

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

QUALITY IMPROVEMENT COMMITTEE

March 06, 2018

AGENDA

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| 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 |
| <ul style="list-style-type: none">• QA Division Documentation Training Schedule, Revised 1/8/18• QA Division Documentation Training Schedule, Revised 2/12/18• Certification Bulletin, No 18-2, Completion of the Fire Clearance 850 Form• QA Bulletin No. 18-01, January 26, 2018, Updates to Co-Practitioners• Implementation of Title Change (“Intern” to “Associate”) FQA• Revised NOA Forms• List of Federal, State, and County Sanction Lists• Letter from Jonathan Sherin, MD, PhD, February 1, 2018 | |
| VI. Quality Improvement | Dara/David |
| <ul style="list-style-type: none">• Clinical Risk Management – Deciding who gets C Numbers, January 8, 2018• Policy/Procedure Update, January 8, 2018• Policy No. 401.03, Clinical Documentation For All Payer Sources, Effective November 27, 2017• Policy/Procedure Update, February 12, 2018• Test Call Survey• Presentation: Cultural Competence Plan• Presentation: QID MHSIP Data 2016 - 2017 | |
| | Susan Park, PhD
LyNetta Shonibare, PsyD |

VII. Next QIC Meeting

Dara/David

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 01, 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:	March 6, 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	Kristi Rangel, Alcott Center; Monika Johnson, DMH; Dara Vines, DMH; Marc Borkheim, DMH – QA; Lynetta Shonibare, DMH - QI; 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, SHARE!; Mandy Sommers, St. Joseph Center; David Tavlin, Step Up On Second; Misty Aronoff, Step Up On Second; Danielle Price, The Help Group; Susan Osborne, The People Concern; Kelly Delich, FSSM/Vista Del Mar; Cheryl Carrington, Vista Del Mar; Hannah Hasan, WISE & Healthy Aging; Joyce Long, WISE and Healthy Aging; Monica Martocci, CLARE Foundation; Brenda Del Castillo, CLARE Foundation; Trish Burkert, Exodus Recovery; Matthew Lyon, St. Joseph Center; Steve (Robert) Dobbs, Edelman – Adult; Marina Eckhart, Didi Hirsch;		
Excused/Absent Members	Sara Nouri, Alcott Center; Jacquelyn Wilcoxon, DMH; Ruby Quintana, DMH; Michael Lyles, DMH; Lee James Gosselt, Didi Hirsch; Kristine Santoro, Didi Hirsch; Aminah Ofumbi, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Theodore M. Cannady, DMH; Miriam Gonzalez, Didi Hirsch; Amanda Sanchez, Didi Hirsch; Jose Haro, Didi Hirsch; Maria Tan, DMH – OASOC; Nilisa 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, WCL; Jennifer Levine, WISE & Healthy Aging; Jenna Ness, The People Concern;		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 AM.	Introductions were made.	Dara QIC Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for January 9, 2017. The Trouble Shooter Roster was updated.	Final approved Minutes for September 12 were posted to the QI website.	QIC Membership Dara
DMH Updates	No DMH Updates	Dara	Dara
Quality Assurance	<ul style="list-style-type: none"> Quality Assurance Documentation Training Schedule, Revised Schedules for January 8, 2018 and February 12, 2018. Dara and David provided an overview of future trainings being offered through the QA Division. One of the providers requested information regarding how to sign up for the trainings offered to LEs.	Copies of the QA Documentation Training Schedules 01/8/18 & 02/12/18 were distributed to providers. Dara will email registration instructions to providers.	Providers Dara
	<ul style="list-style-type: none"> Certification Bulletin No. 18-2: Completion of Fire Clearance 850 Form Dara and David provided a brief overview of the bulletin and reminded providers to get fire clearances at least 6 months prior to recertification. A provider asked if there have been any changes to the school based fire requirements. There have not been any announced changes but co-chairs will confirm this with the Certification Unit.	Bulletin No. 18-2 was distributed to providers. Co-Chairs will find out from the Certification Unit if there have been any changes to the school based fire clearance requirements.	Providers Dara & David

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> Quality Assurance Bulletin No. 18-01, January 26, 2018; Updates to Co-Practitioners <p>Dara and David reviewed the changes related to co-practitioner claim submission. Providers discussed different ways they are attempting to adhere to the new requirements (e.g. for group treatment notes). David outlined the purpose of the change. Providers asked if there is an audit risk for notes that lack NPI information co-practitioners. One provider asked if these changes also apply to COS.</p> <ul style="list-style-type: none"> Implementation of Title Change ("Intern" to "Associate"); Marriage and Family Therapist Interns and Professional Clinical Counselor Interns; Effective January 1, 2018 <p>Dara and David reviewed this handout including the FAQs. Discussed change to accurately represent the post-master's degree status for MFT and PCC registrants. Providers were referred to the BBS website for a list of abbreviations.</p> <ul style="list-style-type: none"> Revised Notice Of Action Forms (NOA-A and NOA-E) <p>Dara and David requested that providers begin using the revised NOA-A and NOA-E forms. Providers were told that the forms are being translated into all threshold languages. Providers questioned when the Spanish version will be available.</p>	<p>Copies of the QA Bulletin No. 18-01 were distributed to providers. Co-Chairs will find out about audit risk and if the new submission requirements also apply to COS claim submission.</p> <p>Copies of the handout were distributed to providers.</p> <p>Copies of revised Notice of Action forms were distributed to providers. Co-Chairs will find out when the Spanish translation will be available.</p>	<p>Providers Dara & David</p>

