

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5**

**QUALITY IMPROVEMENT COMMITTEE
September 4, 2018**

AGENDA

- | | |
|-------------------------------------|-----------------|
| I. Welcome and Introductions | All |
| II. Trouble Shooter Roster, Updates | Dara Vines |
| III. Review of Minutes | All |
| IV. DMH Updates | Jacque Wilcoxon |
| V. Quality Assurance | Dara/ David |
- Quality Assurance Liaisons' Meeting Minutes, July 9, 2018
 - Documentation Training Schedule, Revised, August 13, 2018
 - Special Documentation Presentation Schedule, August 13, 2018
 - QA Bulletin No. 18-09, Medi-Cal Administrative Activities (MAA), Manual Revisions (DO only)
 - Disciplines Reimbursable with the LACDMH as Specialty Mental Health Services
 - Clinical Forms Bulletin, No. 18-02, August 10, 2018
 - MH 679 Mental Health Triage, Revised August 13, 2018
 - MH 525 Contact Information, Revised August 13, 2018
 - QA Bulletin No. 18-10, Co-Practitioner Updates for Directly Operated Providers, August 10, 2018
 - Access to Care and Service Request Log Webinar
 - September 11th, 2-3:30 pm (Directly Operated)
 - September 12th, 2-3:30 pm (Legal Entity Providers)
 - SA5 QIC Follow-Ups
 - LE adaptation/use of the MH730 Medication and Treatment Plan form – Please see Org Manual for required elements.
 - “Associate Marriage and Family Therapist” and “Associate Professional Clinical Counselor” written out on progress notes until further notice.
 - Professional Licensing Waiver Requirements: Procedural steps for psychology candidates that already have a waiver while working in a previous setting.
 - Policy/Procedure 306.9 on External Laboratory Testing – Update on access to a list of approved vendors

- QA Network Adequacy Update – Next due date October 1, 2018

VI. Quality Improvement

Dara/David

- Policy/Procedure Update, August 13, 2018
- Cultural Competency Updates
 - FAQs Regarding the Cultural Competence Training Requirements for the Network Adequacy Report And the Medi-Cal Systems Review/Cultural Competence Plan Requirement (Last updated 6-1-18)
 - Institute for Cultural and Linguistic Inclusion and Responsiveness
- Language Interpretation Services for LE/Contract Providers
- SA5: Access Center Test Calls (September 2018)

VII. Next QIC Meeting

Dara/David

The next Service Area 5 Quality Improvement Committee Meeting will be held on Tuesday, November 6, 2018, from 9:00AM – 11:00AM, at 11303 W. Washington Blvd., Suite 200, Los Angeles, CA 90066.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes**

