



County of Los Angeles – Department of Mental Health

Service Area 7 Administration

Quality Assurance / Quality Improvement Committee

August 15, 2017

2:00 PM-4:00 PM

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| 1. Welcome/Introductions                                                                                               | Caesar /Antonio |
| 2. Review & Approval of Minutes                                                                                        | Caesar Moreno   |
| 3. <u>Quality Improvement</u>                                                                                          | Antonio/Caesar  |
| a. OMD                                                                                                                 |                 |
| b. Patients' Rights                                                                                                    |                 |
| c. Cultural Competence                                                                                                 |                 |
| d. Policy                                                                                                              |                 |
| e. Pharmacy Benefits Management                                                                                        |                 |
| f. MHSIP 11/2016 provider data                                                                                         |                 |
| g. VANS/SRTS user survey                                                                                               |                 |
| h. ISR PIP updates                                                                                                     |                 |
| i. Provider Directory Updates                                                                                          |                 |
| i. Final Rule Requirements                                                                                             |                 |
|                                                                                                                        |                 |
| 4. <u>Quality Assurance</u>                                                                                            | Caesar/Antonio  |
| a. Questions of the month                                                                                              |                 |
| b. State DHCS updates                                                                                                  |                 |
| i. Upcoming Changes to Title (MFT Interns and CPCC Interns) effective 1/2018                                           |                 |
| ii. Final Rule Priorities                                                                                              |                 |
| c. Training and Operations                                                                                             |                 |
| i. Schedule of Trainings and Presentations                                                                             |                 |
| ii. Treatment Plan Presentation @ QIC meetings                                                                         |                 |
| iii. LE Chart Reviews Update                                                                                           |                 |
| d. Upcoming Policy and Technical Development:                                                                          |                 |
| i. Juvenile Justice Medication Consent                                                                                 |                 |
| 1. Forensic Consultation                                                                                               |                 |
| ii. MAT upcoming                                                                                                       |                 |
| iii. Modification of COD forms                                                                                         |                 |
| iv. QA Contacts for Providers – email David Crain <a href="mailto:dcrain@dmh.lacounty.gov">dcrain@dmh.lacounty.gov</a> |                 |

Next Quality Improvement/Quality Assurance Meeting  
September 19, 2017

**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>August 15 , 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>2:10 PM</b>
<b>Chairpersons:</b>	<b>Antonio Banuelos (Interim Chair) Caesar Moreno (Co-Chair)</b>	<b>End Time:</b>	<b>3:55 PM</b>
<b>Members Present:</b>	<b>Melanie Cain, Laura Solis, Michelle Barajas Sanchez, Roshni Chabra, Sybil Chacko, Gwen Lo, Joel Solis, Michael Olsen, Jennnifer Phan, Nicole Santamaria, Raul Velasquez, Jennifer Mitzner, Leana Olague, Arlene Contreras, Ester Robles, Cinthia Sanchez, Robin Washington, Javier Nevarez, Lucia Cota, Silvia Simental, James McEwen, Quenia Gonzalez, Dr. Lori Arnold, Greg Tchakmakjian, Anthony Thai, Michelle Lopez-Munroe, Susan Lam, Kristen Anderson, Rani Mammen, Raquel Neidhold</b>		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Welcome &amp; Introductions</b>	Meeting was called to order at 2:10 pm	Introductions made and new members welcomed	Caesar Moreno
<b>Review &amp; Approval of Minutes</b>	Minutes from July 2017 meeting were reviewed	Minutes approved by:  Robin Washington Lucia Cota	Caesar Moreno
<b>Chair Updates</b>	No updates made at this meeting.	.	Antonio Banuelos

