

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE  
MEETING AGENDA

July 19, 2017

2:00 – 4:00 p.m.

DMH SA 8 Administration – MultiPurpose Room  
2600 Redondo Ave – 6<sup>th</sup> Floor  
Long Beach, CA 90806

Co-chairs: Emily Ramos (LBMH) and Michele Munde (Star View)

SA 8 QI/QA Liaison: Ann Lee, SA 8 Administrative Support: Karina Wagner

**QUALITY IMPROVEMENT (QI) MEETING**

2:00-3:00

1.	<b>Welcome/Introductions</b>
2.	<b>Patients' Rights Office (PRO) Presentation – Notice of Action</b> <i>Ava Simms, MPA, Health Programs Analyst</i>
3.	<b>Change of Provider Logs Update</b> – most SA 8 logs are in. July logs are due by 8/10/17. ➤ Send to <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> only. Do <u>NOT</u> email or copy the logs to Jose's individual emails.
4.	<b>Clinical Quality Improvement</b> ➤ OMD Report
5.	<b>SA QIC Reports &amp; Countywide Children's QIC Report</b>
6.	<b>Cultural Competence Updates</b> The next mtg will be held on August 9 <sup>th</sup> , 1:30-3:30pm, 550 S. Vermont, 10 <sup>th</sup> fl conf rm.
7.	<b>Compliance, Privacy, &amp; Audit Services (CPAS) Bureau – Policies Updates*</b>
8.	<b>EQRO Pre-Review Documents</b> ➤ MHSIP November 2016 Report ➤ MHSIP May 2016 Provider Data tables ➤ Provider Directory Updates ➤ EQRO Draft Report Feedback
9.	<b>Announcements</b>

\*Handouts

**No meeting in August (dark). Next meeting will be on September 20<sup>th</sup>.**

**Next SA 8 QI/QA Meeting Info:**

September 20, 2017

2:00-4:00 p.m.

DMH SA 8 Administration – MultiPurpose Room  
2600 Redondo Ave – 6<sup>th</sup> Floor  
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**Co-chairs:** Emily Ramos (LBMH) and Michele Munde (Star View)

**SA 8 QI/QA Liaison:** Ann Lee, **SA 8 Administrative Support:** Karina Wagner

**QUALITY ASSURANCE (QA) MEETING**

3:00-4:00 p.m.

1.	<b>Announcements</b>
2.	<b>Audits &amp; Reviews</b> <u>Auditor Controller:</u> <u>MR Grant:</u> Contact the Compliance, Privacy, and Audit Services Bureau if issues come up.
3.	<b>Medi-Cal Certification Section</b>
4.	<b>State DHCS Updates</b> <ul style="list-style-type: none"><li>• Waivers</li><li>• Sharing Mental Health Information*</li></ul>
5.	<b>Training and Operations</b> <ul style="list-style-type: none"><li>• Schedule of Trainings and Presentations*</li><li>• DO Quarterly Monitoring Reports Due</li><li>• Collaborative Documentation Update</li><li>• LE Chart Reviews Update – SA 8 coming up</li></ul>
6.	<b>Policy and Technical Development</b> <ul style="list-style-type: none"><li>• FINAL Clinical Forms Bulletin 17-02: Updated SRL Form*</li><li>• Updates re: SRL data from contractors and monitoring NOAs</li><li>• FINAL QA Bulletin 17-12: COS Manual Updates*</li><li>• FINAL QA Bulletin 17-13: Determining if a Service is Billable to Medi-Cal</li><li>• FINAL QA Bulletin 17-14: Organizational Providers Manual Updates*</li><li>• FINAL QA Bulletin 17-15: Physician Assistants &amp; Advanced Practice Pharmacists Added to A Guide to Procedure Codes*</li><li>• PERM Audit Updates</li><li>• Reminder: Service Verification*</li></ul>
7.	<b>Upcoming Items:</b> <ul style="list-style-type: none"><li>• <i>Drug Medi-Cal for Directly Operated</i></li><li>• <i>Therapeutic Foster Care</i></li></ul>

