## LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH PROGRAM SUPPORT BUREAU – QUALITY IMPROVEMENT DIVISION

## Departmental Quality Improvement Council Meeting

<u>A G E N D A</u>

March 12, 2018

9:00 – 10:30 a.m.

550 S. Vermont Ave., 10<sup>th</sup> Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair Karen Lee, M.D., Carol Eisen, M.D., Co-Chairs

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I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members		
II	9:05 – 9:10	Clinical Quality Improvement  > OMD Report Updates	M. Ann O'Donnell		
III	9:10 – 9:40	SA QIC Reports & Countywide Children's QIC Report	QIC Members		
IV	9:40 – 9:50	ACCESS Updates on Referral Issues	J. Walters		
V	9:50 - 10:00	Patients' Rights Office Updates  > Grievance and Appeals - Final Rule Updates  > COP Updates	M. Hernandez		
VI	10:00 – 10:10	Cultural Competence Updates	S. Chang Ptasinski		
VII	10:10 – 10:15	Compliance, Privacy, & Audit Svcs Bureau  Policy Updates	R. Faveau		
VIII	10:15 – 10:30	QID Updates  > Open Ended Comments Summaries - MHSIP Nov. 2017  > Final Rule Requirements  > Provider Directory Updates	N. Kasarabada		
		Announcements:			

Next Meeting
May 14, 2018
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10<sup>th</sup> Floor Conference Room
Los Angeles, CA 90020

## LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	Departmental Quality Improvement Council	Date:	March 12, 2018	
Place	550 S. Vermont Ave., 10 <sup>th</sup> Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alyssa Bray; Angelica Fuentes; Antonio Banuelos; Barbara C. Engleman; Barbara Paradise; Caesar Moreno; Christina Kubojiri; Courtney Stephen; Dara Vines; David Tavlin; Debra Mahoney; Edward Jai; Elizabeth Gildemontes; Gassia Ekizian; Helena Ditko; Jeff Johnson; Jerry Sefiane; Jessica Walters; Karen Lee; Kimber Salvaggio; Kisha Thompson; Lisa Harvey; Lisa Thigpen; Lu Ann Sanderson; Maria Gonzalez; Margaret Faye; Martin Hernandez; Mary Ann O'Donnell; Michele Munde; Michelle Rittel; Sandra Chang Ptasinski; Socorro Gertmenian; Susan Lam; Stacey Fonseca; Yen-Jui-Lin			
Excused/Absent Members	Carol Eisen; Cathy Williamson; Debi Berzon-Leitelt; Emilia Ramos; Greg Tchakmakjian; Leticia Ximenez; LyNetta Shonibare; Monika Johnson; Neena Paltanwala; Randolph Faveau; Wendy Rivas			
Agenda Item & Presenter	Discussion and Findin	ngs	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:0	0 a.m.	QIC members attended this meeting.	Dr. Kasarabada
Review of Minutes	The February minutes were reviewed.		Minutes were reviewed and approved as noted.	QIC Membership

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Clinical Quality Improvement OMD Report	Ms. O'Donnell introduced Ms. Lu Ann Sanderson, Discipline Chief of Nursing; she will be handling the nursing related policies and nursing issues. The Department is hiring four more Discipline Chiefs, Psychiatry, Social Services, Psychology and Peer Services.		M. Ann O'Donnell
	Ms. O'Donnell provided an update on the contract providers who are now transitional to Safety Intelligence the deadline for filing the report online is April 2, 2018. Ms. O'Donnell encouraged QIC Chairs/Co-Chairs to inform their providers. OMD prefers that the Medical Leadership at the clinic, either the Medical Director, Chief Psychiatry, Psychiatry Supervisor to be the reviewer. For those agencies that don't have those positions, all questions related to diagnosis or medication will be routed to an associate or Dr. Shaner.		
	Ms. O'Donnell stated that the most common lawsuits to the Department are Suicide, Failure to Diagnose Treatment, Side Effect to Medication, Boundaries Violation. Ms. O'Donnell encouraged QIC Chairs and Co-Chairs to review the new policies at the SAs QIC meeting.		
SA QIC's Reports & Countywide Children's QIC Report	<b>SA 1:</b> Dr. Chang Ptasinski presented on the Cultural Competency Plan. Dr. Shonibare presented on MHSIP data. Members reviewed the NOAs as well as the Test Calls.	Next meeting: May 1, 2018.	B. Paradise
	SA 2: Dark in February.		K. Salvaggio
	SA 2 Children's: Dr. Chang Ptasinski presented on Cultural Competence Plan. And talked about Final Rule.	Next meeting: April 19, 2018.	M. Rittel