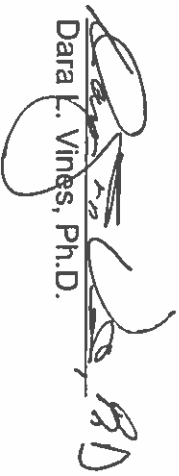
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<ul style="list-style-type: none"> List of Federal, State and County Sanctions Lists (Jennifer Hallman of QA Division email dated February 13, 2018) David and Dara outlined the 5 data bases that should be searched to make sure that staff paid using federal funds are not on any sanctions lists. David stated that LES should update their written policies consistent with these 5 data bases. David and one of the providers noted that the link for one of the lists included in the QA email is not working. David will bring this concern up at the next Countywide QIC. Letter from Jonathan E. Sherin, M.D., Ph.D., Director, dated February 1, 2018 Dara and David provided a brief overview of the letter and gave providers time to read over the content. Access to Care / Timeliness David reminded providers that DMH is in the process of updating its Access to Care Policy. Time access standards will be reduced from 15 business days to 10 business days. LACDMH is in the process of updating its Access to Care Policy (DMH Policy 302.07). Service Request Log (SRL) Requirements David reminded providers that there were changes to the Service Request Log elements and referred providers to the most recent update. 	<p>Copies of QA email with 5 data bases with website links were distributed to providers. David will relay issue about faulty link and request more information at next QIC meeting.</p> <p>Copies of Dr. Sherin's letter were distributed to providers.</p> <p>Additional information will be issued to providers via QA Bulletin in the coming weeks.</p> <p>Providers referred to Clinical Forms Bulletin No. 17-02.</p>	<p>Providers David</p> <p>Providers</p> <p>Providers</p> <p>Providers</p>

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<p>Quality Improvement</p>	<ul style="list-style-type: none"> Clinical Risk Management – Deciding who gets C Numbers, January 8, 2018 Dara and David reviewed the handout and informed providers that CLRM requires Program Managers, Directors and higher level managers to obtain C numbers. Program Managers and/or higher must do a Manager's Review of every event/incident reportable to CLRM. Frontline reporting allows other staff with a C number to fill out and submit p. 1 of the event but they will not be able to retrieve, view or edit the report. David stated that each LES are able to devise their own procedures within these rules. Policy/Procedure Update, January 8, 2018 and February 12, 2018 Clinical Documentation of All Payer Sources. Policy 401.3, Effective November 27, 2017 Providers requested clarity as to what the changes were to this document. Dara to request clarification from Countywide QIC. 	<p>Copies of the handout were distributed to providers.</p> <p>Copies of the Policy/Procedure Updates for 1/08/18 and 2/12/18 were distributed to providers.</p>	<p>Providers</p> <p>Providers Dara</p>

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<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Service Area Test Calls Schedule CY 2018 Dara informed providers that there will be changes to the Test Call Survey Instructions beginning 3/1/18. SA5 are scheduled to do test calls in September 2018. Dara will start recruiting providers in July and provide them information regarding instruction changes at that time. • Presentation on Cultural Competence Plan Susan Park, PhD, conducted a presentation and answered provider questions regarding the Cultural Competence Plan. Providers asked for information regarding the State requirement/definition of "culturally competent training activities" and received a broad definition. Dr. Park indicated that there is also not a time requirement attached to these activities. • Presentation on Quality Improvement Division MHSIP Data for SA5 (Fall 2016 & Spring 2017) Lynetta Shonibare, PsyD, conducted a presentation and Q & A regarding MHSIP data results. Providers went on to discuss their desire for direction/guidance regarding how they can use MHSIP results to make improvements. Some rely on the comments section over questionnaire data in order to form a better understanding. Many also felt that the data was incomplete because it leaves out "field based" programs. Providers discussed that terms (e.g., "respect") can be interpreted different ways due to on individual/cultural differences, making the data results difficult to interpret. David and Dara to pass on SA5 QIC feedback at the next Departmental QIC Meeting. 	<p>Copies of the Test Call Schedule were distributed to providers.</p> <p>Copies of the power point presentation and handouts on the Cultural Competence Plan (CCP) were distributed to providers.</p> <p>Copies of the handouts on MHSIP data were distributed to providers.</p>	<p>Providers Data</p> <p>Providers</p> <p>Providers</p>

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<p>Next Meeting</p>	<p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 01, 2018 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM</p>	<p>The Sub-Committee will reconvene on 05/01/18.</p>	<p>SA5 Sub-Committee Members</p>

Respectfully Submitted,


 Dara L. Vines, Ph.D.


 David Tavlin, MFT

