

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

QUALITY IMPROVEMENT COMMITTEE

January 8, 2019

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 |
- QA Announcements: QA is now under Quality and Risk Management Bureau along with the Contract Monitoring and Management Division (CMMD)
 - Quality Assurance Liaisons' Meeting Minutes, August 13, 2018 & September 10, 2018
 - Documentation Training Schedule, Revised, December 10, 2018
 - Special Documentation Presentation Schedule, December 10, 2018
 - QA Bulletin No. 18-11, Organizational Provider's Manual Updates: Included ICD-10-CM Diagnoses
 - Los Angeles County Department of Children & Family Services Child Protective Hotline: Child Abuse Reporting Electronic System (CARES) FAQs
 - Annual QA Report and Written QA Process Form for LEs
 - Network Adequacy Updates
 - Webinars – December 10 (DO) and December 12 (LE)
 - FAQs and Ongoing Webinar (2nd Tuesday of each month at 9am) hwashington@dmh.lacounty.gov
 - NACT now includes Provider Directory Requirements
 - Added field for Cultural Competency
 - Added new disciplines for LPC, ACSW, AMFT and APCC
 - DO QA Check-In/Chart Review Schedule 2019
 - DHCS State System Review – Chart Review Portion
 - Instructional Packets (DHCS Chart Review, List of Materials To Submit, Chart Checklist)
 - FY 18/19 Reason for Recoupment

VI. Quality Improvement

Dara/David

- Policy/Procedure Update, September 10, 2018 and December 10, 2018
- Hospital Discharge Follow Up – Intensive Care Division (Managed Care Division Care Coordination Team – CCT)
 - Clinic Complaints Outcomes
- ACCESS Center Updates:
 - Issue with Test Call Script/ Instructions
 - ACCESS Center Calls Answered within 1 Minute – CY 2018
- Cultural Competency Updates
 - Cultural Competence (CC) Training Plan, FY 18-19
 - LACDMH Cultural Competence Organizational Assessment Survey (January 15 deadline)
- Presentation:
 - QID MHSIP Data 2017 – 2018
 - 2017 Open Ended Comments Summary Report

LyNetta Shonibare, PsyD

VII. Next QIC Meeting

Dara/David

The next Service Area 5 Quality Improvement Committee Meeting will be held on Tuesday, March 5, 2019, 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:	January 8, 2019
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	Dara Vines, DMH; David Tavlin, Step Up On Second; Monika Johnson, DMH; Marc Borkheim, DMH – QA; Misty Aronoff, Step Up on Second; Cheryl Carrington, Vista Del Mar; Eloisa Ramos Robles, Exceptional Children's Foundation; Caitlyn O'Hara, Alcott Center; Patrice Grant, Edelman (Child); Jorge Alfaro, Providence St. John's; Sherry Nourian, Vista Del Mar; Kelly Delich, Family Service of Santa Monica / Vista Del Mar; Jenna Ness, The People Concern; Wendy Coloma, The People Concern; Anahita Gheyntanchi, Wise and Healthy Aging; Filipo Forni, New Directions for Veterans; Trish Burkert, Exodus Recovery; Araceli Barajas, UCLA Ties for Families; Matthew Lyon, St. Joseph Center; Libby Hartigan, SHARE!; LyNetta Shonibare, DMH – QI; Robert Dobbs, Edelman (Adult); Mandy Sommers, St. Joseph Center; Matthew Lyon, St. Joseph's Center; Theodore M. Cannady, DMH; Steven Hull, The Help Group; Anahita Saadatifaïd, Homes for Life Foundation; Stephanie Yamada, PACS; Sharon Greene, Providence St. John's;		
Excused/Absent Members	Danielle Price, The Help Group; Martha Andreani, Providence St. John's; Monica Martocci, CLARE Foundation; Nilsa Gallardo, Edelman – Adult; 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; 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 Saadatifaïd, Homes for Life Foundation; Kristi Rangel, Alcott Center; Aminah Ofumbi, Didi Hirsch;		

