



**County of Los Angeles – Department of Mental Health**

**Service Area 7 Administration**

**Quality Assurance / Quality Improvement Committee**

**July 18, 2017**

**2:00 PM-4:00 PM**

1. Welcome/Introductions Caesar /Antonio
2. Review & Approval of Minutes Caesar Moreno
3. Quality Improvement Caesar/Antonio
  - a. OMD
  - b. Patients' Rights
  - c. Cultural Competence
  - d. Policy
  - e. Pharmacy Benefits Management – Report any issues.
4. Quality Assurance Caesar/Antonio
  - a. State DHCS updates
    - i. Waivers
    - ii. Sharing MH information
  - b. Training and Operations
    - i. Schedule of Trainings and Presentations
    - ii. DO Quarterly Monitoring Reports due 7/15/17.
    - iii. Collaborative Doc Update
    - iv. LE Chart Reviews Update
  - c. Upcoming Policy and Technical Development:
    - i. Bulletin 17-02: Updated SRL Form
      1. SRL data from contractors and monitoring NOAs
    - ii. Bulletin 17-12: COS Manual Updates
    - iii. Bulletin 17-13: Determining if a TX svc is Billable to Medi-cal SMHS
    - iv. Bulletin 17-14: Org provider Manual updates
    - v. Bulletin 17-15: Physician Assistants & Advanced Practice...
    - vi. PERM audit update
    - vii. Reminder: Service verification\* & resolution form.

Next Quality Improvement/Quality Assurance Meeting  
August 15, 2017 - 2:00-4:00 pm

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 7  
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

<b>Type of Meeting:</b>	<b>SA 7 QIC</b>	<b>Date:</b>	<b>July 18 , 2017</b>	
<b>Place:</b>	<b>Gus Velasco Neighborhood Center 9255 S. Pioneer Boulevard Santa Fe Springs, California 90670</b>	<b>Start Time:</b>	<b>2:07 PM</b>	
<b>Chairpersons:</b>	<b>Antonio Banuelos (Interim Chair) Caesar Moreno (Co-Chair)</b>	<b>End Time:</b>	<b>3:45 PM</b>	
<b>Members Present:</b>	<b>Laura Solis, Michelle Barajas Sanchez, Roshni Chabra, Sybil Chacko, Hsiang-Ling Hsu, Leana Olague, Nicole Santamaria, Jennifer Mitzner, Ester Robles, Greg Tchakmakjian, Anthony Thai, Dr. Lori Arnold, Lisa Leon, Joel Solis, Michael Olsen, Jennifer Phan, Raul Velasquez, Mike Ford, Sara Davis, Arlene Contreras, Michelle Bilotta Smith, Crystal Morales, Lucia Cota, Gloria Guevara, James McEwen, Quenia Gonzalez, Denise Garcia, Alex Ballan, Adriana Carrillo, Gwen Lo</b>			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>		<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	
<b>Welcome &amp; Introductions</b>	Meeting was called to order at 2:07 pm		Introductions made and new members welcomed	
<b>Review &amp; Approval of Minutes</b>	Minutes from July 2017 meeting were reviewed		Minutes approved by:  Sybil Chacko Sara Davis	
<b>Chair Updates</b>	No updates made at this meeting.		Antonio Banuelos	

