

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee (QIC) Meeting Minutes

Type of Meeting:	SA 4 Quality Improvement Committee (QIC)	Date:	November 21, 2017
Place:	155 N. Occidental Blvd., Classroom Los Angeles, CA 90026	Start Time:	10:30am
Chair & Co-Chair:	Chair Wendy Lopez, LACDMH; Co-Chair – Christina Kubojiri, LMFT, Children's Institute Inc.; Co-Chair – Yen-Jui Lin, LACDMH	Adjournment:	12:00pm
Members Present:	<ul style="list-style-type: none"> • Kanisha McReynolds • Brenda Lopez • Lorne Leach • Evelyn Gutierrez • Arleen Villavueva • Christina Kubojiri • Yen-Jui Lin • Diego Ramirez • Bertrand Levesque • Naomi Arellano • Lauren Permenter • Erika Frausto • Jonathan Figueroa 	<ul style="list-style-type: none"> • Jennifer Mckirdy-Carletto • Phil Wong • Marisol Lara • Jae Son • James Palk • Dora Escalante • Jessica Estrada • Antoinette Cortez • Lisa Thigpen • Michelle Culver • Marietta Watson • Lisa Harvey • Cristina Sandoval 	<ul style="list-style-type: none"> • Shad Cruz • Carmen Chacon • Alia Man • Jessie Marquez • Misty Aronoff • Malcolm Clayton • Lisa Ngo • Margaret Bost • Viva Shastry • Ania Ahmadi • Hyanni An • Arease Wheeler • Priscilla Ortega
Members Absent:	<ul style="list-style-type: none"> • AIDS project LA • Anne Sippi Clinic • Asian Pacific Counseling • CA Hispanic Commission-CHCADA • Child Family Guidance Center • Children's Bureau of Southern Ca • Dignity Health • DMH AOT • DMHASOC • DMH TAY • DMH SFC • DMH Downtown mental health 	<ul style="list-style-type: none"> • DMH PSB • DMH FSP navigation • DMH SFC SA4 • Eisner Pediatric & Family Medical Center Filipino American Services Group • Gateways Homeless Services • Gateways Percy Village • Hathaway-Sycamores • Health Research Association USC • JWCH Institute • LAC-USC Medical Center 	<ul style="list-style-type: none"> • LAMP Community • LA Gay & Lesbian Center • Mental Health America • Saban Free Clinic • SSG Alliance • St. Anne's • Saban Free Clinic • SRMT • Travelers Aid Society of LA • United American Indian Involvement • Uplift Family Services (EMQ)
Introductions:	Members present introduced themselves		
Minutes Approval:	QIC dark in October due to no DMH QIC and change in SA4 Chair restructuring		
Announcements:	Introductions of new SA4 Chair – Wendy Lopez & Co-Chair Yen-Jui Lin		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>QI Updates Christina Kubojiri</p>	<p style="text-align: center;"><u>QUALITY IMPROVEMENT UPDATES</u></p> <ul style="list-style-type: none"> • OMD: Safety Intelligence – Currently only D/O has online access. Moving forward with setting up Contract Providers access to online SI reporting. C-number links and ppt slides provided to members. Even if you already have a C-number, DMH staff must input your user role data and other information on the back end. Webinar via business skype being held 11/29/17 @ 10:30AM • Dr. Eisner discussed Oct 13th data breach. Final breach protocol and follow ups completed as of Oct24th. There will be updates in policies and procedural changes. Retail pharmacy audits are on-going as of Oct 9th. Looking into items such as returned funds for prescriptions filled, but not collected by clients (ex: Rite Aid is one of few who returned about \$140,000). 10 physical site reviews scheduled for Dec (mostly "mom & pop" pharmacies). Hold times for incoming calls is being reviewed as the goal is 40 sec or less (avg currently is 48 sec). Call abandonment they want less than 3%. Common that calls are related to eligibility. Pharmacy outreach campaign began end of Oct to outreach to retail networks to manage feedback. • EQRO update – PIP issue as ACCESS related PIP was submitted for 3rd time. They wanted something different, but DMH made a case for differing interventions/focus under ACCESS issues. State wanted to increase number of incoming calls audited weekly (currently 5), but staff are feeling like their workloads are difficult to manage already. ACCESS PIP will continue as planned. Next EQRO September 2018. • Test Calls – next one is March 2018. Hopefully instructions are to go out the month prior • Patients' Rights Office – 230 overall grievances and no appeals. 410 total for the year. A lot of "I feel..." type issues. Some ACCESS issues, but for example client already in 5 groups and wants to keep all of them (excessive). Medication grievance, but client was "shopping" at more than 1 location and denied duplicate orders. 		

