

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5**

**QUALITY IMPROVEMENT COMMITTEE
January 09, 2018**

AGENDA

- | | |
|--|-----------------|
| I. Welcome and Introductions | All |
| II. Trouble Shooter Roster, Updates | Dara Vines |
| III. Review of Minutes | All |
| IV. DMH Updates | Jacque Wilcoxon |
| V. Quality Assurance | Dara/ David |
| • Quality Assurance Liaisons' Meeting Minutes, September 11, 2017 | |
| • Quality Assurance Liaisons' Meeting Minutes, November 13, 2017 | |
| • Documentation Training Schedule, Revised 11/13/2017 | |
| • Documentation Training Schedule, Revised 12/11/2017 | |
| • Special Documentation Presentation Schedule As of 12/11/2017 – for DO only | |
| • Clinical Forms Bulletin, No. 17-04, 9/29/17 | |
| • Clinical Forms Bulletin No.17-05, 12/28/17 | |
| • QA Bulletin No. 17-16, October 6, 2017, Organizational Providers Manual Updates Based On Department of Health Care Services Information Notice | |
| • QA Bulletin No. 17-17, November 1, 2017, Organizational Providers Manual Updates Regarding Intensive Care Coordination And Intensive Home Based Services provided in Group Homes | |
| • QA Bulletin No. 17-18, December 28, 2017, Notice Of Action (NOA) Letters A & E | |
| • QA Bulletin No. 17-19, December 29, 2017, Claiming For Record Review, | |
| • QA Bulletin No. 17-20, December 29, 2017, Marriage and Family Therapist Intern & Professional Clinical Counselor Intern Title Change | |

- QA Bulletin No. 17-21, December 29, 2017, COS Manual Updates
- DHCS, Enclosure 4 – Reasons for Recoupment for FY 2017/2018, Medical Necessity
- New Retention Requirements for Records, Effective 1/1/18
- Presentation on Treatment Planning

Jen Hallman

VI. Quality Improvement

Dara/David

- Policy/Procedure Update, September 11, 2017
- Policy/Procedure Update, November 13, 2017
- Policy/Procedure Update, December 11, 2017
- Clinical Policy/Parameter Update, December 11, 2017
- Quality Improvement Work Plan Goals Summary - CY 2017 - DRAFT
- Annual Medi-Cal Beneficiary Grievance and Appeal Report, FY 2016/2017
- ACCESS Center Calls Answered within 1 Minute
- Conduct SA5 review on how providers respond to ACCESS Center referrals when they have no capacity/wait lists
- MHSIP Surveys – Open ended comments due on 01/15/18
- Letter from Roderick Shaner, M.D., December 12, 2017, Frequently Asked Questions (FAQS) Regarding Receiving And Sharing Client Information With Family Members, Friends Or other Individuals Involved In The Client's Care
- Letter from Roderick Shaner, MD., June 28, 2016, Providing Information And Notification To The Families And Significant Others Of Patients Involuntarily Detained In Lanterman-Petris-Short (LPS) Designated Facilities
- SA5 Quality Improvement Project Survey – Peer Resource Manual, September 2017

VII. Next QIC Meeting

Monika/David

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 06, 2018, from 9:00AM – 11:00AM, at 11303 W. Washington Blvd., Suite 200, Los Angeles, CA 90066.