Type of Meeting	Quality Improvement Committee	Date:	September 4, 2018
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	Start Time:	9:00 AM
Chair Co-Chair	Dara Vines, DMH David Tavlin, Step Up On Second	End Time:	11:00 AM
Members Present	Jacquelyn Wilcoxin, DMH; Dara Vines, DMH; David Tavlin, Step Up On Second; Monika Johnson, DMH; Marc Borkheim, DMH – QA; Misty Aronoff, Step Up on Second; Mia Pierson, The People Concern; Cheryl Carrington, Vista Del Mar; Danielle Price, The Help Group; Eloisa Ramos Robles, Exceptional Children's Foundation; Caitlyn O'Hara, Alcott Center; Patrice Grant, Edelman (Child); Martha Andreani, Providence St. John's; Sherry Nourian, Vista Del Mar; Kelly Delich, Family Service of Santa Monica / Vista Del Mar; Jenna Ness, The People Concern; Anahita Gheyntanchi, Wise and Healthy Aging; Hannah Bobrosky, New Directions for Veterans; Trish Burkert, Exodus Recovery; Nilsa Gallardo, Edelman - Adult; Brenda Pitchford, UCLA Ties for Families; Matthew Lyon, St. Joseph Center; Libby Hartigan, SHARE!; Linnea Fuchs, Exceptional Children's Foundation; Aminah Ofumbi, Didi Hirsch		
Excused/Absent Members	Monica Martocci, CLARE Foundation; Brenda Del Castillo, CLARE Foundation; Marina Eckhart, Didi Hirsch; Ruby Quintana, DMH; Michael Lyles, DMH; Lee James Gossett, Didi Hirsch; Kristine Santoro, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Miriam Gonzalez, Didi Hirsch; Amanda Sanchez, Didi Hirsch; Jose Haro, Didi Hirsch; Maria Tan, DMH – OASOC; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Kumi Tsuda, Exodus Recovery; Jeanette Aguilar, Exodus Recovery; Jonathan Figueroa, Exodus Recovery; Dana Hernandez, New Directions; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Megan McGrath, New Directions; Yvette Willock, Pacific Clinics; Matthew Rohr, New Directions for Veterans; Sharon Greene, St. John's CFDC; LaCheryl Porter, St. Joseph; Lance Moore, Step Up on Second; Jeanine Caro-Delville, The Help Group; Fanny Huang, UCLA Ties For Families; Nancy Tallerino, Vista Del Mar; Dyan Colven, Vista Del Mar; Anastasia Bacigalega, WCIL; Jennifer Levine, WISE & Healthy Aging; Jackeline Estrada, The People Concern; Sara Nouri, Alcott Center; Anahita Saadatifaed, Homes for Life Foundation; Mandy Sommers, St. Joseph Center; Theodore M. Cannady, DMH; Stephanie Yamada, PACS; Robert Dobbs, Edelman (Adult); LyNetta Shonibare, DMH – QI; Kristi Rangel, Alcott Center		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 AM.	Introductions were made.	Dara QIC Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for July 10, 2018.	Final approved Minutes for May 1, 2018 were distributed to providers and will post to the QI website.	QIC Membership Dara
DMH Updates	The Trouble Shooter Roster was updated. Jacquie Wilcoxon provided DMH updates: 1) Jacquie reminded providers that the criteria for use of PEI funds was expanded and made more flexible. She encouraged LEs to begin utilizing their allotted PEI funds if they have not already. 2) The FSP expansion is currently underway. Some providers have reportedly had challenges with the referral flow into their FSP programs, impacting their ability to utilize their designated funds. Jacquie encouraged providers to work with Eva Carrera and Ruby Quintana (DMH Contract Management and Monitoring Division) if they have contract questions or issues regarding FSP. 3) Jacquie announced that here is a countywide Katie A Panel Retreat scheduled on September 6 th . DCFS Administration and DMH Specialized Foster Care representatives will participate to address ways that the two agencies can work together more effectively to the benefit of children and their families involved with DCFS.		Dara Jacquie Wilcoxin

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> • Quality Assurance Liaisons' Meeting Minutes, July 9, 2018 • Documentation Training Schedule, Revised – August 13, 2018 Providers were informed that this Training Schedule extends to the end of the calendar year. If the status for a training coming up soon indicates "Not Available Yet", providers were encouraged to request an update from Nikki Collier, QA Division. • Special Documentation Presentation Schedule, August 13, 2018 • QA Bulletin No. 18-09, Medi-Cal Administrative Activities (MAA), Manual Revisions (DO only) <ul style="list-style-type: none"> ○ Disciplines Reimbursable with the LACDMH as Specialty Mental Health Services, Place of Services Codes and MAA Codes in IBHIS This QA Bulletin was reviewed during the previous SA5 QIC Meeting (July 10). Dara provided the QA Bulletin again, this time with the handouts that were distributed at the Countywide QIC meeting on July 9, 2018. 	<p>Copies of the QA Liaisons' Meeting Minutes for 7/9/18 were distributed to providers</p> <p>Copies of the QA Documentation Training Schedule for 8/13/18 were distributed to providers</p> <p>Copies of the Special Documentation Schedule for 8/13/18 were distributed to the providers</p> <p>Copies of QA Bulletin No. 18-09 and Disciplines Reimbursable with the LACDMH Specialty Mental Health Services, Place of Services Codes and MAA Codes in IBHIS were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Directly Operated Providers</p> <p>Providers</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> • Clinical Forms Bulletin, No. 18-02, August 10, 2018 Dara reviewed the revised sections of the <u>Updated Forms</u>: MH679 "Mental Health Triage" and MH525 "Contact Information". Jacquie provided background on the revisions to the triage form, including that the Department wanted to simplify the form and make it more in line with the purpose of triage; for example, it is not necessary to complete every question on the form once it is determined how quickly the individual needs to be seen for an assessment. Several LEs indicated that they have developed their own version of a triage form for use in their clinics. • QA Bulletin No. 18-10, Co-Practitioner Updates for Directly Operated Providers, August 10, 2018 Members reviewed the bulletin. DOs have been instructed to hold off on claiming for co-practitioners because IBHIS is not able to generate separate claims for practitioners based on a single progress note. Impacted IBHIS fields include: Scheduling Calendar, Progress Notes and Edit Service Information. Directly Operated practitioners do not need to make changes to how they document progress notes for services with a co-practitioner. Marc Borkheim (QA Liaison for SA5) indicated that these changes are likely temporary until the issue in IBHIS can be resolved. 	<p>Copies of the QA Clinical Forms Bulletin No. 18-02 were distributed to providers</p> <p>Copies of the QA Bulletin No. 18-10 were distributed to providers</p>	<p>Providers</p> <p>Directly Operated Providers</p>

