

*County of Los Angeles – Department of Mental Health
SA 4 Program Administration*

**Service Area 4
Child & Adult
Integrated Quality Improvement Committee**

*May 21, 2019
10:30am - Noon*

*550 S. Vermont Ave, 10th fl, Conference Room
Los Angeles, CA 90005*

🌀 Agenda 🌀

- ❖ Introductions & Minutes review 10:30 – 10:40am
- ❖ Announcements:
- **LACDMH QI Updates**
 - ▶ PRO updates - none 10:41 - 11:15am
 - ▶ Compliance – see handout
 - ▶ Cultural Competency updates – Multicultural conference on June 18th
 - ▶ QID updates – Test Call reminders, Front Office Customer service training, new website
- **LACDMH QA Updates**
 - ▶ LE DMH Reviews & new LE Review Coordination form 11:16 – 12:00pm
 - ▶ NACT updates and DHCS audits
 - ▶ Training Schedule – see handout
 - ▶ QA knowledge assessment updates
 - ▶ CANs & PSC-35 updates
 - ▶ Payer Error Rate Measurement Audit (PERM) update
 - ▶ Coming soon – Guide to Procedure code revision
 - ▶ Coming soon – New QA website
- **Miscellaneous/Questions**
 - ▶ Questions/Discussion

Next meeting will be June 18, 2019

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee (QIC) Meeting Minutes

Type of Meeting:	SA 4 Quality Improvement Committee (QIC)	Date:	May 21, 2019
Place:	550 S. Vermont Ave 10 th fl Conference Room Los Angeles, CA. 90005	Start Time:	10:30am
Chair & Co-Chair:	Co-Chair – Christina Kubojiri, LMFT, Children’s Institute Inc; DMH Chair - TBD		
Members Present:	<ul style="list-style-type: none"> • Jose Reyes • Kanisha McReynolds • Silvia Yan • Michele Burton • Lorne Leach • Evelyn Gutierrez • Akila Baskin • Rami Alrayes • Christina Kubojiri • Aminah Ofumbi • Ania Ahmadi • Anthony Allen • Daiya Cunnane • Rosa Ruiz • Devanne Hernandez • Lauren Permenter 	<ul style="list-style-type: none"> • Erika Frausto • Jonathan Figueroa • Jennifer McKirdy-Corletto • Sandra Long • Lilia Sheynman • Gilbert Morquecho • Dora Escalante • Chloe Gomez • Jessica Estrada • Eunice Jeon • Ashton Hasson • Kellie Noyes • Jeannelli Acuna • MaryEllen Braaten • Lisa Harvey • Cristina Sandoval 	<ul style="list-style-type: none"> • Wendy Coloma • Elizabeth Mour • Jennifer Jimenez • Reza Khosrowabadi • Alma Guevara • Misty Aronoff • Arease Edison • Allison Foster • Talene Keshishian • Sauntrie Abellera • Jenna Ritesma • Jessica Montemayor • Ana Viana • Mona Sosa • Griselda Vega
Members Absent:	<ul style="list-style-type: none"> • AIDS project LA • Anne Sippi Clinic • CA Hispanic Commission-CHCADA • Child Family Guidance Center • Dignity Health • DMH AOT • DMH ASOC • DMH TAY • DMH CHEERD • DMH FSP • DMH PSB • DMH SFC 	<ul style="list-style-type: none"> • DMH PRO • DMH VALOR • Filipino American Services Group • Gateways Homeless Services • Gateways Percy Village • Gateways Hospital • Hathaway Sycamores • Health Research Association USC • Hollywood Mental Health • LAMP Community 	<ul style="list-style-type: none"> • Mental health America • Pacific Clinics • Saban Free Clinic • SSG Alliance • SSG Project 180 • SRMT • SSG Silver • Travelers Aid Society of LA • United American Indian Involvement • Uplift Family Services (EMQ)
Introductions:	Members present introduced themselves.		
Minutes Approval:	No revisions indicated for April 2019 QIC minutes.		
Announcements:	DMH Chair TBD, Child Guidance Center changed their name to Wellnest. New SA 4 QID liaison will be Jennifer Regan starting June 2019.		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>QI Updates Christina Kubojiri</p>	<p><u>Quality Improvement updates:</u></p> <ul style="list-style-type: none"> • Patients’ Rights Office – not in attendance. Change of provider reports will be forwarded to members by Sandra C. • Compliance – See policy update handout. It has a new look • Cultural Competency – June 18th multicultural conference @ LA Convention Center <ul style="list-style-type: none"> ○ Registration is open up to 900 participants ○ DMH looking for 40-45 volunteers (special registration code will be available to volunteers) <ul style="list-style-type: none"> ▪ Contact Sandra C. or Maria G. if interested ○ 3 keynote speakers and 9 workshops (up to 6 CEUs can be earned) ○ Consumers to be provided transportation by DMH • QID updates: <ul style="list-style-type: none"> ○ Test Calls – 1st quarter reports were submitted, but the state may only have seen SA 5 results since each service area is assigned a different month. <ul style="list-style-type: none"> ▪ QID may need to look at restructuring the test call schedule. ○ Test callers should focus on the following in order for the call to count: <ul style="list-style-type: none"> ▪ Obtain the ACCESS person’s name (ask if not provided) ▪ Test caller should provide a name (can be made up) ▪ Beneficiary Grievance test call – when information was provided the caller indicates “yes” on #8, but then #9 contradicts <ul style="list-style-type: none"> • The form may be revised next year in order to clarify what “helpful” means as people consider the presentation of the ACCESS person as being courteous, but not necessarily helping for what they called for. Maybe a likert scale to break down areas further. ▪ Since Naga is over ACCESS she listens to each call to compare to form. ▪ Suggestion is to have a pre-filled survey form before calling. ▪ Suggestion was made to have examples and list of what information should be prepared beforehand. 		