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes

Type of Meeting	Quality Improvement Committee	Date:	January 9, 2018
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	Start Time:	9:00 AM
Chair Co-Chair	Dara Vines, DMH David Tavlin, Step Up On Second	End Time:	11:00 AM
Members Present	<p>Kristi Rangel, Alcott Center; Sara Nouri, Alcott Center; Becky Rau, Clare; Jacquelyn Wilcoxen, DMH; Monika Johnson, DMH; Dara Vines, DMH; Ruby Quintana, DMH; Michael Lyles, DMH; Marc Borkheim, DMH – QA; Lynetta Shonibare, DMH - QI; Theodore M. Cannady, DMH; Patrice Grant, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Anahita Saadatfard, Homes For Life Foundation; Stephanie Yamada, Pacific Asian Counseling Services; Martha Andreani, Providence-St. John's CFDC; Libby Hartigan, SHAREI; Mandy Summers, St. Joseph; Center; David Tavlin, Step Up On Second; Misty Aronoff, Step Up On Second; Libby Hartigan, SHAREI; Danielle Price, The Help Group; Susan Osborne, The People Concern; Jenna Ness, The People Concern; Kelly Delich, FSSM/Vista Del Mar; Cheryl Carrington, Vista Del Mar; Anahita Gheyanchi, WISE & Healthy Aging.</p>		
Excused/Absent Members	<p>Lee James Gossett, Didi Hirsch; Kristine Santoro, Didi Hirsch; Aminah Ofumbi, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Marina Eckhart, Didi Hirsch; Miriam Gonzalez, Didi Hirsch; Amanda Sanchez, Didi Hirsch; Jose Haro, Didi Hirsch; Maria Tan, DMH – OASOC; Steve (Robert) Dobbs, Edelman – Adult; Nilsa Gallardo, Edelman - Adult; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Kumi Tsuda, Exodus Recovery; Jeanette Aguilar, Exodus Recovery; Jonathan Figueroa, Exodus Recovery; Dana Hernandez, New Directions; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Megan McGrath, New Directions; Yvette Willock, Pacific Clinics; Matthew Rohr, New Directions for Veterans; Sharon Greene, St. John's CFDC; LaCheryl Porter, St. Joseph; Lance Moore, Step Up on Second; Jeanine Caro-Delville, The Help Group; Sherry Nourian, Vista Del Mar; Brenda Pitchford, UCLA Ties For Families; Fanny Huang, UCLA Ties For Families; Nancy Tallerino, Vista Del Mar; Dyan Colven, Vista Del Mar; Anastasia Bacigalega, WCIL; Jennifer Levine, WISE & Healthy Aging.</p>		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Call to Order & Introductions</p>	<p>The meeting was called to order at 9:00 AM.</p>	<p>Introductions were made</p>	<p>Dara Vines QIC Membership</p>
<p>Review of Minutes and Handouts</p>	<p>Minutes were reviewed and approved for Sept. 12, 2017.</p>	<p>Final approved Minutes for July 11, 2017 were distributed</p>	<p>QIC Membership Dara Vines</p>
<p>DMH Updates</p>	<p>The Trouble Shooter Roster was updated.</p> <p>Jacquie Wilcoxon provided updates within the Department. 1) Robin Kay, Chief Deputy of Clinical Operations, will be retiring from DMH in March of this year after approximately 25 years of dedicated service. 2) Greg Polk was hired in November in the newly created position of Chief Deputy of Administrative Operations. 3) Non-Specialty Mental Health System has been expanded to include Crisis Residential Services (10-21 days for adults 18+). FSP providers are able to initiate referrals to these programs directly. 4) The County is rolling out its Whole Person Initiative. SA5 will be implementing these prioritized services during this calendar year.</p>	<p>Copies of the QA Liaisons' Meeting Minutes for 09/11/17, and 11/13/17 were distributed to providers</p>	<p>Dara Vines Jacquie Wilcoxon</p>
	<ul style="list-style-type: none"> Quality Assurance Liaisons' Meeting Minutes, September 11, 2017 and November 13, 2017 		<p>Providers</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> Quality Assurance Documentation Training Schedule, Revised Schedules for November 13, 2017, September 11, 2017 and January 8, 2018. Provider member asked if there will be any psychiatrist trainings available to LE participants as the training schedules indicate that they are directed at DO only. QA Specialty Documentation Presentation Schedule for December 11, 2017. Clinical Forms Bulletin No. 17-04, September 29, 2017, Updated Form(s): MH532 – Adult Full Assessment, MH533 – Child and Adolescent Full Assessment, and Infancy, Childhood, and Relationship Enrichment Initial Assessment (for 0-5). Dara, David and Monika provided a brief overview of the bulletin. Clinical Forms Bulletin No. 17-05, December 28, 2017, Updated Forms: MH726 – Notice of Action (Assessment) and Notice of Action (Lack of Timely Service) Dara and David provided an overview of the bulletin and stated that new forms will be translated into Spanish and the threshold languages. LE Providers were asked to fax their completed forms to the LACDMH Patient's Rights Office. 	<p>Copies of the QA Documentation Training Schedules 11/13/17, 12/11/17 & 01/08/17 were distributed to providers. Dara to follow-up on provider question at next QIC Chairs Mtg.</p> <p>Copies of the Specialty Documentation Presentation Schedule for 12/11/17 were distributed to providers</p> <p>Copies of the Clinical Forms Bulletin No 17-04 were distributed to providers</p> <p>Copies of the Clinical Forms Bulletin No. 17-05 were distributed to providers</p>	<p>Providers</p> <p>DO only</p> <p>Providers</p> <p>Providers</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> QA Bulletin No. 17-16, October 6, 2017, Organizational Providers Updates Based on Department of Health Care Services Information Notice David reviewed this Bulletin. He also read the Medi-Cal Reimbursement Rule regarding claiming travel time between off-site locations. QIC Members engaged in a brief discussion about implementing the travel time rules at their respective agencies. QA Bulletin No. 17-17, November 1, 2017, Organizational Providers Manual Updates Regarding Intensive Care Coordination and Intensive Home Based Services Provided in Group Homes Dara provided an overview of bulletin that removes the program "lockout" for ICC and IHBS for group homes. QA Bulletin No. 17-18, December 28, 2017, Notice of Action (NOA) Letters A & E David and Dara provided an overview of this bulletin. QA Bulletin No. 17-19, December 29, 2017, Claiming for Record Review Dara and David reminded providers to be mindful of the purpose of the record review and make sure that the discipline of the reviewer matches the reviewed records prior to making claims. 	