

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE
MEETING AGENDA

March 21, 2018

2:00 – 4:00 p.m.

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

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)
SA 8 QI/QA Liaison: Ann Lee

QUALITY IMPROVEMENT (QI) MEETING

2:00-3:00

1.	Welcome/Introductions/Announcement
2.	Cultural Competency Plan Presentation- <i>Sandra Chang Ptsanski, Ph.D., DMH Ethnic Services Manager, QI Division, Cultural Competency Unit</i>
3.	Clinical Quality Improvement ➤ Safety Intelligence – 4/2/18 is the last day to file paper reports
4.	ACCESS Updates on Referral Issues ➤ VANS – Update weekly! Please let Ann Lee know if your site would be interested in a mini-VANS training before or after the next QIC mtg on April 18 th . Need only 15min either from 1:15-1:30 or 4:15-4:30.
5.	Compliance, Privacy, & Audit Services Bureau (CPAS) – Policy Updates*
6.	Patients' Rights Office Updates ➤ Change of Provider Logs – Please use the attached log form (or the one linked in Policy 200.05). Logs are due by the 10 th of the following month. Please send directly to DMHCOP@dmh.lacounty.gov only. Do <u>NOT</u> email or copy the logs to Jose's individual email. ➤ Notice of Action (NOA) – please continue to fax to PRO
7.	QID Updates ➤ Final Rule: Network Adequacy application needs to be entered by March 23 rd .
8.	Announcements <i>Next meeting – Dr. Naga Kasarabada, District Chief, QI Division, will present</i>

*Handouts

Next SA 8 QI Committee Meeting Info:

April 18, 2018

2:00-3:00 p.m.

DMH SA 8 Administration
2600 Redondo Ave, 6th Floor
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QUALITY ASSURANCE (QA) MEETING 3:00-4:00 p.m.	
1.	Welcome/Introductions/Announcements
2.	Medi-Cal Certification Section – Certification Updates <i>SA 8 Lead: Joel Solis, (213) 251-6883 or jsolis@dmh.lacounty.gov</i>
3.	State DHCS Updates – <ul style="list-style-type: none">• QA Bulletin 18-02: Final Rule: Network Adequacy*• OIG Audit Update
4.	Training and Operations <ul style="list-style-type: none">• Schedule of Trainings and Presentations*• Cultural Competency Training Attestations*
5.	Policy and Technical Development
6.	Health Information Management (HIM) Directly Operated ONLY

*handouts

Next SA 8 QA Committee Meeting Info:

April 18, 2018

3:00-4:00 p.m.

DMH SA 8 Administration
2600 Redondo Ave, 6th floor, Long Beach, CA 90806

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, March 21, 2018**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		Date	March 21, 2018	
Location	DMH SA 8, 2600 Redondo Ave, 6 th Fl, Long Beach, CA 90806		Start Time & End Time	2:00 – 4:00 p.m.	
Co-chairs	Co-Chairs: Emily Ramos (Long Beach Adult MHC), Michele Munde (Star View), Courtney Stephens (MHALA)				
DMH Representatives					
SA 8 QI/QA Liaison: Ann Lee	QA Division Lead: Marc Borkheim	Medi-Cal Certification: Joel Solis	DMH Cultural Competency Unit: Sandra Chang-Plasinski (speaker)		
Members Present by Provider Name					
1736 FCC	AADAP Hiroko Makiyama	Alafia Lummy Galusera	Alma Family Services	Aspiranet	Bayfront Martin McDermott
California Mentor	Childnet Anaissa Ibrahimimi	Children's Bureau Cristina Nolf	Children's Institute Inc	City of Gardena	Coastal APIFMHC
Community Representative Theodore Howlett Virginia Howlett	Counseling4Kids	Crittenton Marcella Briceno	Didi Hirsch Aminah Ofumbi	Exodus Jamie Chess	For The Child
Harbor-UCLA	Harbor View CSC Natalie Asawesna	HealthView Dexter Jefferson	Heritage Clinic Cynthia Jackson	Long Beach Adult Emily Ramos (co-chair)	Long Beach APIFMHC Layhearb Poon
Long Beach Child & Adol	Masada Homes Linda Nakamura	MHA	MHUCC	Olive Crest Jennifer Mitzner	PACS Kim Antonio
Personal Involvement Center Joseph Chavez	San Pedro MHC Kathleen Villagomez	SB 82 MTT	Shields For Families Patricia Carrillo	South Bay Children's Health Center Daphne King Angela Wilson	South Bay MHC
SSGIOTTP Debra DeLeon	SFC (Torrance)	SSG Alliance Hala Masri	Star View Michele Munde (co-chair) Mayra Hernandez	Tarzana	Telecare
Tessie Cleveland Alejandra Ramos	The Guidance Center Elva Gutierrez	TIES For Families			
Review of Minutes	February minutes are not yet completed. Will be emailed to members upon completion.				
Call to Order & Introductions	The meeting was called to order at 2:00 and attendees introduced themselves.				