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Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA 3: Dr. Chang Ptasinski presented on the Cultural Competence Plan and Dr. Shonibare presented on the MHSIP data. Test Calls were discussed.	Next meeting: March 21, 2018.	S. Fonseca E. Lemus
<b>SA 4:</b> Materials from previous meeting were disseminated. Dr. Shonibare presented on the MHSIP data. Test Calls were discussed. SA 4 will have their Test Calls in March, volunteers where chosen. Members had a discussion on the crisis claims that are being denied due to PMRT.	Next meeting: March 20, 2018.	C. Kubojiri
<b>SA 5:</b> Dr. Park presented on Cultural Competence Plan. Dr. Shonibare presented on MHSIP data. Members discussed the preliminary use of survey and the importance on how the data is utilized. Test Calls and the NOAs changes were discussed.	Next meeting: May 1, 2018.	D. Tavlin
<b>SA 6:</b> Members discussed Dr. Shonibare presentation and how to use the open ended comments to better support what consumers and families recommended. NOAs and the test calls were discussed.	Next meeting: March 22. 2018.	K. Thompson
<b>SA 7:</b> Materials from February QA and QI meetings were disseminated. There was a presentation from Five Acres Community-Based Services for Deaf individuals which is the sole provider within Los Angeles County.	Next meeting: March 20, 2018. Dr. Kasarabada will present on the MHSIP data in April 2018.	A. Banuelos
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SA QIC's Reports & Countywide Children's QIC Report	SA 8: Members discussed the Transforming Clinical Practice Initiative (TCPI) training and the changes in the NOAs. Vietnamese is the additional threshold language for SA 8. Members raised a question regarding the ISR bed process. Test calls were discussed as well.	Next meeting: March 21, 2018. Dr. Lee will provide information to providers on the ISR bed process.	M. Munde
	Countywide Children's: Dr. Chang Ptasinski and Dr. Park presented on Cultural Competence Plan FY 15-16. The Network Adequacy Final Rule was discussed.	Next meeting: May 10, 2018.	D. Mahoney
ACCESS Updates on Referral Issues	For clinics that are "temporarily not accepting clients" Dr. Walters will email monthly to QIC chairs and this list will continue to be sent to Ms. Boykins.  Directly Operated Clinics that are not accepting referrals to the Appointment Line will be tracked and Ms. Childs Seagle will be notified so it can be addressed as well. What was found is that Providers are not seeing clients for several reasons:  a. Providers cannot find the chart attachments and have turned clients away. Regardless, these clients can be seen as a walk-in. An email blast went out last week on where to find the attachments. The blast was also resent to QIC chairs today.  b. Providers are rejecting referrals before they have seen the client. These are usually clients who have a history of behavioral problems or clients who have developmental disabilities (e.g., Autism).  c. Providers are not serving clients because of developmental disabilities and instead of linking the client to an appropriate provider or contacting the SA Navigator they send referral back to the Appointment Line.	Reports will be sent to Ms. Boykins and Ms. Childs Seagle to continue to address the issues related to referrals and timely access to care.	J. Walters

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ACCESS Updates on Referral Issues contd.	d. Clinics are not blocking out their calendars when they are not available so the Appointment Line will schedule an appointment and the clinic will call back and ask to reschedule. The changes in appointments frustrate our clients and sometimes it is difficult to get back in touch with the clients to reschedule.		J. Walters
Patients' Rights Office Updates (PRO)	Mr. Hernandez provided updates on grievance and appeals. He is currently working closely with CIOB and Microsoft. He mentioned that the forms are going to be animated and complaints can be filed electronically through the portal. Mr. Hernandez will work with providers to get a provider to take complaints and be able to resolve them within 24 hours on certain grievances. He also stated that there are new Notices associated with appeals. The new system once implemented will enable tracking notices that have been issued everyday and this will beneficial to Administration. The goal is to be able to create summary reports.  Mr. Hernandez provided a sample of the grievances that had changed; He stated that when grievances go to an official investigator they go into TIER II under the new system.  The change of provider application is done and it's very simple to use. The manual is in the process of being finalized.	Mr. Hernandez received the new timeframes for resolution of Grievances which is now 90 days (60 days in the past) for Appeals – 30 days (45 days in the past) and Expedited Appeals - 72 hours (Not 3 business days as in the past).	M. Hernandez

