

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE
MEETING AGENDA

April 18, 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	
3:00-4:00	
1.	Welcome/Introductions/Announcement
2.	Quality Improvement Division Report <i>Naga Kasarabada, Ph.D., Mental Health Clinical Program Manager III, DMH Office of Administrative Operations, QI Division</i> <ul style="list-style-type: none">➤ Final Rule-Network Adequacy➤ MHSIP Provider level data Nov 2016
3.	MHSIP Surveys - May 14-18, 2018 If your provider agency is selected, please attend the mandatory survey training. Providers can attend the SA 8 training or the one at DMH headquarters (see below options).
4.	ACCESS Updates on Referral Issues <ul style="list-style-type: none">➤ VANS – Update weekly! Please let Ann Lee know if your site needs a mini-VANS training/refresher before or after the next QIC mtg on May 16th or over the phone
5.	Patients' Rights Office Updates <ul style="list-style-type: none">➤ Change of Provider Logs –Logs are due by the 10th 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.
6.	Announcements <ul style="list-style-type: none">➤ Memo re: Allowable Shifts for Expanding Access to PEI Services (dated April 13, 2018)* – sharing with QI committee as FYI

*handouts

Next SA 8 QA Committee Meeting Info:

May 16, 2018, 3:00-4:00 p.m.

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

MHSIP SURVEY PERIOD IS MAY 14-18, 2018

Selected Providers, please attend a mandatory survey training:

SA 8 Survey Training – Tues, April 24th, 9-10:30am

SA 8 Admin Bldg – 6th Floor MultiPurpose Room

2600 Redondo Ave, Long Beach, CA 90806

or

April 23rd, 9-10:30am (session1) or 11am-12:30pm (session2)

550 Vermont-2nd floor conf rm, Los Angeles, CA 90020

(must RSVP for parking at 523 Shatto lot; SA 8 sites can contact Ann Lee)

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QUALITY ASSURANCE (QA) MEETING 2:00-3:00 p.m.	
1.	Welcome/Introductions/Announcements
2.	Audits & Reviews – <ul style="list-style-type: none">• Auditor-Controller: None• MR Grant: Pathways 4/18-4/20; LACGC – August; Para Los Ninos - August; TAY 4/30
3.	Medi-Cal Certification Section – Certification Updates <i>SA 8 Lead: Joel Solis, (213) 251-6883 or jsolis@dmh.lacounty.gov</i>
4.	State DHCS Updates – <ul style="list-style-type: none">• MFT/PCC Registered Associates
5.	Training and Operations <ul style="list-style-type: none">• Schedule of Trainings and Presentations*
6.	Policy and Technical Development (<i>Items in DRAFT are only discussed and not included in the handouts; will be emailed to committee when finalized/approved</i>) <ul style="list-style-type: none">• Final Rule: Network Adequacy Updates• DRAFT QA Bulletin 18-xx: PEI MHSA Funding• DRAFT QA Bulletin 18-xx: Updated Procedure Codes and Documentation for MAT• QA Bulletin 18-04: Documentation Reminders for Groups• QA Bulletin 18-03: New Quality Assurance Requirements for Directly Operated Programs*• Update Co-Practitioner Claiming
7.	Health Information Management (HIM) Directly Operated ONLY
8.	Upcoming Items: <ul style="list-style-type: none">• <i>Updating MH MAA Manual</i>• <i>Updating Org Manual; ICC/IHBS/TFC</i>

*handouts

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3:00-4:00 p.m.