\*handouts

**No meeting in August (dark). Next meeting will be on September 20<sup>th</sup>.**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING  
Minutes, July 19, 2017**

<b>Type of Meeting</b>	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee			<b>Date</b>	July 19, 2017
<b>Location</b>	DMH SA 8, 2600 Redondo Ave, 6 <sup>th</sup> Fl, Long Beach, CA 90806			<b>Start Time &amp; End Time</b>	2:00 – 4:00 p.m.
<b>Co-chairs</b>	Co-Chairs: Emily Ramos (Long Beach Adult MHC), Michele Munde (Star View)				
<b>DMH Representatives</b>					
<b>SA 8 QI/QA Liaison:</b> Ann Lee	<b>SA 8 Admin Support:</b>	<b>QI Division Lead:</b>	<b>QA Division Lead:</b>	<b>Medi-Cal Certification:</b>	<b>Patients' Rights Office</b>
			Marc Borkheim	Joel Solis	Ava Simms
<b>Members Present by Provider Name</b>					
<b>1736 FCC</b> Carmela Floro	<b>AADAP</b> Hiroko Makiyama	<b>Alafia</b> Paul Ha	<b>Alma Family Services</b> Cyndi Baker Susan Lam	<b>Aspiranet</b> Kim Kopenhaver Colette Chuzel	<b>Bayfront</b> Martin McDermott
<b>California Mentor</b> Glenn Ferdinand	<b>Childnet</b> Anaisa Ibrahim	<b>Children's Bureau</b>	<b>CII</b>	<b>City of Gardena</b> Jaclyn Coppa	<b>Coastal APIFMHC</b>
<b>Community Representative</b> Jaqueline Glass	<b>Counseling4Kids</b> Kathleen Kim	<b>Crittenton</b> Marcella Briceno	<b>Didi Hirsch</b> Aminah Ofumbi	<b>Exodus</b> Trish Burkert Terry Swift	<b>For The Child</b> Pastora Salazar
<b>Harbor UCLA</b>	<b>Harbor View CSC</b> Martha Rivera Natalie Asawesna	<b>HealthView</b> Dexter Jefferson	<b>Heritage Clinic</b>	<b>Long Beach Adult</b> Emily Ramos (co-chair)	<b>Long Beach APIFMHC</b> Layhearb Poon
<b>Long Beach Child &amp; Adol</b> Jeff Baer	<b>Masada Homes</b> Andrea Urrea	<b>MHA</b> Courtney Stephens	<b>MHUCC</b>	<b>Olive Crest</b> Jennifer Mitzner	<b>PACS</b> Kim Phy
<b>Personal Involvement</b> Center Brittany White	<b>San Pedro MHC</b> Kathleen Villagomez	<b>SB 82 MTT</b>	<b>Shields For Families</b> Laurel Fox Patricia Carrillo Kay Robertson	<b>South Bay Children's</b> <b>Health Center</b> Daphne King Angela Wilson	<b>South Bay MHC</b>
<b>SSG/OTTP</b> Kristin Jones	<b>SFC (Torrance)</b> Louis Suncin Della Clayburg	<b>Star View</b> Michele Munde (co-chair)	<b>Tarzana</b> Lauren Dibbs	<b>Telecare</b>	<b>Tessie Cleveland</b> Jenny Quach
<b>The Guidance Center</b> Elva Gutierrez	<b>TIES For Families</b>				
<b>Review of Minutes</b>	May will be emailed upon completion.				
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 2:00 and attendees introduced themselves.				

