



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

**June 19, 2018
2:00 to 4:00 p.m.**

1. Welcome/Introductions James McEwen, LCSW
2. Review & Approval of May 2018 Minutes James McEwen, LCSW
3. Announcements: Greg Tchakmakjian as new QIC Chair Greg Tchakmakjian Ph.D.
4. **Quality Improvement: 2:00 to 3:00 pm**
 - I. Safety Intelligence
 - II. Patient's Rights: Updates
 - i. Change of Provider logs
 - III. MHSIP Surveys
 - IV. Access Test Calls – SPA 7
 - V. Policy updates
 - VI. Cultural Competency: Updates
 - VII. QI Division
 - i. Network Adequacy and Timely Access to Care
5. **Quality Assurance: 3:00 pm to 4:00 pm**
 - i. Medi-Cal Certification Updates Joel Solis, RN
 - ii. DHCS: Updates
 - iii. Policy and Technical Développement
 - iv. QA Bulletins
 - i. Final Rule QA Bulletin 18.06:
 - ii. Final QA Bulletin 18-07 : MAT Procedure Codes
 - v. QA Division
 - i. QA Requirements for Directly Operated
 - ii. Policy – Opening and Closing of Episodes
 - iii. Tracking of CFT meeting

Next Quality Improvement/Quality Assurance Meeting
July 17, 2018

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

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| Type of Meeting: | SA 7 QIC | Date: | 06/19/2018 |
| Place: | Gus Velasco Neighborhood Center 9255 S. Pioneer Boulevard Santa Fe Springs, California 90670 | Start Time: | 2:08 PM |
| Chairpersons: | James McEwen (Interim Chair) Antonio Banuelos(Co-Chair) | End Time: | 3:38 PM |
| Members Present: | Melanie Cain , Hsiang-Ling Hsu, Michelle Barajas-Sanchez, Sabrina Ullah, Denise Orosco, Gwen Lo, Wendy Mickle, Michael Olson, Jennifer Mitzner, Nicole Santamaria, Arlene Contreras, Irene Jauregui, Cinthia Sanchez, Robin Washington, Cynthia Juarez, Quenia Gonzalez, Michelle Lopez-Munroe, Yolanda Hernandez-Lara, Linda Garcia, Anthony Thai | | |
| Agenda Item | Discussion and Findings | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible |
| Welcome/Introductions | Meeting was called to order at 2:08PM | Introductions were made and new members welcomed, | James McEwen |
| Review & Approval of Minutes | Minutes from May 2018 were reviewed | Minutes were approved by: Jennifer Mitzner | James McEwen |
| Quality Assurance Updates | <p>Medi-Cal Certification: No updates provided.</p> <p>DHCS:</p> <p>Psychology students: there are agencies who are not adhering to regulations concerning psychology students and the need for waivers. Providers need to ensure that waivers are received for psychology students who have reached 48 quarter hours. It was noted that the procedure codes would be updated noting this requirement including the need for co-signatures. Employee transcripts may be required to determine the level of eligibility for the waiver.</p> <p>Also, if agencies are hiring recent graduates, you must ensure that the employee is registered with BBS (recent graduates cannot provide the same services offered as a</p> | | James McEwen |

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| <p>Quality Assurance Updates (continued)</p> | <p>student).</p> <p>Final Rule Bulletin 18.06: The Network Adequacy deadline remains as June 22, 2018. DMH was informed that the state pushed back their date for data collection to allow the County to monitor the data collection process and implement any updates to the system. For Directly Operated and contract providers, the County still requiring data to be entered by June 22nd deadline.</p> <p>QA requirements for Directly Operated: All reviews should be submitted through IHBIS using the short form version. New requirement began May 2018. The review is to be completed monthly.</p> <p>Opening and Closing of Episodes Policy: This was previously discussed in last months QIC meeting. The topic was referred to be more about informed consent. Obtaining consent from a parent prior to seeing the child face to face or if the child has a court order.</p> <p>Tracking of CFT Meetings: The State has asked that there be tracking of the number of CFT's (Child Family Teaming) completed under ICC/IHBS. The County is looking to add a modifier to billing that may help track this requirements. Modifier has not yet been determined.</p> <p>QA Bulletin 18-07 MAT Procedure Codes: Review the QA bulleting regarding MAT procedure codes and claiming guidelines.</p> | <p>Handouts provided.</p> | <p>James McEwen</p> |
| <p>Quality Improvement</p> | <p>Safety Intelligence: Continue to use the paper format of the Critical Incident Reports until July 1, 2018. Effective July 1, 2018, all providers will need to log reports into the online system (no more paper report will be accepted).</p> <p>Change of Provider Logs: Logs still need to be entered by the 10th of the month and submitted a copy to Greg Tchakmakjian (per his request).</p> | | <p>James McEwen</p> |

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| <p>Quality Improvement (continued)</p> | <p>MSHIP surveys: Open Ended Comments form is due by July 16, 2018. Please submit to Caesar and Susan.</p> <p>SPA 7 Test Calls: SPA 7 test calls to be completed in July 2018. Still need volunteers to complete 2 additional calls both in English and Spanish/Korean.</p> <p>Network Adequacy and Timely Access to Care: Expedited services have 10-15 days; the group explored how this could be defined. An example is a person called for a psychological evaluation but was not hospitalized. Providers presented the process for attempting to contact clients and the process of closing referrals due to a client's lack of follow through with scheduled appointments. It was discussed that there is a struggle to get some clients in due to missed scheduled appointments and that there needs to be recorded evidence of these attempts.</p> <p>Question: Can a triage form completed by a BA level person be billed if the provider does not bill COS or MAA?</p> <p>Staffing Update: Naga Kasarabada is no longer in QI Division and Sandra Chang Ptansinski will be the interim lead for QIC.</p> | | <p>Antonio Banuelos Ana Suarez</p> |
| <p>Adjournment</p> | <p>Meeting was adjourned at 3:38pm</p> <p>Respectfully Submitted,</p> <p>James McEwen, LMFT SPA 7 QIC Chair</p> | <p>Next Meeting:</p> <p>July, 17, 2018 Gus Velasco Neighborhood Center, Santa Fe Springs</p> | |