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SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
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QUALITY IMPROVEMENT (QI)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Cultural Competency Plan Presentation	Sandra Chang-Plasinski, Ph.D., DMH Ethnic Services Manager, QI Division, Cultural Competency Unit, provided a presentation on the CC plan for FY 15-16. Handouts were included.		
Safety Intelligence	<ul style="list-style-type: none"> • C#s were due by Feb 15th for Contract Providers • 4/2/18 last day to file paper report 		
ACCESS Updates on Referral Issues	<ul style="list-style-type: none"> • Providers should be linking ACCESS center referred clients to a clinic which is taking clients. Please do not refer back to ACCESS center. If navigation/linkage assistance needed, please contact the navigator at the DMH SA 8 Navigation team. • ACCESS center's Urgent Care Line is for network providers referring to specialty mental health. • To assist with finding capacity, important to update VANS number of openings weekly. 	DMH SA 8 Navigation team: (562) 256-7717. Please let Ann Lee know if your site would be interested in a mini-VANS training before or after the next QIC mtg on April 18 th . Need only 15min either from 1:15-1:30 or 4:15-4:30.	
Compliance, Privacy, & Audit Services Bureau (CPAS)	Policy updates list was included in the handouts.		
Patients' Rights Office (PRO) Updates	Final Rule Updates - Grievance and appeal system will be changing but for now continue with current procedures.		
QI Division Updates	Final Rule: Network Adequacy application needs to be entered by March 23 rd .		


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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Audits & Review	MR Grant: Aspiranet reported being scheduled; The Guidance Center in Long Beach is scheduled for April or May.		
Medi-Cal Certification Section	<ul style="list-style-type: none"> • 2 providers are overdue. State requires 100% compliance. Fire clearance issues. Preparing in advance. • Please do not change NPI without notifying DMH Medi-Cal certification unit. NPI information must match DMH's info. 		
State DHCS Updates	<p>QA Bulletin 18-02: Final Rule: Network Adequacy (included in handouts) - Effective July 1, 2018</p> <ul style="list-style-type: none"> • Time and Distance: Standard is 15 miles or 30 minutes. Timely access: Outpatient services-10 business days, Psychiatry services – 15 business days. • QA is updating the DMH Access to Care Policy 302.07. • Practitioner and provider level information needs to be submitted by DMH to the State DHCS by March 30, 2018. Will be required to submit this info quarterly (every 3 months). To meet this deadline, all providers (DO and contract providers) must update their info into the Network Adequacy portal by March 23, 2018. • Cultural competency: enter hours of training completed in past 12 months by each practitioner. Practitioner = everyone who submits a Medi-Cal claim (for network adequacy purposes). • Annual Cultural Competence training attestation (for System Review), 100% of staff which includes everyone, service, clinical, and administrative. <p>OIG Audit Update:</p> <ul style="list-style-type: none"> • QA division reviewed claims and submitted appeals. • 105 of the 500 claims pulled were out of compliance; 23 claims were disallowed. 		
Training & Operations	Please see the Schedule of Trainings and Presentations included in the handouts.		
Policy and Technical Development	Working on the Draft QA Bulletin: Documentation Reminders for Groups. Will send out upon finalization. Bulletin provides more clarification but no new requirements.		

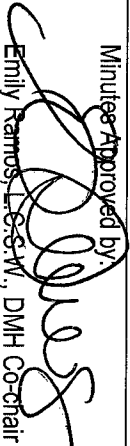
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	<p>Update Co-Practitioner Claiming: CBDHA is asking to rescind the bulletin and allow DMH to attest that we have checked the exclusion lists.</p> <p>Working on bulletin regarding QA Process for DO Providers</p> <p>Back to Basics Presentation at Clinics - This is for DO providers to attend a 2-hour training. Email IHBS Error Correction if you want this at your DO clinic. Replaces IBHS doc refresher training.</p> <p>Ted Howlett read a poem written by Virginia Howlett titled, "Renewal".</p>		
<p>Inspirational Message</p>	<p>The next meeting will be held on April 18, 2018.</p>		
<p>Announcements</p>			

Minutes Recorded by:


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

Minutes Approved by:


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