<p><b>Quality Improvement Updates</b></p>	<p><b>Office of Medical Director</b></p> <p><b>Pharmacy Benefits Management</b> It was announced that Dr. Russell Kim is no longer with the Office of Medical Director and will not be monitoring the pharmacy benefit management program/services. It was advised that all providers continue to monitor and report any issues at QIC meetings.</p> <p><b>Release of Information</b> Office of Medical Director is preparing a memo to supplement the policies on sharing of information with (client) family members. There is an existing draft, however this is to be revised. This memo is not intended to alter or replace any existing Directly Operated policy. There are existing parameters regarding how to engage family members (Policy # 4.16).</p> <p>There have been questions raised regarding sharing of client information with other health providers and not necessarily needing a release of information. There is policy that speaks to this in which a client must be informed that information will be shared with other health providers if it is related to coordination of care.</p> <p><b>Patients Rights Office</b> Patients Rights office is in the middle of gathering information for change of provider logs, grievances, etc. for upcoming EQRO process. They are also in process of revising the forms per State requirements. Providers will be informed when the forms can be replaced. The Change of Provider log submission process has been changed. The decision was made to revert back to the original process which includes sending COP logs to the DMH COP email address/mailbox. It was also noted that delegation of some PRO responsibilities will be made to OMD health specialists. Please begin to send logs by the 10th of every month. Do not send directly to Jose Gallegos but send to the email mailbox at <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> Please remember to cc Antonio and Greg.</p>		<p>Antonio Banuelos</p>
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	<p><b>Cultural Competency Unit</b> Antonio handed out the “criteria” and structure for the cultural competency trainings as this was discussed at last meeting. It was also reminded that the cultural trainings confirmation will be asked on any QA monitoring logs in January for providers. Please remember to send any questions regarding cultural competence issues directly to the Cultural Competency Unit general mail box <a href="mailto:psbcc@dmh.lacounty.gov">psbcc@dmh.lacounty.gov</a> or Sandra Chang Ptasnski.</p> <p>A question was asked by provider why are the registration forms for DMH trainings are identifying cultural competence as checked on the form. Antonio noted that he will follow-up with CCU about this.</p> <p>Questions have been asked regarding immigration rights and sharing of information. DMH will develop a Level 1 and Level 2 policy that will address consumer questions about what information can and cannot be released. Directly Operated is already in the process of this notification. County has also set up a website for the public that provides education on immigration rights: <a href="http://oia.lacounty.gov/">http://oia.lacounty.gov/</a> (Office of Immigrant Affairs).</p> <p><b>EQRO</b> EQRO review is still scheduled for September 2017. Chosen SPAs will begin to prepare for review beginning August.</p> <p><b>Policy and Technical Development</b> Policy spreadsheet provided for reference</p>	<p>Policy handout provided</p>	
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<b>Quality Assurance Updates</b>	<p><b>QA Division Updates</b></p> <p><b>Clinical forms bulletins (some forms may not be placed in the packet if they are listed as “drafts”)</b></p> <p><b>Questions of the Month reviewed</b></p> <p><b>DHCS Updates</b> A reminder that unlicensed psychologists must be waived in order to provide treatment services. Audits/Reviews continue to find instances in which psychologists are not waived. Please contact Diane Guillory regarding any questions.</p> <p>Information was distributed regarding SHIG – Shared Health Information Guidance. This information does not alter or change any existing policy on sharing of PHI. There will be a webinar developed to review this information.</p> <p><b>Training and Operations</b></p> <p><u>Training schedule</u> See handout regarding upcoming trainings</p> <p><u>Quarterly Reports</u> DO clinics were reminded that quarterly reports were due by the 15th of July.</p> <p><u>Collaborative Documentation</u> Mark Borkheim continues to be the lead with the collaborative documentation roll out. He is currently in the process of making revisions to the training. Hollywood Mental Health will receive formal training July 20th.</p>	Handout provided with information.	Dr. Lori Arnold  Antonio Banuelos        Antonio Banuelos Caesar Moreno
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<p><b>Quality Assurance Updates continued</b></p>	<p><b>PERM Audit</b>          Audit has been completed. Next round of audits will be completed in another 3 years.</p> <p><b>LE Chart Review</b>          Reviews continue to be completed.</p> <p><b>Policy and Technical Development</b></p> <p>Bulletin 17-02: Updated SRL Form          Bulletin 17-12: COS Manual Updates          Bulletin 17-13: Determining if a treatment service is billable to Medi-cal SMHS          Bulletin 17-14: Organization Provider Manual updates          Question noted by provider that the organizational manual shows an LPC as an authorized discipline, but not shown as a rendering provider.</p> <p>Bulletin 17-15: Physician Assistants and Advanced Practice</p> <p><b>Reminder:</b> Service Verification Resolution Forms: Consumers will get an itemized statement of services they received by mail. If they look at it and there is a discrepancy – have them complete the form and send back to DMH. Question was raised by provider if the form is designed for all age groups?.</p>	<p>Handouts were provided as bulletins were in final format.</p>	
<p><b>Pending Reviews/Audits</b></p>	<p>MR Grant - Bienvenidos/Hillsides was audited a month ago.</p> <p>Auditor Controller – Community Family Guidance was reviewed two weeks ago. Audited 22 active charts from current fiscal year. Made recommendations for documentation which included increases to using the client’s voice and his/her language in context of documentation. It was also noted to be more descriptive when discussing how functioning is being impacted. Also</p>		

<p><b>Presentation</b></p> <p><b>Announcements</b></p> <p><b>Adjournment</b></p>	<p>continue to ensure that the clinical loop is identified from assessment to treatment plan. It seemed that behavioral diagnoses were favored and that adjustment disorder diagnosis was questioned with need to be more descriptive.</p> <p>No presenters at this meeting.</p> <p>None noted during the meeting.</p> <p>Meeting was adjourned at 3:45 pm</p> <p><b>Respectfully Submitted,</b></p> <p><b>Caesar Moreno</b> <b>QIC Co-Chair</b></p>	<p><b>Next Meeting:</b> <b>August 15, 2017</b></p> <p><b>Gus Velasco Center, Santa Fe Springs</b></p> <p><b>2:00PM-4:00PM</b></p>	
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