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING  
Minutes, July 19, 2017**

QUALITY IMPROVEMENT (QI)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Clinical Quality Improvement – OMD Report</b>	<p>An LPS memo regarding sharing info with family members was discussed. Will be updating the letter for hospitals. Will be added to DMH HIPAA training. Item #7 in the consent for treatment form allows sharing of information between providers. Hospitals have been advised they can provide information about client's treatment to providers.</p> <ul style="list-style-type: none"> <li>Ava Simms had planned to present regarding the Notice of Action but since forms and procedures have not yet been finalized will reschedule the presentation.</li> <li>Grievance/Appeals and NOA policies are being updated</li> <li>Most SA 8 logs are in. July logs are due by 8/10/17.</li> <li>DMH will ask the State to extend the Charge of Provider Reporting deadline as some logs are still missing.</li> <li>Currently PRO is mtg with QI division and SA liaisons/co-chairs to discuss COP reporting procedures.</li> <li>Please continue to email (secure/encrypt if there is PHI) logs to <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> by the 10<sup>th</sup> of the following month. Ok to copy Ann Lee if you would like to ensure receipt. If you do not have a secure email system and there is PHI on the log, then contact Ann Lee and she will send you a secure email that you can reply back and attach the log.</li> </ul>		
<b>Patients' Rights Office (PRO) Updates</b>			
<b>Change of Provider Logs Update</b>			
<b>Cultural Competency (CC) Update</b>	The next mtg will be held on August 9 <sup>th</sup> , 1:30-3:30pm, 550 S. Vermont, 10 <sup>th</sup> fl conf rm.		
<b>EQRO Review – September 25-28<sup>th</sup>, 2017</b>	SA 3 and 7 were selected for review.		
<b>MHSIP November 2016 Data</b>	➤ MHSIP Nov 2016 data report was discussed. Waiting on response rate calculations. 9, 449 surveys were received with over 7,000 being valid, completed, and		

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	<p>returned. There were 42% adult, 36% families, 15% youth, 7% older adults. 3 questions chosen for cultural competency indicators for all three Departments (DMH, DPH, DHS):</p> <ul style="list-style-type: none"> <li>o Were services available in preferred language</li> <li>o Were written materials available in the preferred language?</li> <li>o Were staff sensitive to cultural/ethnic background</li> </ul> <p>➤ YSS and YSSF perception of quality and appropriateness received highest scores (4.5 and 4.3). General satisfaction sub scale highest for older adults and adults (4.6 and 4.4)</p> <p>➤ Comparison across the state and the US 2014 norms. County average higher than state and US average for YSSF. Adult survey other than perception of functioning higher than state and national norms.</p>		
<b>MHSIP May 2016 Provider Tables</b>	<p>Discussed the statement from the Draft EQRO report on satisfaction results. Per the draft report, satisfaction data is not being shared at the provider level. The recommendation will be to change the rating from "Partially Met" to "Met".</p>		
<b>Provider Directory Updates</b>	<p>QID is updating the directory and verifying info with contract providers and CIOB.</p>		
<b>EQRO Draft Report Feedback</b>	<p>Discussed EQRO feedback regarding VANS. Reminded everyone to update VANS weekly. Please contact Ann Lee if you need any assistance with VANS.</p>		
<b>Compliance, Privacy, &amp; Audit Services Bureau – Policies Update</b>	<p>See attached Policy/Procedure Update handout.</p>		
<b>Announcements</b>	<p>No meeting in August (dark). The next mtg will be held on September 20<sup>th</sup> from 2-4pm at the SA 8 Administration office, 2600 Redondo Ave, 6<sup>th</sup> Floor, MultiPurpose Room, Long Beach, CA 90806.</p>		