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<p>QA Updates Christina Kubojiri</p>	<ul style="list-style-type: none"> • LE DMH reviews: Are still being coordinated for June and July. There's a new coordination form LE's will be asked to fill out to coordinate the review logistics and then DMH QA will send the official letter. • DHCS Audits of NACT data: <ul style="list-style-type: none"> ○ NACT is being taken very seriously ○ 10 counties have either not completed or have corrective actions <ul style="list-style-type: none"> ▪ Sanctions are not being looked at lightly ▪ Some counties re-submitted data, but there was so much changes made, DHCS is auditing further as this looks like a red flag. ○ An area all providers need to double check are the FTE designations for managers, supervisors, admin staff, executive management that are in the NACT. They should not be 1 FTE (40 hours providing Medi-Cal services to clients). Is someone doesn't provide services, they shouldn't be in NACT ○ NACT 2.0 will be released soon with changes and revisions. ○ County may start asking CEOs to "attest under perjury..." that all NACT info is accurate and true. ○ All counties have the option to re-submit quarterly data. LA County has opted to re-submit data by the end of the week 5/13/19 • Training Schedule updates – see handout. Trainings are set through July. Request was made to have these training schedule updates posted online somewhere. One issue would be when revisions are needed to any of the trainings, who would maintain that. • QA Knowledge Assessment – is still being worked on for projected pilot to start July or August • New QA website – still in transition. PSB was accessible until last week. Nikki Collier is looking into having this re-instated in the interim. • CANs IP: <ul style="list-style-type: none"> ○ Brad Bryant says a DMH QA Bulletin should be finalized and released tomorrow, 5/14/19 with additional detailed information ○ DHCS selected the CANs 50; however DMH has elected to implement CANs IP to more easily share documents with DCFS who is using CANs IP. <ul style="list-style-type: none"> ▪ CANs IP has additional 12 trauma related questions (CANs 50 just has the 50 questions) ○ Effective date continues to be July 1st <ul style="list-style-type: none"> ○ Practitioners need certification under PRAED foundation 		

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<p>QA Updates Christina Kubojiri</p>	<ul style="list-style-type: none"> ▪ There is an annual re-certification process required of practitioners ▪ Trainings will be available in-person or online, but train-the-trainer trainings must be in person <ul style="list-style-type: none"> • Reimbursement for trainings for Legal entities: FY 18-19 invoice reimbursements. FY 19-20 is still being evaluated. ○ CANs should be completed at time of initial assessment and every 6 months after that ○ CANs is provided to clients up to age 21 ○ The initial CANs IP is recommended to be completed by the clinician <ul style="list-style-type: none"> • PSC (Pediatric Symptom Checklist): <ul style="list-style-type: none"> ○ Completed at initial assessment for clients 3-18 years old ○ Significant support person (caregiver) should complete this whenever possible <ul style="list-style-type: none"> ○ If caregiver is unavailable, client can complete themselves • How will the CANs and PSC information be provided to DMH: Legal entities: Web service call will be used to provide CANs and PSC data from LE to LAC DMH (not yet implemented) <ul style="list-style-type: none"> ○ Until Web service call is in place, LE's will submit through EPSDT web based measures applicable (more specific links/location provided in bulletin to come out tomorrow). ○ DMH is evaluating how and whether to reimburse for development costs that may be incurred by LE's related to web service call feature. ▪ DMH QA is getting clarification on how claiming for the scoring/review of CANs and PSC should be done. We know that the time is reimbursable. They are looking into whether the reimbursement will be a flat rate vs direct assessment service. ▪ Payer Error Rate Measurement Audits (review) – DMH says it's more a review on whether payments were made accurately <ul style="list-style-type: none"> ○ DMH will reach out to selected agencies next week ○ By June 10 all requested documentation needs to be submitted to DMH. Unsure of what follows if payments are not accurate 		

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Respectfully Submitted



Christina Kubojiri, LMFT – QA Supervisor, Children’s Institute, Inc.
SA4 Co-Chair