

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

QUALITY IMPROVEMENT COMMITTEE

May 1, 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, February 12, 2018 and March 12, 2018
- Documentation Training Schedule, Revised - March 12, 2018 and April 9, 2018
- Special Documentation Presentation Schedule, April 9, 2018
- Announcement: Contact QA regarding Audits (Bradley Bryant; bbryant@dmh.lacounty.gov)
- QA Bulletin No. 18-02, March 12, 2018, Final Rule: Network Adequacy
- DMH Memo, March 12, 2018, Final Rule Requirement Regarding Annual Cultural Competence Training, (Annual Attestation)
- QA Bulletin No. 18-03, April 11, 2018, New Quality Assurance Requirements for Directly-Operated Programs
- QA Bulletin No. 18-05, April 18, 2018, PEI MHSA Funding for Clients and/or Services not meeting Medi-Cal Medical Necessity Criteria
- SA5 QIC Follow-Ups
 - LE Registration for QA Documentation Trainings
 - School-based fire clearance requirements – Updates
 - Updates to Co-Practitioners (Bulletin 18-01) / COS
 - NOA-A and NOA-E Spanish Translation
 - Clinical Documentation of All Payer Sources, Policy 401.3, November 27, 2017 – Changes

VI. Quality Improvement

Dara/David

- Policy/Procedure Update, March 12, 2018
- Spring 2018 MHSIP (due dates)
 - Data Collection: May 14 – May 18, 2018
 - Return MHSIP Surveys to SA5: May 29, 2018
 - Return Open Ended Comments Surveys to SA5: July 16, 2018
- Policy/Procedure, Revised February 1, 2016, Language Translation and Interpretation Services
- Patients' Rights Office Updates / COP Logs
- Presentation: Introduction to TCPI and Quality Improvement

Rebecca Shpiro, MPH

VII. Next QIC Meeting

Dara/David

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 10, 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:	May 1, 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; Marc Borkheim, DMH – QA; Misty Aronoff, Step Up on Second; Jackeline Estrada, The People Concern; Mia Pierson, The People Concern; Cheryl Carrington, Vista Del Mar; Danielle Price, The Help Group; Eloisa Ramos Robles, Exceptional Children's Foundation; Sara Nouri, Alcott Center; Kristi Rangel, Alcott Center; Patrice Grant, Edelman (Child); Martha Andreani, Providence St. John's; Matthew Lyon, St. Joseph Center; Brenda Pitchford, UCLA Ties for Families; Sherry Nourian, Vista Del Mar; Kelly Delich, Family Service of Santa Monica / Vista Del Mar; Anahita Saadatifaed, Homes for Life Foundation; Mandy Sommers, St. Joseph Center; Linnea Fuchs, Exceptional Children's Foundation; Theodore M. Cannady, DMH; Jenna Ness, The People Concern; Anahita Gheyntanhi, Wise and Healthy Aging; Hannah Bobrosky, New Directions for Veterans; Stephanie Yamada, PACS; Aminah Ofumbi, Didi Hirsch; Robert Dobbs, Edelman (Adult); Libby Hartigan, SHARE!		
Excused/Absent Members	Monica Martocci, CLARE Foundation; Brenda Del Castillo, CLARE Foundation; Trish Burkert, Exodus Recovery; Marina Eckhart, Didi Hirsch; LyNetta Shonibare, DMH – QI; Ruby Quintana, DMH; Michael Lyles, DMH; Lee James Gossett, Didi Hirsch; Kristine Santoro, Didi Hirsch; Aminah Ofumbi, 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; Nilsa Gallardo, Edelman - Adult; 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;		

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 March 6, 2017.	Final approved Minutes for January 9 were posted to the QI website.	QIC Membership Dara
DMH Updates	The Trouble Shooter Roster was updated.		Dara
DMH Updates	<p>Jacquie Wilcoxon provided an update on the Department's reorganization efforts. Curley Bonds, M.D., has started his new position as Chief Deputy Director, Clinical Operations. Jacquie also announced the addition of two new Discipline Chiefs: Yvette Willock, L.C.S.W., M.A., as the Chief of Social Services and David Ruskin, MD as the Chief of Psychiatry. There is still a vacancy with regards to the Discipline Chief for Psychologists and for the Discipline Chief for Peer Services.</p> <p>Jacquie also provided an update on the new initiative to expand PEI MHSA services for clients that do not meet Medi-Cal medical necessity (all age groups). Discussed this change and how it may impact providers and their work with the consumers.</p> <p>Lastly, Jacquie described that the Health Agency is rolling out training on Just Culture to its entire workforce; this involves implementing concepts/strategies to help create a kinder and fairer workplace that in turn provides safer services to the community.</p>		Jacquie Wilcoxon