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 September 4, 2018.	Final approved Minutes for July 10, 2018 were distributed to providers and will post to the QI website.	QIC Membership Dara
DMH Updates	The Trouble Shooter Roster was updated.		Dara
Quality Assurance	<p>There were no DMH Updates.</p> <ul style="list-style-type: none"> QA Announcement: QA is now under the Quality and Risk Management Bureau along with the Contracts Monitoring and Management Division Dara informed providers that QA and the Contracts Monitoring and Management Division (CMMD) are now both under the Quality and Risk Management Bureau (Terry Boykins, Deputy Director). CMMD will be in charge of expenditures, services provided, and quality of services. QA will be responsible for compliance and adherence to Medi-Cal rules/regulations, treatment plans, assessments and progress notes. 		Providers
	<ul style="list-style-type: none"> Quality Assurance Liaisons' Meeting Minutes, August 13, 2019 and September 10, 2019 	Copies of the QA Liaisons' Meeting Minutes for 8/13/18 and 9/10/18 were distributed to the providers	Providers

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Quality Assurance	<ul style="list-style-type: none"> Documentation Training Schedule, Revised – December 10, 2018 Providers were informed that this Training Schedule extends through April 2019. If there are questions regarding upcoming trainings, providers were encouraged to contact: Nikki Collier for Non-IBHIS and Joshua Lozada for IHBIS trainings. Special Documentation Presentation Schedule, December 10, 2018 QA will also contact DOs directly to enroll new hires in IHBIS & Documentation trainings. QA Bulletin No. 18-11, Organizational Provider’s Manual Updates: Included ICD-10-CM Diagnoses Bulletin was reviewed. Providers were informed that the information contained in QA Bulletin No. 18-11 will be updated in the Org Manual. Los Angeles County Department of Children and Family Services Child Protective Hotline: Child Abuse Reporting Electronic System (CARES) FAQs Effective 1/1/18, DMH is participating in pilot program utilizing the online Child Abuse Reporting System (CARES) in lieu of the Hotline for some non-urgent reports. Reviewed the FAQs. Legal Entities to make their own decision whether to provide their staff members with information about CARES and allow them to utilize the online DCFS reporting system. 	<p>Copies of the QA Documentation Training Schedule for 12/10/19 were distributed to providers</p> <p>Copies of the Special Documentation Schedule for 12/10/18 were distributed to providers</p> <p>Copies of the QA Bulletin No. 18-11 were distributed to providers</p> <p>Copies of the LAC DCFS Child Abuse Reporting Electronic System (CARES) FAQs were distributed to providers</p>	<p>Providers</p> <p>Directly Operated</p> <p>Providers</p> <p>Providers</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> Annual QA Report and Written QA Process Form for LEs Dara reminded providers (on behalf of the QA Division) that the Annual QA Report for Legal Entities, the Written QA Process form and all other accompanying documents are due by or before January 31, 2019. An email announcement and electronic versions of the requested documents were already sent. Marc Borkheim (QA Liaison) requested that LEs fill out the forms completely this year in order to ensure that QA has a current copy regardless of whether there were any changes from previous year submissions. DO QA Check-In/Chart Review Schedule 2019 Edelman Child and Family had their QA Check-in/Chart Review this month (January) Network Adequacy/Access to Care Updates Most SA5 providers participated in the recent webinars held in December. Dara encouraged providers to sign up for the ongoing webinars by contacting Howard Washington (email address provided). Monthly webinars will be posted to the web after the event. Marc Borkheim reviewed the goals of the "Final Rule". Providers wanted confirmation that the Annual Cultural Competence Training Attestation is covered by an item in the NACT. 	<p>Copies of the Annual QA Report and Written QA Process Form were distributed to the providers</p> <p>Copies of the DO QA Check-in/Chart Review were distributed to provider</p> <p>Marc Borkheim to follow up on the Annual Cultural Competence Training Attestation</p>	<p>Providers</p> <p>Directly Operated Providers</p> <p>Providers</p>


