magellan reps are available 24/7. DMH QI is asking for feedback about how Magellan is working. How is it going in the clinics? Getting ID cards? Customer service from number and clinics? They are hearing that it's hard to get ID numbers? Are they getting questions from clients? The Main focus of OMD is id numbers. New clients call the 800 number, then email pharmacy benefits if it doesn't work.                      Safety Intelligence – They are still working to get LEs on the system. RSA token access and C number are still needed. Everything is status quo, so continue to use the paper form.                      Cultural Competency Committee (CCC): We don't have a CCC rep for our meeting at the moment. CCC Meeting schedule was handed out and reviewed.</p>	<p>Please email Cultural Competency with any additional questions.</p>	

**Departmental QIC Meeting Report, contd.:**  
Michelle Rittel

Compliance, Policy & Audit Services: Policy Update – Review of handout list of policy updates completed and in process. Reviewed Distribution Levels 1 & 2.

PRO: As of 7/1/17, there are changes to the Grievance and Appeals Procedures. Grievances will be resolved in 90 days instead of 60. Appeals will be 30 instead of 45. There are new forms coming. NOA is changing to Notice of Adverse Benefit Determination (NABD) and the forms will be changing as well. The DMH Provider Directory has to be updated monthly – 2017 version to be published in July. Continue to send Request for Change of Provider logs to the COP email and please copy me. Any other directions you have been given are not in effect at this time. Let me know if you have any questions.

Test Calls: See the Test Calls Report handout. June is SA2's month to do calls. Several calls have already been assigned to providers. If you are making a test call, be aware of caller id for the phone you are using.

External Quality Review Organization (EQRO): The process was smooth, per EQRO. There is a draft report coming soon and there is a final report about a month later. Thank you to everyone that participated in the focus groups. The next review is September 25-28 and SA3 & 7 are the focus.

Consumer Participation at SA QICs: No update

MHSIP Surveys: There were 7500 total surveys for Spring 2017, which is less than usually come in. SA2 had 1912 Complete and 734 Refused, for a total of 2646 surveys returned for SA2.

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<b>Quality Improvement (QI)</b>			
<p><b>Departmental QIC Meeting Report, contd.:</b>            Michelle Rittel</p>	<p>CAPP: The Parent Partner meeting will once again be temporarily facilitated by Michelle Rittel because the Navigation Parent Advocate, Garmal Dolne is leaving DMH. So, pending hiring of a new parent partner for our team, Michelle will be running the CAPP. Just a reminder that we would like as many parent partners as possible to attend. Please ask that the parent partners and their supervisors put the meeting in their calendars so that the parent partners are able to attend. The meetings are always the 4<sup>th</sup> Tuesday of the month, 11am-1pm at the Child &amp; Family Guidance site on Balboa. The meeting is every month, except November and December, which are dark due to the holidays.</p>		

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<b>Quality Assurance (QA)</b>			
<p><b>Departmental QA Meeting Report:</b>            Michelle Rittel</p>	<p>Audits: Tarzana Treatment Centers had Auditor-Controller finished yesterday. They reviewed 30 charts and there was a problem with 1 or 2 goals and that was all.</p> <p>Medi-Cal Certification Section: Certification Bulletin on Fire Clearance Requirements handed out and reviewed. For School Based MH, there has to be a fire clearance done. The inspection that is done for the school is not the same as the Medi-Cal clearance. Providers need to work with school principals to get fire clearance for the rooms in the school that are used by the provider. There was a rumor that providers could wait for their re-certifications to certify their school sites, however this is not true and services can be disallowed if the site isn't certified. All SA2 SBMH providers are aware of this and have been encouraged to start the process as soon as possible.</p> <p>For the 2<sup>nd</sup> quarter in a row, DMH has 100% compliance with certifications.</p> <p>Any site with Medi-Cal billable services must be certified.</p> <p>Travel Time – You cannot bill for traveling to a Medi-Cal Certified site, no matter if the site is under your LE or another.</p> <p>State DHCS Updates: DMH is working on a draft Information Notice re: State Documentation. It is 29 pages so far</p> <p>Training and Operations: Documentation Training Schedule handout was handed out and reviewed.</p>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Quality Assurance (QA)</b>			
<p><b>Departmental QA Meeting Report, cont'd:</b>            Michelle Rittel</p>	<p>LE Chart Review Update: Reviews are ongoing and it is going well. DMH QA wants to emphasize that this is training and technical assistance and not an audit.</p> <p>Policy and Technical Development: There are 3 draft QA Bulletins. Because they are draft, they can't be handed out yet, but we are able to discuss them. The bulletins are on Org Manual Updates which will be ready in a couple of weeks, COS Manual Updates – the manual was updated for greater clarity and ease of use - and Determining if a Service is Billable to Medi-Cal Specialty Mental Health Services.</p> <p>Trainings for COS may begin in July. They will be ½ day trainings. COS will only be updated for IBHIS, not IS.</p> <p>NOA monitoring - QA Bulletin is coming soon. DMH QA started monitoring Directly Operated programs for NOAs that should have been done and will add LEs over the next year. PRO is working on an NOA policy.</p> <p>VANS &amp; SRTS: Each provider has 2 staff that have access to update VANS. The update needs to be done at least weekly. There is also basic access, which will allow any staff to search VANS and those users are being added to the system. Colin Xie sends an email to the 2 contacts at each provider that have access to update to remind them to do their updates. VANS shows the last time a service was updated publicly, so anyone can see that updates are/aren't being done.</p> <p>For SRTS – If you are going to send a referral to another provider because you do not have capacity, you need to call the receiving provider first to make sure they have capacity. If they don't have capacity, don't send the referral.</p>	<p>Michelle Rittel will email the final versions of the policies when they become available.</p>	



Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p><b>Suggested Items for Next Meeting:</b></p> <p><b>Handouts:</b></p>	<p>No suggestions for the next meeting. Penny Lane has offered to host the next meeting at their North Hollywood site.</p> <p>Attention LACDMH Clients – Magellan Pharmacy Solutions</p> <p>Pharmacy Benefit Management (PBM) Updates</p> <p>Cultural Competency Committee – 2017 Meeting Schedule</p> <p>Trending of ACCESS Center Test Calls Data CY 2012-2016</p> <p>Policy/Procedure Update – June 12, 2017</p> <p>Certification Bulletin 17-01 – Fire Clearance Requirements</p> <p>QA Division Documentation Training Schedule</p>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
NEXT MEETING:	Thursday, August 17, 2017 1:30-3:30pm Location: Penny Lane – North Hollywood		

Respectfully submitted,



Michelle Rittel, LCSW