<p>Copies of the QA Bulletin No. 17-16 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-17 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-18 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-19 were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<ul style="list-style-type: none"> QA Bulletin No. 17-20, Marriage and Family Therapist Intern & Professional Clinical Counselor Intern Title Change. David highlighted information contained in the bulletin and stated that providers should also make changes to these titles as it pertains to intern signatures in their record systems. QA Bulletin No. 17-21, December 29, 2017, COS Manual Updates Jacquie Wilcoxon reminded Providers to begin submitting their PEI/COS claims if they are not already doing so. DHCS, Enclosure 4 – Reasons for Recoupment for FY 2017/2018, Medical Necessity Dara and David briefly reviewed the document. New Retention Requirements for Records, Effective 1/1/18. Dara and David briefly discussed new record retention requirements. 	<p>Copies of the QA Bulletin No. 17-20 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-21 were distributed to providers</p> <p>Copies of the DHCS, Enclosure 4 were distributed to providers</p> <p>Dara will follow-up in the next QIC Chairs Meeting regarding a bulletin.</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> • Auditor Controller Monika followed up with the Auditor Controller regarding scheduling a presentation in the SA5 QIC. Auditor Controller stated that they are not available for any presentation in the SA QICs at this time. • Question from provider: Is there an update on the State audit schedule as it pertains to LE agencies? Nikki Collier informed providers that there are currently no State audits scheduled. However, the Auditor Controller is conducting fiscal audits as well as a limited number of chart audits. • Presentation on Treatment Planning Nikki Collier and Marc Borkheim conducted a presentation and answered provider questions regarding Treatment Planning. 	<p>Copies of the power point presentation and handout on Treatment Planning were distributed to providers</p>	<p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Policy/Procedure Update, September 11, 2017, November 13, 2017 and December 11, 2017 • Clinical Policy/ Parameter Update, December 11, 2017 • Quality Improvement Work Plan Goals Summary – CY 2017 DRAFT Lynetta Shonibare gave a brief overview of the QI Work Plan Goals CY 2017. The final draft of this summary is pending. • Annual Medi-Cal Beneficiary Grievance and Appeal Report, FY 2016/2017 Monika Johnson briefly described the content of this report. • ACCESS Center Calls Answered in 1 Minute (CY 2017) Lynetta Shonibare gave a brief overview of this document 	<p>Copies of the Policy/Procedure Updates for 1/11/17, 11/13/17 and 12/11/17 were distributed to providers</p> <p>Copies of the Clinical Policy/Parameter Update for 12/11/17 were distributed to Providers</p> <p>Copies of the Work Goal Summary (Draft) were distributed to Providers</p> <p>Copies of the Annual Medi-Cal Beneficiary Grievance and Appeal Report, FY 2016/2017</p> <p>Copies of the ACCESS Center Calls Answered in 1 Minute (CY 2017) were distributed to Providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Improvement</p>	<ul style="list-style-type: none"> Provider response to ACCESS Center referrals when they have no capacity/wait lists Data informed providers that if they cannot accommodate a client they should transfer the referral appropriately or contact their SA Navigator instead of having the caller contact ACCESS for a new referral as this becomes an access to care issue. MHSIP Surveys – Open ended comments due on 01/15/18 Dara reminded providers that the MHSIP comments are due 1/15/18. For those that have not already submitted their comments, Monika Johnson forwarded an email from QI containing a revised teleform allowing for additional text space to answer questions #2 and #3. Letter from Roderick Shaner, M.D., Medical Director, December 12, 2017, Frequently Asked Questions (FAQS) Regarding Receiving and Sharing Client Information with Family Members, Friends or Other Individuals Involved in the Client's Care QIC Member requested information regarding sharing client information in the context of CFT meetings attended by MAT Assessors. Letter from Roderick Shaner, M.D., Medical Director, June 28, 2016, Providing Information and Notification to the Families and Significant Others of Patients Involuntarily Detained in Lanterman-Petris-Short (LPS) Designated Facilities 	<p>N/A</p> <p>Providers will submit the open ended comments to Monika Johnson by the due date of 1/15/18</p> <p>Copies of Dr. Shaner's Letter dated 12/12/17 were distributed to providers. Dara will follow-up with the Child Welfare Division regarding any confidentiality guidelines</p> <p>Copies of Dr. Shaner's Letter dated 6/28/16 were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

QIC Meeting

Date: January 9, 2018

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<p>Quality Improvement</p>	<ul style="list-style-type: none"> • SA5 Quality Improvement Project (QIP) Survey <p>David requested that each of the SA5 providers in attendance fill out the survey and hand them in at the end of the meeting.</p> <p>Next Meeting</p> <p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 06, 2018 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM.</p>	<p>Completed surveys were collected and given to Lynetta Shonibare for analysis</p> <p>The Sub-Committee will reconvene on 03/06/18</p>	<p>SA5 Sub-Committee Members</p>
<p>Respectfully Submitted,</p>			


 David L. Yines, Ph.D.


 David Tavlin, MFT