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**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, April 18, 2018**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee			Date	April 18, 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:			
Members Present by Provider Name					
1736 FCC	AADAP Hiroko Makiyama	Alafia Paul Ha	Alma Family Services Lisa Ngo	Aspiranet	Bayfront Martin McDermott
California Mentor	Childnet Anaissa Ibrahim	Children's Bureau	CII	City of Gardena	Coastal APIFMHC
Community Representative Theodore Howlett Virginia Howlett	Counseling4Kids Kathleen Kim	Crittenton Marcella Briceno	Didi Hirsch Aminah Ofumbi	Exodus Cynthia Harbour Jamie Chess	For The Child Pastora Salazar
Harbor-UCLA	Harbor View CSC Martha Rivera	HealthView	Heritage Clinic Representative (name unknown)	Long Beach Adult Emily Ramos (co-chair)	Long Beach APIFMHC Layhearb Poon
Long Beach Child & Adol Jeff Baer	Masada Homes	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 Kay Roberson	South Bay Children's Health Center Daphne King Angela Wilson	South Bay MHC, FSP, WC
Special Services for Groups (SSG-OTTP) Debra DeLeon	Specialized Foster Care (Torrance) Della Clayburg	SSG Alliance Hala Masri	Star View Michele Munde (co-chair) Mayra Hernandez	Tarzana	Telecare Denice Palacios
Tessie Cleveland Alejandra Ramos	The Guidance Center Elva Gutierrez	TIES For Families Angela Lee			
Review of Minutes	March 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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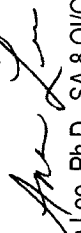
QUALITY IMPROVEMENT (QI)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality improvement Division Report	Dr. Naga Kasarabada, Ph.D. (QI District Chief) provided the QI report, demonstrated the psbqi.dmh.lacounty.gov website and contents, discussed the Final Rule/Network Adequacy and cultural competency requirements and provided handouts of the MHSIP Provider level data for November 2016. She discussed how to look at and review SA data to make quality improvements, such as improve services, consumer satisfaction, timeliness of services, access to care, etc.		
MHSIP Surveys	The survey period is from May14-18, 2018. The SA 8 mandatory survey training for selected providers will be on Tues, April 24 th from 9-10:30am, 2600 Redondo Ave, 6 th floor, Long Beach, 90806. There are also 2 options to attend the training on April 23 rd , 9-10:30am or 11am-12:30pm at the DMH HQ office at 550 S. Vermont Ave 2 nd fl conf rm, LA 90020. Please contact Ann Lee for info.		
ACCESS Updates on Referral Issues	VANS: Please update weekly! If your site needs a mini-VANS training or refresher, please let Ann Lee know.		
Patients' Rights Office Updates	Change of Provider Logs: Logs are due by the 10 th of the following month. Please send directly to DMHCOP@dmh.lacounty.gov .		
Announcements	Memo regarding Allowable Shifts for Expanding ACCESS to PEI Services (dated April 13, 2018) was sent out to LE and DOs. Copy included in the handouts – please review on your own as FYI.		


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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
QA Announcement	<ul style="list-style-type: none"> Under the Department's reorganization, QA division will be in a new bureau with Contract Monitoring. 		
Audits & Reviews	<ul style="list-style-type: none"> Auditor-Controller: None MR Grant: Pathways 4/18-4/20; LACGC – August; Para Los Ninos - August; TAY 4/30 		
Medi-Cal Certification Section	<ul style="list-style-type: none"> There are a few provider certifications that are overdue due to fire clearance issues. Site visits are scheduled 2-3 months in advance prior to the certification date. Delayed certifications (due to no fire clearance and NPPES issues) have resulted in Plan of Corrections with the State. Medi-Cal certification team will be tracking closely for all certifications due this year and first quarter 2019 in anticipation of the upcoming system review. 		
State DHCS Updates	<p>Regarding MFT/PCC Registered Associates Advertisements:</p> <ul style="list-style-type: none"> Must write out Associate Marriage Family Therapist before the abbreviation AMFT. See BBS website for advertising regulations. Business cards are a form of advertisement. Associate Professional Clinical Counselor must be written out before the APCC abbreviation. QA will be adding approved abbreviations to the Procedure codes manual. 		
Training & Operations	<ul style="list-style-type: none"> The schedule of documentation trainings was included in the handouts. Trainings have been scheduled through the end of July. D.O. staff should go to Learning Net to see the offerings available for Health Info Management and IBHIS/Documentation trainings. <p>Final Rule: Network Adequacy Updates</p> <ul style="list-style-type: none"> Network Adequacy tool was submitted to the State on 3/30, with a total of 10,816 practitioners. Providers will need to update every 3 months (i.e., quarterly). Next update will be due in June. Best to keep track of cultural competency training hours in past 12 months updated. 		
Policy and Technical Development			

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	<ul style="list-style-type: none"> • QA division inquired how State will use network adequacy data. State responded that a sample may be reviewed. There is a possibility that the data may be reviewed during the DHCS system review. • Clerical/Admin staff positions funded by Medi-Cal should have the cultural competency training. <p><u>DRAFT QA Bulletin 18-05: PEI MHSA Funding</u> Bulletin will be coming out soon regarding PEI expansion to serve clients that do not meet medical necessity. Bulletin will cover PEI claiming and what services can be provided.</p> <p><u>Draft Bulletin 18-xx: MAT Procedure Codes and Documentation:</u> will be coming out regarding MAT Procedure Codes and Documentation</p> <p><u>QA Bulletin 18-03: QA Requirements for DO Programs.</u> See handout. DO programs are required to submit their QA process form and submit by 4/23/18. There will be a Skype training on 4/19/18.</p> <ul style="list-style-type: none"> • QA chart review tools are available on the http://psbqi.dmh.lacounty.gov/QA_Div.html webpage. Contract providers may use the tools as a guide to develop their own. <p><u>QA Bulletin 18-04: Documentation Reminders for Groups.</u> See handout. This bulletin replaces QA bulletin 11-02. Working on updating the MH MAA Manual Updating Organizational Providers' manual and ICC/IHBS/TFC</p>	
<p>Upcoming items:</p>		

Minutes Recorded by:

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

Minutes Approved by:

 Emily Rainos, L.C.S.W., DMD Co-chair