Quality Improvement Updates	<p><b>Office of Medical Director</b></p> <p><b>Safety Intelligence</b> Efforts are being made to work on getting providers access to the safety intelligence system. OMD is working on developing monthly webinars and user guides. OMD still needs to send out memos to LE Directors regarding the overall program/process. It was noted that providers wanting access will need to obtain C numbers for the tokenless system. It is hoped that more processes will get launched by September.</p> <p><b>Pharmacy Benefits Management</b> PBM and Quality Assurance will begin to conduct a desktop audit of 15 pharmacies. The audit will look at how prescriptions are dispensed and overall documentation that is provided for medications. The audit may highlight high volume pharmacies, pharmacies on OIG list, and high expenditure pharmacies. Edward Jai is now the Interim Chief Pharmacist: <a href="mailto:EJai@dmh.lacounty.gov">EJai@dmh.lacounty.gov</a>.</p> <p><b>Patients Rights Office</b> Jose Gallegos provided updates regarding the Change of Provider logs by listing areas where there is missing information for certain months. He will send out an email of the updated report for COP collection. Jose provided another reminder that logs are due by the 10<sup>th</sup> of every month. He asked that the logs: show the previous month rather than the current month; requested that the SPA be listed in the subject line as well as the provider number for the legal entity. It was noted that the revised policy on the DMH system does have the correct COP log to use.</p> <p><b>Cultural Competency Unit</b> Sandra Chang Ptanski reviewed and discussed feedback given from participating consumers regarding what they observe is occurring at DMH offices as related to culturally sensitive issues. Sandra provided examples provided by consumers which will be distributed to QI chairs for</p>		Antonio Banuelos
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<b>Quality Improvement Updates, continued</b>	<p>distribution to providers as reference. It was suggested that providers review the scenarios and identify what may be occurring at everyone's agencies.</p> <p><b>Policy and Technical Development</b> Policy spreadsheet provided for reference</p> <p><b>MHSIP</b> MHSIP provider Fall 2016 data was reviewed. Providers were asked to review the individual legal entity scores against the County and State score averages. If the scores are below the average, it was asked that providers look at what is resulting in lower scores and seek options for resolution. DMH will distribute the questions that are aligned with each domain of the surveys. With this, agencies can look at how scores were rated based on the questions asked.</p> <p><b>VANS/SRTS</b> A survey was sent out to VANS/SRTS users requesting feedback regarding what an inappropriate referral means and to review the survey language. The results of survey will be incorporated into the EQRO review reports. Surveys are due by August 17<sup>th</sup>.</p> <p><b>ISR/PIP Updates</b> ISR PIP is primarily focused on intensive based services with regard to: re-hospitalizations and ISR that have co-occurring disorders and lack of engagement in services. DMH working with UCLA to provide targeted training at providing COD groups. Will start running COD groups and then track engagement. Outcomes – reduction in hospitalizations. Prioritization of access to residential beds. Beds to be reserved for ISR. Looking at protocols regarding communication of need and obtaining a bed. August – probably have just done identification of process for crisis beds.</p>	Policy handout provided  Handout provided with information. .	
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<b>Quality Assurance Updates</b>	<p><b>Provider Directory Updates</b>  Final Rule: issued by the Feds Title 42 CFR 38 – collected data from mental health plan. Lot of changes added to the system protocol for Medi-Cal (occurring in 2019). Provider directory, grievance issues, cultural competency trainings (example: going to be added to the mental health plan); agency URLs to be in the health plan; changing name of QI?</p> <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></p> <p>MFT Title Changes: Changes to titles for MFT interns and PCC interns (see handout) – effective 2018. Taxonomy codes are expected to stay the same since that is a federal regulation.</p> <p>Psychology waivers: This is primarily related to psychologists. This impacts the waivers that can be obtained. This will also impact how long that person can obtain a waiver. Candidates for employment can be impacted in terms of waivers and timeframe to obtain licensure. Working on a QA bulletin to discuss the process more at length and issue of licensing waivers.</p> <p>Medicaid Managed Care Final rule - significant changes occurring on a state and federal level beginning July 2017. Has to do with federal code regulations 438. Already passed at federal level. Some part of the policy became active 7/1/2017 and other pieces will not be implemented</p>	Handout provided from BBS regarding policy concerning MFT title change.	Robin Washington, QA Lead  Antonio Banuelos Caesar Moreno
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<b>Quality Assurance Updates continued</b>	<p>until 2018. The state is behind on some things which mean that counties are also behind on some portions. Many of the issues are based on the recent system review so we are up to date and aware of those changes already. Implementation not just in managed care division but systemic. Changes fall in many areas of DMH and contract programs. Some changes include:</p> <p>Updated policy and procedures with regard to beneficiary information materials Provider directory Impact the posters of beneficiary materials Grievance and appeals Font sizes of advertising material Medical records retention impact (moving from 7 years to 10 years) New terminology for information Compliance will also have an impact</p> <p><b>Training and Operations</b></p> <p><u>Training schedule</u> See handout regarding upcoming trainings. COS trainings for September and October are closed. November is available.</p> <p><u>Treatment Plan Presentation</u> A process was developed as how to prioritize and strategize the creation of treatment plan goals. Consistent issues continue to be treatment plan goals during reviews. How to keep the goals simple and not complicated. Will look at way to share error correction "show" with legal entities</p> <p><u>LE Chart Reviews</u> Continuing with reviews. Letters will be going out this week for new reviews to be scheduled.</p>		
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<b>Quality Assurance Updates continued</b>	<p><b>Policy and Technical Development</b></p> <p>Bulletin 17-03: Juvenile Justice Medication Consent and Provider Communication (Forensic Consultation). This is only for directly operated . Fellows from UCLA forensic psychology department are partnering with DMH for this process. At this time, the forensic consultation is for Directly Operated but could be expanded to LE at a later time</p> <p>MAT: Draft bulletin regarding – MAT bulletin. Jennifer Hallman interested in process for initial medication evaluations while client is in MAT. Send Michelle Young information or feedback about this process at <a href="mailto:MIyoung@dmh.lacounty.gov">MIyoung@dmh.lacounty.gov</a></p> <p>Modification of COD forms: There will be an update to the COD forms and process, but business as usual until there is formal notice on the changes. For reference - In KOJAC questions going away and being replaced within the assessment assessment by COD screening questions from questionnaire form. Supplemental COD questions and forms will be going away. Revisions are still being completed on the children's forms; however those questions will be going away as well. It will be up to the agency's discretion regarding process for evaluation COD.</p> <p>QA Contacts for LE: Currently, the distribution list goes out to the QA leads then goes to the QIC agencies. QA has been asked to send information to all the legal entity providers. Each LE will need to send a name and contact information of QA person (or who they want). Can list two additional people for that list. Send to David Crain at <a href="mailto:dcrain@dmh.lacounty.gov">dcrain@dmh.lacounty.gov</a></p>	Handouts were provided as bulletins were in final format.	
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<b>Announcements</b>	No announcements made.		
<b>Adjournment</b>	Meeting was adjourned at 3:55 pm	<b>Next Meeting: Dark for September</b>	

**Respectfully Submitted,**

**Caesar Moreno  
QIC Co-Chair**