



**LACDMH Service Area 7 Administration
Quality Assurance / Quality Improvement Committee**

**April 17, 2018
2:00 to 4:00 p.m.**

- 1. Welcome/Introductions Susan/Caesar
- 2. Review & Approval March Minutes Susan/Caesar
- 3. Quality Improvement: **2:00 to 3:00 pm** Antonio, James & Susan
 - a. MHSIP survey training Monday 04/23/18
 - b. MHSIP Survey week is May 14-18
 - c. OMD updates
 - d. ACCESS updates on Referral Issues
 - e. Patient's Rights
 - i. Grievance & Appeals
 - ii. COP Database Pilot (DO only)
 - f. Cultural Competency updates
 - g. VANS - remember to update
 - h. Policy updates
 - i. QI Updates:
 - i. Open Ended Comments Summaries
 - ii. Final Rule Requirement
 - iii. Provider Directory Updates
- 4. Quality Assurance: **3:00 to 4:00 pm** Caesar & Susan
Joel Solis, RN
 - a. Medi-cal Certification updates/reminders
 - b. State DHCS Update:
 - i. OIG Audit Update
 - c. Training updates.
 - d. Policy and Technical Development
 - i. QA Bulletin 18-03 Directly operated QA process
 - ii. QA Bulletin 18-04 Documentation Reminders for Groups
 - iii. Back to Basics Presentation at Clinics

Next Quality Improvement/Quality Assurance Meeting
May 22, 2018

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James McEwen, LMFT- Chair	(562) 903-5281	jmcewen@dmh.lacounty.gov
Caesar Moreno, LCSW – Co Chair	(562) 692-0383 x 236	Cmoreno@thewholechild.info
Susan Lam, LMFT, PPSC – Co Chair	(323) 526-4016 x 217	susanl@almfamilyservices.org
Joel Solis, RN - Medi-cal Certification	(213) 251-6883	jsolis@dmh.lacounty.gov

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	April 17, 2018
Place:	Gus Velasco Neighborhood Center 9255 S. Pioneer Boulevard Santa Fe Springs, California 90670	Start Time:	2:10 PM
Chairpersons:	Antonio Banuelos, LCSW (Chair) James McEwen, LMFT (Chair – new) Caesar Moreno, LCSW (Co-Chair) Susan Lam, LMFT (Co-Chair)	End Time:	3:30 PM
Members Present:	<i>Wendy Mielke, Denise Garcia, Mike Ford, Nancy Le, Nicole Santamaria, Lucia Cota, Raul Velasquez, Bessy Ortega, Jennette Fackler, Jessica Walters, Kristen Anderson, Denise Orosco, Danielle Kayne-O’Gilvie, Laura Solis, Donetta Jackson, Hsiang-Ling Hsu, Michelle Barajas-Sanchez, Michael Olsen, Jennifer Mitzner, Leana Olague, Robin Washington, Javier Nevarez, Quenia Gonzalez, Shivani Patel Escamila, Cara Jenson, Antonio Banuelos, Caesar Moreno, Susan Lam</i>		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome & Introductions	Meeting was called to order at 2:10 pm	Introductions made and new members welcomed	Caesar Moreno
Review & Approval of Minutes	Minutes from March 2018 meeting were reviewed. Corrections and other edits were noted.	Minutes approved by: Michael Olsen Shivani Patel Escamilla	Caesar Moreno
Chair Updates	James McEwen, LMFT was introduced as the new Chair for SPA 7 QIC. Antonio Banuelos, LCSW will be taking new position at Rio Honda Mental Health Center. Antonio was thanked for his work and participation as Chair.		

