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

QUALITY IMPROVEMENT COMMITTEE July 10, 2018

AGENDA

All

Welcome and Introductions

II. Trouble Shooter Roster, Updates Dara Vines

III. Review of Minutes

IV. DMH Updates Jacquie Wilcoxen

V. Quality Assurance Dara/ David

 Quality Assurance Liaisons' Meeting Minutes, April 9, 2018 and May 14, 2018 (Drafts)

 Documentation Training Schedule, Revised – May 14, 2018 and June 11, 2018

 Special Documentation Presentation Schedule, May 14, 2018 and June 11, 2018

 Legal Entity Contractor Chart Review Information for the Provider (Attachment A), Revised May 29, 2018

• Instructions for Health Agency Notice of Privacy Practices (DO only)

Clinical Forms Bulletin, No. 18-01, June 11, 2018

 QA Bulletin No. 18-04, Documentation Reminders for Groups, April 16, 2018

 QA Bulletin No. 18-06, May 31, 2018, Network Adequacy: Immediate Opening of Data Submission Period & Submission Guidance;

o Final Rule: Network Adequacy Frequently Asked Questions

QA Bulletin No. 18-08, June 29, 2018, Final Rule: Access to Care;
 Timely Access to Care Requirements

 QA Bulletin No. 18-07, June 15, 2018, Update: MAT Procedure Codes and Documentation;

o MAT Claiming Guidelines, June 15, 2018

 QA Bulletin No. 18-09, June 29, 2018, Medi-Cal Administrative Activities (MAA) Manual Revisions (DO only)

 State DHCS Updates: MFT/PCC Registered Associates Advertisements

Professional Licensing Waiver Requirements

VI. Quality Improvement

- Policy/Procedure Update, May 14, 2018 and June 11, 2018
- Patients' Rights Office Updates / COP Logs
 - Request for Change of Provider (200.05 Attachment 1), Revised April 26, 2018
- Safety Intelligence Updates
 - Clinical Event Notification / Managerial Review Form See DMH Policy 303.5, ATT. 1, Revised 5/14/18
- Spring 2018 MHSIP (due date)
 - Return Open Ended Comments Surveys to SA5 on or before July 16, 2018
- Federal, State and County Sanctions Lists Policy 106.4
 Attachment 1
- 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, September 4, 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:	July 10, 2018
Place	DMH SA5 Administration, 11303 West Washington Blvd.,	Start Time:	9:00 AM
	Suite 200, Los Angeles, CA 90066		
Chair	Dara Vines, DMH	End Time:	11:00 AM
Co-Chair	David Tavlin, Step Up On Second		
Members	Jacquelyn Wilcoxin, DMH; Dara Vines, DMH; David Tavlin, Ste	p Up On Second; Marc Bor	kheim, DMH – QA; Misty
Present	Aronoff, Step Up on Second; Mia Pierson, The People Concert	n; Cheryl Carrington, Vista	Del Mar; Danielle Price.
	The Help Group; Eloisa Ramos Robles, Exceptional Children's	Foundation; Kristi Rangel,	Alcott Center: Caitlyn
	O'Hara, Alcott Center; Patrice Grant, Edelman (Child); Martha	a 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 Gheytanchi, Wise and Healthy Aging; Hannah Bobrosl	ky, New Directions for Veter	ans; Enriqueta Allred, Didi
	Hirsch; Trish Burkert, Exodus Recovery; LyNetta Shonibare, D	DMH – QI;	
Excused/Absent	Monica Martocci, CLARE Foundation; Brenda Del Castillo, CLA	ARE Foundation; Marina Ec	khart, Didi Hirsch; Ruby
Members	Quintana, DMH; Michael Lyles, DMH; Lee James Gossett, Did	i Hirsch; Kristine Santoro, D	idi Hirsch; Aminah Ofumbi,
	Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi H	lirsch; Alaina Zink, Didi Hirs	sch; 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, Exo	odus Recovery; LeeAnn Sko	prohod, Exodus Recovery;
	Kumi Tsuda, Exodus Recovery; Jeanette Aguilar, Exodus Reco	overy; Jonathan Figueroa, E	xodus 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 T	ies For Families; Nancy Tal	lerino, Vista Del Mar;
	Dyan Colven, Vista Del Mar; Anastasia Bacigalega, WCIL; Jeni	niter Levine, WISE & Health	y Aging; Jackeline
	Estrada, The People Concern; Sara Nouri, Alcott Center; Matt	mew Lyon, St. Joseph Cent	er; Brenda Pitchford,
	UCLA Ties for Families; Anahita Saadatifaid, Homes for Life Follows Exceptional Children's Foundation: Theodore M.	oundation; Mandy Sommers	s, St. Joseph Center;
	Linnea Fuchs, Exceptional Children's Foundation; Theodore M. Ofumbi, Didi Hirsch; Robert Dobbs, Edelman (Adult); Libby Ha	. Cannady, Divin; Stepnanie	Yamada, PACS; Aminan
	Claimbi, Didirimberi, Hobert Dobbs, Edeimair (Addit), Libby Ha	artiyari, SHARE!	