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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Audits &amp; Reviews</b>	<p><u>Auditor Controller:</u> Masada Homes – July 25<sup>th</sup></p> <p><u>MR Grant:</u> Contact the Compliance, Privacy, and Audit Services Bureau if issues come up</p>		
<b>Medi-Cal Certification Section</b>	<p><u>Medi-Cal Certification</u></p> <ul style="list-style-type: none"> <li>• 100% compliance for LA county.</li> <li>• Regarding school sites, discussed fire clearance needed for room that's being used to provide services. Should get permission from the school to use their space.</li> </ul>		
<b>State DHCS Updates</b>	<p><u>Waiver:</u> Reminded providers that unlicensed psychologists may not provide psychological services without a waiver in place. These claims would need to be paid back. Waiver is a state form. Do not revise the form. Send it two-sided as originally formatted. Will publish a bulletin on the waiver process.</p> <p><u>MHSUDS Info Notice 17-030:</u> Included in today's handouts regarding sharing info between substance abuse and mental health providers involved in coordinating patient care. Two webinars (7/13 or 7/25) to review this. Registration information is in the attachment.</p>		
<b>Training &amp; Operations</b>	<ul style="list-style-type: none"> <li>• The schedule of trainings was included in today's handouts.</li> <li>• DO Quarterly Monitoring reports due July 15<sup>th</sup>.</li> <li>• Collaborative Documentation Pilot: Training Directly Operated staff end of July.</li> <li>• LE Chart Reviews Update: Process continues. Providers are responsive and receptive to the process</li> </ul>		
<b>Policy and Technical Development</b>	<p>FINAL Clinical Forms Bulletin 17-02: Updated SRL Form</p> <ul style="list-style-type: none"> <li>• Added field to enter estimated discharge date</li> <li>• Added disposition value for when an untimely appointment is given but the client elects to stay at the agency and not be referred out for a more timely appointment</li> </ul>		


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	<p>Updates re: SRL data from contractors &amp; monitoring NOAs</p> <ul style="list-style-type: none"> <li>• It is expected that the web service call to send SRL data will be available in October; LEs will then have three months to update their EHRs; Expect to submit SRL data in January</li> <li>• QA is anticipating requesting all SRL data from LEs going back to July 2017</li> </ul> <p>FINAL QA Bulletin 17-12: COS Manual Updates</p> <ul style="list-style-type: none"> <li>• COS manual has been updated and posted on-line</li> <li>• Trainings are available</li> </ul> <p>FINAL QA Bulletin 17-13: Determining if a Service is Billable to Medi-Cal SMHS</p> <p>FINAL QA Bulletin 17-14: Organizational Providers Manual Updates (refer to handout)</p> <ul style="list-style-type: none"> <li>• Legal representative signature on client treatment plan added because that is the language in the state plan. Advisement included on when the legal rep isn't available based on limited information from the state plan. Document the situation, e.g., client in foster care. Could still obtain caregiver signature, but include detail about who the legal rep is and how they're unavailable.</li> <li>• Minor's signature on the CTP is sufficient if they are old enough to comprehend the plan.</li> </ul> <p>FINAL QA Bulletin 17-15: Physician Assistants &amp; Advanced Practice Pharmacists Added to A Guide to Procedure Codes</p> <ul style="list-style-type: none"> <li>• Doctors required to be board certified or board eligible; Nurse Practitioner requirements also in there (Procedure Code Guide).</li> <li>• H2010 services cover various disciplines. IBHIS won't be able to distinguish these (e.g., MD prescribes, LYN can educate). Getting clarification about PA supervision</li> </ul> <p>PERM Audit Updates</p> <ul style="list-style-type: none"> <li>• PERM notices going out now are related to missing information</li> <li>• Will not have another PERM audit for 3 years</li> </ul> <p>Reminder: Service Verification</p> <ul style="list-style-type: none"> <li>• QA sends out service verification notices to clients every month</li> <li>• If a client has questions/concerns regarding the services listed on the notice, the provider will be asked to do a review and respond back to</li> </ul>	
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	QA using a standard template (see handout)	
<b>Upcoming Items:</b>	<ul style="list-style-type: none"> <li>• Drug Medi-Cal for Directly Operated</li> <li>• Therapeutic Foster Care</li> </ul>	
<b>Announcements</b>	No meeting in August (dark). The next mtg will be held on September 20 <sup>th</sup> from 2-4pm at the SA 8 Administration office, 2600 Redondo Ave, 6 <sup>th</sup> Floor, MultiPurpose Room, Long Beach, CA 90806	

Minutes Recorded by:

  
Ann Lee, Ph.D., SA 8 QI/QA Liaison

Minutes Approved by:

  
Emily Ramos, L.C.S.W., DMH Co-chair