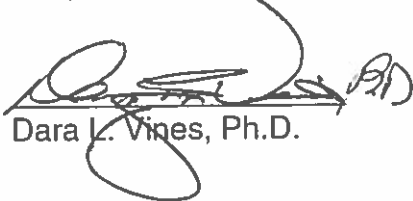
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<ul style="list-style-type: none"> • Access to Care and Service Request Log Webinar <ul style="list-style-type: none"> ○ September 11th, 2-3:30 pm (Directly Operated) ○ September 12th, 2-3:30 pm (Legal Entity Providers) <p>Dara reminded providers of the dates/times of the DO and LE webinars (sent to them via email by the QA Division on 8/29/18). The webinars will be geared towards managers and supervisors who handle initial requests for services, screening/triage, scheduling appointments and/or Officer of the Day. For LEs, technical staff (including vendors) may also be appropriate if they are involved in submitting Service Request Log (SRL) data. Dara informed the SA5 QIC Members that QA plans to monitor the Access to Care Process for both DOs and LEs, including their submission of request log data, documentation of exceptions to wait guidelines, and any other “red flags” in data submission.</p> <ul style="list-style-type: none"> • SA5 QIC Follow-Ups and Clarifications <ul style="list-style-type: none"> ❖ <u>LE adoption/use of the MH730 Medication and Treatment Plan form:</u> Dara and David informed LEs that they are free to adopt/use any LACDMH forms they would like. All required elements for forms are listed in the Organizational Providers Manual. 		<p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> ❖ <u>Policy/Procedure 306.9 on External Testing – Update on access to a list of approved vendors:</u> SA5 QIC is still waiting for a response on this item. 		Providers
	<ul style="list-style-type: none"> • QA Network Adequacy Update Next due date for Network Adequacy is October 1, 2018. Network Adequacy Tool (NACT) updates will be due September 26, 2018. 		Providers
Quality Improvement	<ul style="list-style-type: none"> • Policy/Procedure Update, August 13, 2018 24 policies are currently in progress. • Cultural Competency Updates <ul style="list-style-type: none"> ○ FAQs Regarding the Cultural Competence Training Requirements for Network Adequacy Report and the Medi-Cal Systems of Review/Cultural Competence Plan Requirement (Last updated 6-1-18) <p>Dara reviewed the FAQs including the part of the document that clarifies who is required to complete the cultural competence training for the Network Adequacy (i.e. 100% of direct service practitioners) versus the Medi-Cal Systems Review/ Cultural Competence Plan (100% of staff including clerical, direct service and management/administration). It was explained that only staff members who work for DMH funded programs need take the cultural competence training, specifically those staff providing mental health services inclusive of clerical and administrative staff.</p> 	<p>Policy/Procedure Update dated 8/13/18 was distributed to providers</p> <p>Copies of Cultural Competence FAQs document were distributed to providers</p>	<p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	<ul style="list-style-type: none"> ○ Institute for Cultural and Linguistic Inclusion and Responsiveness • Language Interpretation Services for LE/Contract Providers SA5 QIC Members in attendance were provided a written list of vendors that LEs could use for language interpretation services, as needed. They were informed that they were free to contract with a vendor(s) that did not appear on the list. Regardless, it was encouraged that LEs set up a relationship with an interpreter service in advance of need. The exception is American Sign Language (ASL) interpreter services; DOs and LEs are able to schedule emergency and non-emergency ASL interpreters through the ACCESS Center. • SA5: Access Center Test Calls (September 2018) Dara reminded volunteers to complete their assigned ACCESS Center test calls during the month of September. 	<p>Copies of the Institute and Linguistic Inclusion and Responsiveness organizational charts were distributed to providers</p> <p>Copies of Language Interpreter Service Vendors were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Next Meeting	<ul style="list-style-type: none"> The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, November 6, 2018 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM. 	The Sub-Committee will reconvene on 11/6/18	SA5 Sub-Committee Members

Respectfully Submitted,



Dara L. Vines, Ph.D.



David Tavlin, MFT