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Quality Assurance	<ul style="list-style-type: none"> Quality Assurance Liaisons' Meeting Minutes, February 12, 2018 and March 12, 2018 Documentation Training Schedule, Revised - March 12, 2018 and April 9, 2018 Special Documentation Presentation Schedule, April 9, 2018 Announcement: Contact QA regarding Audits (Bradley Bryant; bbryant@dmh.lacounty.gov Brad Bryant of the QA Division requests that Legal Entities inform him about upcoming audits, including the type of audit being scheduled. David led a discussion with providers about their recent MR grant audit experiences. Among the topics discussed, Providers advised that they should remember to include "Financial Obligation Agreement" forms with PFI forms in client records and also set up electronic signatures for all staff members. 	<p>Copies of the QA Liaisons' Meeting Minutes for 02/12/18 and 03/12/18 were distributed to providers</p> <p>Copies of the QA Documentation Training Schedule for 03/12/18 and 04/9/18 were distributed to providers</p> <p>Copies of the Special Documentation Schedule for April 9, 2018 were distributed to the providers</p>	<p>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 Assurance	<ul style="list-style-type: none"> • QA Bulletin No. 18-02, March 12, 2018, Final Rule: Network Adequacy Discussed the <u>Network Certification Requirements</u> that DHCS is mandating to ensure adequate capacity/ services within the Department's network. Information is to be gathered at the practitioner and provider levels and updated every 3 months. QA sent in the first installment to the State in early April and is working to correct the technical issues and improve the web application prior to the next installment due in July. They voiced appreciation for the providers who sent them a lot of information on short notice. Also, discussed the <u>Timely Access</u> change (effective 7/1/18). The number of business days from the date the beneficiary request to a medically necessary appointment date was lowered to 10 business days for outpatient and 15 business days for psychiatry. Providers asked if they would have to fill out an NOA form in circumstances where the beneficiary is offered a referral but wishes to wait longer for an opening at their agencies. • DMH Memo, March 12, 2018, Final Rule Requirement Regarding Annual Cultural Competence Training (Annual Attestation) Discussed that LACDMH is mandated to report to the State the number of annual cultural competence training hours completed by each employee (including contract) in the past 12 months. 100% of the DMH workforce is to receive annual cultural competence training. Providers requested clarity with regards to which employees did and did not have to receive training. 	<p>Copies of the QA Bulletin No. 18-02 were distributed to providers</p> <p>Copies of the DMH Memo were distributed to providers</p>	<p>Providers</p> <p>Providers</p>

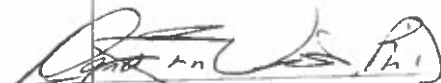
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> • QA Bulletin No. 18-03, April 11, 2018, New Quality Assurance Requirements for Directly-Operated Programs Described 3 main components of the new requirement for Directly Operated: 1) Written QA process; 2) having a QA representative; 3) implementation of a QA process that includes running reports. • QA Bulletin No. 18-05, April 18, 2018, PEI MHSA Funding for Clients and/or Services not meeting Medical Medical Necessity Discussed how PEI MHSA funds are now available under certain conditions when medical necessity had not been met e.g., when clients have been exposed to trauma in the past and have a Z-code diagnosis. This pertains to claims for services on or after April 13, 2018. Bulletin includes "Approved non-included diagnoses for PEI Access to Care". • SA5 QIC Follow-Ups and Clarifications <ul style="list-style-type: none"> ❖ <u>LE Registration for QA Documentation Trainings:</u> Dara and David informed LEs to request a training bulletin and application form by emailing the training coordinator indicated on the QA Documentation Training Schedule. 	<p>Copies of the QA Bulletin No. 18-03 were distributed to providers</p> <p>Copies of the QA Bulletin No. 18-05 were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>


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Quality Assurance	<ul style="list-style-type: none"> ❖ <u>School-based fire clearance requirements – Updates:</u> Dara and David stated that there have been no specific changes regarding the fire clearance policy for school-based programs. There is still a requirement for school-based programs to receive Medi-Cal certification which would involve receiving fire clearance for the school site. If fire inspector requires an 850 form, providers should notify the Medi-Cal Certification Section and include the fire inspector's contact information. ❖ <u>Updates to Co-Practitioners (Bulletin 18-01) / COS:</u> Dara and David clarified with providers that the policy change regarding co-practitioners does apply to COS notes/claims. Also, there could be an audit risk if NPI for all rendering providers is not indicated within the treatment or COS note(s). ❖ <u>NOA-A and NOA-E Spanish Translation:</u> Marc Borkheim of the QA Division stated that translations in all threshold languages will be available in June. ❖ <u>Clinical Documentation of All Payer Sources, Policy 401.3, November 27, 2017 – Changes:</u> Dara referred the members to QA Bulletin 18-01 which notes that the definition of practitioner in DMH Policy 401.03 will be updated to be in-line with the new requirement that each participating practitioner's NPI be listed on claims. 		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Policy/Procedure Update, March 12, 2018 • Spring 2018 MHSIP (due dates) <ul style="list-style-type: none"> ○ Data Collection: May 14 – May 18, 2018 ○ Return MHSIP Surveys to SA5: May 29, 2018 ○ Return Open Ended Comments Surveys to SA5: July 16, 2018 • Policy/Procedure, Revised February 1, 2016, Language Translation and Interpretation Services <p>Jacque led a discussion about the Department's expectations regarding LE's work with consumers or clients that require the use of interpretation services. LEs are expected to provide referred client's with medically necessary services even if they do not have staff in place that are able to speak the consumer's preferred language.</p> <ul style="list-style-type: none"> • Presentation: Introduction to TCPI and Quality Improvement <p>Rebecca Shpiro conducted a presentation and Q & A on ways to incorporate Quality Improvement (QI) efforts in agency culture to improve delivery of services and client outcomes. Discussed the difference between QA and QI, a simple QI model (PSDA), and specific examples of this model taken from the field.</p>	<p>Policy/Procedure Update dated March 12, 2018 was distributed to providers</p> <p>Policy Procedure, Language Translation and Interpretation Services was distributed to providers</p> <p>PowerPoint of presentation / handouts were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Rebecca Shpiro, MPH</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, July 10, 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 07/10/18.	SA5 Sub-Committee Members

Respectfully Submitted,


Dara L. Vines, Ph.D.


David Tavlin, MFT