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Cultural Competency (CC) Updates	Dr. Chang Ptasinski provided an update on the Cultural Competency Organizational Assessment; the tool is getting closer to being finalized after incorporating feedback received from Ms. Ditko and Ms. McKay. There will be approximately 65 questions in the tool in addition to the employee demographics.  Dr. Chang Ptasinski also talked briefly about the Health Agency. She stated that DMH is working collaboratively with the Department of Public Health and Department of Health Services to carry out the mission of the Center for Health Equity in five initiatives, which include: Infant Mortality, Sexually Transmitted Infections, Health Neighborhoods, Environmental Justice, and Cultural and Linguistic Competence. DMH is the lead for the Cultural and Linguistic Competence.	The next step will be to discuss the revised version with the consultant.	S. Chang Ptasinski
Compliance, Privacy, & Audit Services Bureau	Ms. Fuentes from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		A. Fuentes
QID Updates Open Ended Comments Summaries – MHSIP Nov. 2017	Dr. Kasarabada stated that she reviewed some of the Open Ended Comments Summaries and she suggested to the QIC Chairs/Co-Chairs to take a look at the open ended summary as well. She attended a meeting with Ms. Childs Seagle and the District Chiefs (DCs).  Dr. Kasarabada presented the importance of the QIC updates on the State mandates, for example the MHSIP survey, Test Calls, Final Rule Updates. Dr. Kasarabada recommended that the District Chiefs (DCs) have a feedback loop with their SA QIC Chairs.		N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
QID Updates Open Ended Comments Summaries – MHSIP Nov. 2017 Cont.	She mentioned that the providers did a great job about outlining the positives and the negatives recommendations. Dr. Kasarabada reviewed some of the positive and the negative feedback and the recommendations. Dr. Kasarabada reviewed some of the positive and the negative comments - One complaint is that calls are not being returned by staff. Support services have been delayed; clients need more groups; they don't have information about the groups; parking; transportation, and housing is a big issue.	Dr. Kasarabada explained providers had presented action plans to incorporate and address the feedback from consumers.  Dr. Kasarabada recommended SA QIC Chairs to review plans proposed by providers to address the feedback and follow through with providers.	N. Kasarabada
Final Rule Requirements	Dr. Kasarabada announced that she received the Info Notice from the State on February 13, with the needed information from all counties. She mentioned that there will be no extensions approved. DHCS will impose financial sanctions if DMH is out of compliance with MHP reporting requirements, such as incomplete or inaccurate reports; Dr. Bradley Bryant is the lead for the Final Rule documents with a March 30 <sup>th</sup> submission deadline. Dr. Kasarabada is working very closely with CIOB staff regarding the aspects of what is required per the Final Rule. QID is working with CIOB on Provider Directory and Cultural Competence related information. DHCS is requesting a lot of written information about the providers at the provider level, not at the Legal Entity level. DHCS requires information at the practitioner level for each provider.	CIOB created a portal which they will give access to review all information for each provider for the Final Rule submission.	N. Kasarabada

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Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Final Rule Requirements Cont.	Dr. Kasarabada mentioned that per the Final Rule Network Adequacy reporting mandates, all direct service practitioners are required to report Cultural Competency training and hours of training completed in the past 12 months. The Cultural Competency training requirement is due on March 30. The total time duration of the training is approximately 1.5 hours for the CC 101 video that is posted online.	The CC Unit will be sending out a memo with the explanation of the Final Rule mandate. Dr. Kasarabada recommended to the QIC Chairs/Co-Chairs to forward the links to providers and to have this presented at their staff meeting. Ms. Hallman sent out a QA bulletin with all of the requirements, per the Final Rule.	N. Kasarabada
Provider Directory Updates	Dr. Kasarabada explained the Final Rule requirements about the annual cultural competency training for each provider to be indicated on the Provider Directory (PD). Dr. Kasarabada mentioned that QID is currently working closely with CIOB on all of the updates. The most current updates to the PD were provided to CIOB team and they have populated this list to the provider directory. QID will create a list to indicate which providers completed the Cultural Competency training and provide this as an attachment to the PD.		N. Kasarabada
Handouts:	Policy/Procedure Update March 12, 2018	·	1
Announcements:	None		

Respectfully Submitted,