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 Q C Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for May 1, 2018.	Final approved Minutes for March 6, 2018 were distributed to providers and will post to the QI website.	Q C Membership Dara
	The Trouble Shooter Roster was updated.		Dara
DMH Updates	Jacquie Wilcoxen provided a DMH update: 1) DMH has initiated an expansion of Full Service Partner (FSP) for children. While SA5 already has a number of child outpatient programs, there was a significant need for intensive mental health services. The expansion will improve the range of children's mental health services available in SA5. 2) The DMH Prevention Unit will also begin providing consultations to schools within our service area and across the county. 3) Jacquie announced the addition of Keris Jän Myrick, M.B.A., M.S., as the Discipline Chief for Peer Services. She will be responsible for development/oversight with regards to mental health advocates. There is still a vacancy with regards to the Discipline Chief for Psychologists. 4) The state has put into place new "timely access" rules. DMH is continuing to look at ways to improve capacity. 5) Lastly, Jacquie reported on the success of the SA5 "Summer Celebration" held on June 8 th which focused on our Health Neighborhoods. It was also an opportunity to honor Dr. Robin Kay, who was in attendance.		Jacquie Wilcoxin

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	Quality Assurance Liaisons' Meeting Minutes, April 9, 2018 and May 14, 2018	Copies of the QA Liaisons' Meeting Minutes for 4/9/18 and 5/14/18 were distributed to providers	Providers
	Documentation Training Schedule, Revised – May 14, 2018, June 11, 2018 and July 9, 2018 Providers were asked to direct questions/concerns regarding the training schedules to Nikki Collier, QA Division.	Copies of the QA Documentation Training Schedule for 5/14/18, 6/11/18 and 7/9/18 were distributed to providers	Providers
	Special Documentation Presentation Schedule, May 14, 2018, June 11, 2018 and July 9, 2018	Copies of the Special Documentation Schedule for 5/14/18, 6/11/18 and 7/9/18 were distributed to the providers	Directly Operated Providers
	 Legal Entity Contractor Chart Review Information for the Provider (Attachment A), Revised May 29, 2018 Dara reviewed document. SA5 QIC members entered into a discussion of ways to strengthen their chart review outcomes. Marc Borkheim (QA Liaison) reminded providers to use the revised med consent form, clearly document when a service is rendered and fully document functional impairments. David provided additional feedback, including advising that LEs document client "responses" when utilizing "active listening" and other passive clinical techniques. 	Copies of Attachment A were distributed to providers	Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	Instructions for Health Agency Notice of Privacy Practices (DO only) Dara provided a brief overview of the Health Agency Notice of Privacy Practice (NPP) and instructions as they pertain to directly operated clinics.	Copies of the document were distributed to providers	Providers
	 Clinical Forms Bulletin, No. 18-01, June 11, Dara reviewed the <u>Updated Forms</u> (Health Agency Notice of Privacy Practices and Acknowledgement of Receipt MH 601E and MH 601S) and <u>New Forms</u> (MH 728 Health Information Exchange (HIE) – Change of Sharing Status and MH730 Medication Consent and Treatment Plan Form) contained in the bulletin. LE providers had questions regarding MH730 which is an IBHIS Form for DO only. They wanted to know if they can adapt key elements from the Medication Consent and Treatment Plan form to their own eHR systems. 	Copies of the Clinical Forms Bulletin No. 18-01 were distributed to providers	Providers
	 QA Bulletin No. 18-04, Documentation Reminders for Groups, April 16, 2018 Dara and David reviewed the documentation reminders for direct service groups. David discussed that a single progress note can be written when co-practitioners are involved as long as the intervention of each is clear and the name/identification of each is included in the note. 	Copies of the QA Bulletin No. 18-04 were distributed to providers	Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	 A Bulletin No. 18-06, May 31, 2018, Network Adequacy: Immediate Opening of Data Submission Period & Submission Guidance; Final Rule: Network Adequacy Frequently Asked Questions The Network Adequacy application was open June 1-22. DHCS suspended submission of the July 1 data but LA County elected to still gather information based on the original quarterly schedule. There appeared to be	Copies of the QA Bulletin No. 18-06 were distributed to providers	Providers
	QA Bulletin No. 18-08, June 29, 2018, Final Rule: Access to Care; Timely Access to Care Requirements Dara provided an overview of the information contained in the document, including the key modifications and reminders. Reviewed the wait time requirements based on type of appointment (e.g., routine, expedited, urgent and emergency). Providers were interested in the circumstances where routine service may be extended beyond the 10 or 15 business day standard. Discussed keeping documentation to justify these extensions.	Copies of the QA Bulletin No. 18-08 were distributed to providers	Providers
	 QA Bulletin No. 18-07, June 15, 2018, Update: MAT Procedure Codes and Documentation MAT Claiming Guidelines, June 15, 2018 Reviewed this bulletin containing updates on the procedure codes available under MAT Funding as well as documentation and claiming guidelines. 	Copies of the QA Bulletin No. 18-07 were distributed to providers	Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	QA Bulletin No. 18-09, June 29, 2018, Medi-Cal Administrative Activities (MAA) Manual Revisions (DO only) The revised MAA Manual will be posted on the DMH internet website under administrative tools / provider manuals. The Guide to Procedure Codes has also been updated.	Copies of the QA Bulletin No. 18-09 were distributed to providers	Providers
	State DHCS Updates: MFT/PCC Registered Associates Associate Marriage Family Therapist must be written out first before the abbreviation AMFT. Associate Professional Clinical Counselor must be written out before the abbreviation APCC. Providers wanted to know if this would apply to the signature space on progress notes.		Providers
	 Professional Licensing Waiver Requirements; DMH Letter No.: 10-03, June 16, 2010 Dara reviewed information in the letter focusing specifically on waivers for psychologist candidates. Each candidate must obtain a waiver even when he/she is registered with their licensing board. Waivers can be authorized for a maximum period of 5 years, sometimes less. To be eligible, the psychologist candidate must have completed 48 semester or 72 quarter units of graduate coursework (not including thesis, internship or dissertation). LE providers wanted to know what they should do when a psychologist candidate already has a waiver from their previous internship or employment setting. 	Copies of DMH Letter No. 10-03 were distributed to providers. Dara will find out the recommended steps that LEs should take when they have hired a psychologist candidate who was granted a waiver in a previous setting.	Providers

Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Policy/Procedure Update, May 14, 2018 and June 11, 2018	Policy/Procedure Update dated 5/14/18 and 6/11/18 were distributed to providers	Providers
 Patients' Rights Office Updates / COP Logs Request for Change of Provider (200.05 - Attachment 1), Revised April 26, 2018 All of the directly operated clinics have been trained on the new COP application and will be utilizing it fully by August 1, 2018. Trainings will be rolled out to the LE providers next. Will be notified within the next 1-2 months. 	Copies of Policy No. 200.05 and the Request For Change of Provider forms were distributed to providers	Providers
 Safety Intelligence Updates Clinical Event Notification / Managerial Review Form – See DMH Policy 303.5, ATT. 1, Revised 5/14/18 All Clinical Event Notifications should be reported using the online process as of July1, 2018. A hard copy of the Clinical Event Notification/Managerial Review form was given providers as a tool to support the online process. 	Copies of the Clinical Event Notification / Managerial Review forms were distributed to providers	Providers
 Spring 2018 MHSIP (due date) Return Open Ended Comments Surveys to SA5 on or before July 16, 2018 Dara reminded providers that their MHSIP "Open Ended Comments Surveys" are due by July 16, 2018. 		Providers
	 Policy/Procedure Update, May 14, 2018 and June 11, 2018 Patients' Rights Office Updates / COP Logs Request for Change of Provider (200.05 - Attachment 1), Revised April 26, 2018 All of the directly operated clinics have been trained on the new COP application and will be utilizing it fully by August 1, 2018. Trainings will be rolled out to the LE providers next. Will be notified within the next 1-2 months. Safety Intelligence Updates Clinical Event Notification / Managerial Review Form – See DMH Policy 303.5, ATT. 1, Revised 5/14/18 All Clinical Event Notifications should be reported using the online process as of July1, 2018. A hard copy of the Clinical Event Notification/Managerial Review form was given providers as a tool to support the online process. Spring 2018 MHSIP (due date) Return Open Ended Comments Surveys to SA5 on or before July 16, 2018 Dara reminded providers that their MHSIP "Open Ended 	Policy/Procedure Update, May 14, 2018 and June 11, 2018 Policy/Procedure Update, May 14, 2018 and June 11, 2018 Patients' Rights Office Updates / COP Logs

QIC Meeting Date: July 10, 2018

Page 8

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	Federal, State and County Sanctions Lists – Policy 106.4 Attachment 1	Copies of 106.4 – Attachment 1 were distributed to providers	Providers
	SA5: Access Center Test Calls (September 2018) Dara and Jacquie elicited volunteers among the provider agencies willing to participate in the September Access Center Test Calls.	Copies of the Service Areas Test Calls Schedule (CY 2018) wer distributed. Dara will email instructions to select providers in Augu	
	 External Laboratory Testing, Policy/Procedure No. 306.09, May 7, 2018 Dara reviewed the policy which states that external laboratory studies must be ordered through LACDMH contracted vendors or authorized services. Providers asked how they would determine if a service is LACDMH approved and if there is an available list. 	Copies of Policy/Procedure 306.9 were distributed. Dara and David will follow-up on whether there is a lis of LACDMH approved services vendors	
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 4, 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 be reconvening on 9/4/1	

Respectfully Submitted,

Dara L. Vines, Ph.D.

David Tavlin, MFT