<p>Quality Improvement Updates, continued</p>	<p><i>MHSIP (Consumer Perception Survey), continued</i></p> <p>The May, 2018 SPA 7 QIC meeting will be rescheduled to Tuesday May 22, 2018 to account for the MHSIP survey implementation. Surveys will be collected during the May 2018 meeting from participating providers.</p> <p>Providers were told that those with multiple sites could arrange delivery to DMH directly, however SPA 7 Chair would need to be sent the tally sheet for final tracking.</p> <p><i>Patients Rights Change of Provider (online submission update)</i></p> <p>There continues to be discussion and work group regarding the pilot project for online submission of COP logs. It was noted that the system will be designed to be user friendly and easier to access information. It was noted that the system may be piloted on an agency level, but will launch first with Directly Operated clinics. More information to be provided as updates are given.</p>		<p>Antonio Banuelos</p> <p>James McEwen</p>
<p>Quality Assurance</p>	<p>Clinical forms bulletins (some forms may not be placed in the packet if they are listed as “drafts”)</p> <p><i>Medi-Cal Certification Completion of the fire clearance</i></p> <p>Reminders were again offered regarding completion of fire clearances in a timely manner. Fire clearances have been an issue during previous reviews, therefore completion of fire clearances continue to be a high priority for certification. Providers should continue to receive multiple reminders regarding clearances 6-10 months in advance.</p>		<p>Antonio Banuelos</p> <p>Susan Lam</p> <p>Caesar Moreno</p>

<p>Quality Assurance Updates - continued</p>	<p><i>Abbreviations in Advertising</i></p> <p>At last QIC meeting, Diane Guillory reminded agencies concerning the change to titles for MFTI and PCC staff. Providers were referred to information listed on the BBS website concerning the changes – particularly how it impacts advertising which would include business cards and signatures.</p> <p>Providers were asked to refer to the BBS website for examples and further information regarding the title changes.</p> <p>The Guide to Procedure Codes will also be updated to account for the title changes.</p> <p><i>Training Updates</i></p> <p>Refer to handout given in meeting materials</p> <p><i>Network Adequacy Update</i></p> <p>Agencies were thanked for submitting the information with a very short turnaround time. It was noted that over 10,000 practitioners were added into the system. The review will again be required in June 2018. DMH QA Division will be working with the State to identify issues raised during the process, as well as look at policy/procedures related to the quarterly system updates.</p> <p>There are still some questions regarding how this information will be used and how it will be integrated into the next system review.</p>	<p>Handout provided with training schedule.</p>	<p>Susan Lam Caesar Moreno</p> <p>Susan Lam Caesar Moreno</p> <p>Susan Lam Caesar Moreno</p>
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<p>Quality Assurance Updates-continued</p>	<p><i>Policy and Technical Development</i></p> <p>i. QA Bulletin 18-03: Directly Operated QA Process</p> <p>Refer to the bulletin for additional information.</p> <p>Items to highlight:</p> <ul style="list-style-type: none">- Directly Operated staff will no longer need to complete the quarterly monitoring report.- New QA process will be effective April 1, 2018 with full implementation by May 1, 2018.- There will be a SKYPE training on April 19, 2018 to review the new requirements and tools. An invitation will be sent out to all Program Managers.- The new chart review tool has approximately 15 questions with longer form having about 40. <p>ii . Documentation Reminders for Groups</p> <p>Final bulletin was listed on DMH website for review.</p> <p>iii. Procedure Codes and Documentation for MAT (DRAFT)</p> <p>This continues to be in draft format as QA Division continues to get confirmation regarding use of codes. There continue to be questions regarding use of T1017 code. Once final answers are obtained, the bulletin will then be updated.</p> <p>iv. PEI Expansion</p> <p>This issue is related to the memo that was sent out by Dr. Sherin regarding expansion of PEI services. There will be a meeting to review the expansion and other technical aspects affecting billing, criteria, etc. Providers should</p>		<p>Susan Lam</p> <p>Antonio Banuelos</p>
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<p>Announcements</p> <p>Adjournment</p>	<p>check with their Heads of Service about the memo.</p> <p>MR Grants: None Auditor Controller: None</p> <p>Meeting was adjourned at 3:30 pm</p> <p>Respectfully Submitted,</p> <p>Caesar Moreno QIC Co-Chair</p>	<p><i>Next Meeting:</i></p> <p><i>April 22, 2018</i> <i>Gus Velasco Neighborhood</i> <i>Center, Santa Fe Springs</i></p>	
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