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Christina Kubojiri

- **Cultural Competency** – Organization assessment held 9 focus groups (5 consumer groups; 4 providers). CC plan presentations will be occurring across service areas at QIC meetings. First to occur is SA7.

QUALITY ASSURANCE UPDATES

Audit update:
No known upcoming audits

- **Waiver reminder provided again** – Info notice letter 10-03. Agencies should provide staff informed consent when they are starting with agency or continuing their waiver due to the 5 year timeline. Students need co-signature regardless of waiver. Bulletin is in Draft and up for review by the state. Coming soon...
- **Record Retention final rule** – records must be kept 10 years (instead of former 7) or until child is 21 – whichever is longer. Effective 1/1/18. As of last billable service disenrollment dates from 1/1/18 forward starts the timeline.

Training updates:

- DMH QA will be taking over ICC/IHBS training responsibility now due to on-going claiming questions and documentation issues. They are creating training to hopefully begin January 2018.
- Understanding Documentation training is being revised to feedback about trying to fit too much info into 1 day training. They have been asked to maybe do a 2 day. They'd like to streamline information to allow room for more questions and exercises.
- D/O only –
 - They can't find a way to efficiently keep separate IBHIS training and their Documentation training so they will be combining the two

Bulletin 17-16 Changes to the Organizational Manual

- Ch1 – co signature of co practitioner not required
- Waivered staff must be under a licensed supervisor
- D/O must use substance assessment format laid out in their policy. Contractors it is up to agency discretion
- Treatment services now include "any linkage and referral" within 60 days and not just "linkage to MHS"
- Ch 2 – specific informed consent documentation. D/O piloting now on how to document. DMH QA will bring copy to see at upcoming

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DMH QIC meeting

Bulletin 17-17 Removed Group Home Lockout for ICC & IHBS code claiming.

DHCS info notice coming out this week possible

- When medication prescribed → pharmacy submits claim → Edit after submitted and will be checking if submitting person is in the medicare system; if not, client will be denied medication (roll out "Fall 2017". Unsure of specific timeframe, but clients may start being denied very soon
- All MD's, NP's, PA's pharmacists must be in medicare system or in the State medicare system PAVES. If psychiatrist is only a child doctor, they most likely will not be in medicare system. ALL AGENCIES need to follow up on this – includes D/O and Contract Providers
- Reasons for recoupment:
 - T1017 - a linkage to resource or MHS may be provided after the assessment, but once staff engage in follow up or monitoring of the linkage then a treatment plan must be created! DMH QA realizes this would be difficult to explain to staff so leaving latter part out and will provide higher standard to avoid risks/problems.
 - item 6 - If claimed incorrect code and it's of a different rate, claim must be voided and re-submitted → results in plan of correction
 - If duration is billed for a certain amount say 60 minutes, but the note says it was a shorter duration say 54 minutes → recoupment
 - item 11 - 2 providers providing a service
 - If one of the providers specific participation and interventions is not illustrated/captured →> recoupment
 - Added new DTI section that was previously not included
- IBHIS Update - only about 5 LE's not live (some are fee-for-service) - all should be in by 2018
- Duplicate client records by contractors is a big issue. A lot of issues coming from Welligent and Exym users.
 - There will be edits input to deter entering a client with exact first name, last name and DOB.
 - Edit to lockout changing all 3 elements form existing clients in IBHIS (first, last name and Date of birth, but you can change if only 1 out of 3)
 - Some errors occur when internal ID's are sent for the agency ID instead of IBHIS number then the IBHIS number gets overridden.
 - Some input the client with their ID, but realizes client

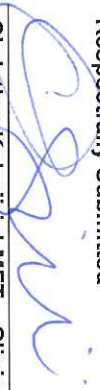
already has one then reassigns that ID to someone else. DMH QA not sure why people are doing the errors they are doing with duplicate clients. DMH spends a lot of time voiding all claims and having to merge records which can take anywhere from 4 hours to 6 months depending on the specific issues and circumstances.

QUESTIONS :

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Next Meeting: January 16, 2017; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026

Respectfully Submitted



Christina Kubojiri, LMFT – Clinical QA Coordinator,
Children's Institute, Inc.
SA4 Co-Chair