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Quality Assurance	<ul style="list-style-type: none"> • Milestones of Recovery Scales (MORS) and Determinants of Care Scale Trainings David inserted item on MORS trainings in the Agenda. He referenced that an email was sent to RRR providers by DMH on 1/7/19 regarding trainings on MORS and Determinants of Care offered this month. Several providers requested that David forward the email regarding the trainings. • DHCS State System Review – Chart Review Portion <ul style="list-style-type: none"> ○ Instructional Packets (DHCS Chart Review, List of Materials To Submit, Chart Checklist) Child and Adult programs were already selected and notified for the DHCS Chart Review. Several SA5 providers that were selected were present and discussed their experiences. This year's Chart Review was done electronically. Providers were largely satisfied with the process. • Medi-Cal Specialty Mental Health Services Reasons for Recoupment Fiscal Year 2018/2019 Dara reviewed the document and several reasons for recoupment. Discussed changes to reasons for recoupment FY 2018/2019 versus previous year. 	<p>David to forward email on MORS trainings to Dara who will forward to SA5 QIC Members</p> <p>Copies of the "DHS Chart Review" document were distributed to the providers</p> <p>Copies of Reason for Recoupment FY 2018/2019 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
Quality Improvement	<ul style="list-style-type: none"> • Policy/Procedure Update, September 10, 2018 and December 10, 2018 Announced completed policies: 302.06 Registered Nurse Scope of Practice Within Department of Mental Health; 106.03 Employee's Ability to Provide Goods and Services Under Federally Funded Health Care Programs. Both apply to Directly Operated only. (Bulletins are pending). • Hospital Discharge Follow Up – Intensive Care Division (Managed Care Division Care Coordination Team - CCT) Dara informed providers that CCT is tracking problems that psychiatric hospitals report with regards to obtaining follow-up outpatient appointments as part of discharge planning. It is the responsibility of the LE or DO to schedule the follow up appointment time/date within 5 days of discharge. David reminded providers they are only allowed to submit claims for Targeted Case Management (TCM) services for psychiatrically hospitalized patients that are aimed at coordinating placement (e.g., housing) upon discharge. 	<p>Copies of Policy/Procedure Update dated 9/10/18 and 12/10/18 were distributed to providers</p> <p>Copies of the Hospital Discharge Follow Up Document were distributed to providers</p>	<p>Directly Operated</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"> • ACCESS Center Updates <ul style="list-style-type: none"> ○ Issue with Test Call Script/ Instructions ○ ACCESS Center Calls Answered Within 1 Minute – CY 2018 <p>Revisions will be coming to the ACCESS Test Call script and instructions. Dr. Lynetta Shonibare provided an overview of the ACCESS Center Calls Answered in 1 Minute report.</p> • Cultural Competency Updates <ul style="list-style-type: none"> ○ Cultural Competence (CC) Training Plan, FY 18-19 ○ Cultural Competence Organizational Assessment Survey (January 15 deadline) <p>Dara reviewed the Cultural Competence (CC) Training Plan for Fiscal Year 2018/2019. Reminded providers about the online Cultural Competence Organizational Assessment Survey.</p> • QI Presentation: <ul style="list-style-type: none"> ○ Cultural QID Consumer Perception Survey Data Fall 2017 ○ 2017 Open Ended Comments Survey Report <p>LyNetta Shonibare, PsyD., presented the SA5 Consumer Perception Survey Data from Fall 2017 as well as pertinent information from the Open Ended Comments Survey Report.</p> 	<p>Copies of ACCESS Center Calls Answered in 1 Minute – CY 2018 document were distributed to providers</p> <p>Copies of Annual Cultural Competence (CC) Training Plan, FY 18-19 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	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 5, 2019 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM.		Providers

Respectfully Submitted,


 Dara L. Vines, Ph.D.


 David Tavlin, MFT