

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

**June 18, 2019  
2:00 to 4:00 p.m.**

1. Welcome/Introductions Caesar Moreno, LCSW
2. Review of May 2019 minutes Caesar Moreno, LCSW
3. **Quality Improvement: 2:00 to 3:00 pm** Greg Tchakmakjian, Ph.D.  
Daiya Cunnane, PsyD
  - a. Patients' Rights Updates (None)
  - b. Policy Updates (*Handout*)
  - c. Cultural Competency Updates
    - i. Multicultural Mental Health Conference
    - ii. Cultural Competence and Implicit Bias Exercise
  - d. QI Division Updates:
    - i. Provider level CPS date for CY 2018
    - ii. Spring 2019 CPS Return rates – Preliminary Results
    - iii. EQRO Site Visit (SPA's 6 and 8)
4. **Quality Assurance: 3:00 pm to 4:00 pm** Joel Solis, RN
  - a. Medi-Cal Certification Updates
  - b. MR Grants or Audits (Notifications)
  - c. State DHCS Information Notice: Authorization of Specialty MHS
  - d. Training and Operations
    - i. Schedule of Trainings and Presentations
    - ii. QA Website
    - iii. QA Knowledge Assessment
  - e. Policy and Technical Development
    - i. NACT Updates
    - ii. Final QA Bulletin 19-02: CANS and PSC Implementation
    - iii. Final Clinical Forms Bulletin 19-03: CANS and PSC
    - iv. Assessment form revisions
    - v. PERM Reviews
    - vi. Guide to Procedure Codes Updates
    - vii. Katie A Subclass Definitions

Next Quality Improvement/Quality Assurance Meeting  
**July 16, 2019 –Gus Velasco Center, Santa Fe Springs**  
***August meeting will be cancelled***

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Caesar Moreno, LCSW – Co Chair	(562) 692-0383 x 236	cmoreno@thewholechild.org
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**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 7  
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

<b>Type of Meeting:</b>	<b>SA 7 QIC</b>	<b>Date:</b>	<b>6/18/19</b>
<b>Place:</b>	<b>Gus Velasco Neighborhood Center 9255 S. Pioneer Blvd. Santa Fe Springs, CA 90670</b>	<b>Start Time:</b>	<b>2:07 PM</b>
<b>Chairpersons:</b>	<b>Greg Tchakmakjian (Co Chair) Caesar Moreno (Co-Chair) Rosa Diaz (Interim Co-Chair)</b>	<b>End Time:</b>	<b>3:35 PM</b>
<b>Members Present:</b>	<b>Greg Tchakmakjian, Caesar Moreno, Rosa Diaz, Donetta Jackson, Wendy Mielke, Nicole Santamaria, Jennifer Mitzner, Elizabeth Hernandez, Pricilla Gonzalez, Robin Washington, Javier Nevarez, Linda Garcia, Grace Guzman, Angela Trenado, Laura Solis, Michael Olsen, Joel Solis, Yolanda Hernandez-Lara, Hsiang Ling Hsu, Chloe Gomez, Michael Pineda, Amanda Montelongo, Chayla Bellamy, Cynthia Sanchez, Jenny Hillary Sherman-Wicks.</b>		
<b>Agenda Item</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Welcome/Introductions</b>	Meeting was called to order at 2:07 PM	Introductions were made and new members welcomed	Caesar Moreno
<b>Review &amp; Approval of Minutes</b>	Minutes from last meeting were reviewed for approval	Minutes approved by: Robin Washington and Wendy Mielke	

Quality Improvement Updates

**Cultural Competency:**  
Cultural Competency and Implementation Bias Exercise was reviewed. (See handout)  
Members participated and discussed answers.

**Provers Level CPS data for CY 2018**  
The highest rated items were quality and appropriateness. Namely, the clients reported that their need were met. Improvement in client's mental health status was reported, however client reported that they did not implement skills learned in treatment.  
It was found that there was a decrease in adult participation however social connectedness improved.

**Spring 2019 CPS Return Rates – Preliminary Results**  
79.6% of the data gathered was in the English language, 20 % was in Spanish.

46.6 % - Adult Surveys  
31.8 % - Youth and Family  
15.7 % - Youth  
5.8% - Older Adult

**EQRO Site Visit for SPA 6 & 8**

**State DHCS Information Notice: Authorization of Specialty MHS**  
Mental health providers (MHP) must comply with following communication requirements: Concurrent review of psychiatric inpatient hospitalization and psychiatric health facilities. Meaning, MHPs shall conduct a review of treatment authorization within 24 hours following 1<sup>st</sup> day of admission. Concurrent review, also applies for crisis residential services and adult residential treatment services.  
Prior authorization is not required for crisis intervention, crises stabilization, mental health services, TCM, ICC and medication support. Retrospective authorization is required for determining financial eligibility. The details of the Authorization not Specialty mental health services can be accessed by going to DHCS 19-026 link on the internet.

Quality Assurance

Dr. Greg Tchakmakjian

Dr. Greg Tchakmakjian

Caesar Moreno

**Quality Assurance**

**Trainings & Operations**

*See Handout for most recently revised list of upcoming trainings*

It was noted that the training for Understanding Documentation training which was set for July 16<sup>th</sup> has been changed to July 18<sup>th</sup>. If there are any questions you are to contact Wanta Yu.

**QA Knowledge Assessment**

QA is doing one final review and anticipate to get it out by July.

**NACT**

Updates to the NACT as well as SRL data will be needed for DMH by June 20<sup>th</sup>. SRL data is to be submitted utilizing excel sheet provided by DMH if it is not yet being submitted through your EHR.

Data is required for the following time period;  
March 1, 2019- May 30, 2019

When updating the NACT it was noted to please ensure that the contract expiration date is noted correctly.

NACT 2.0 is expected to launch in July

**Assessment form Revisions**

The Adult Full Assessment was modified, draft was provided to members for review.

*(See handouts)*

DMH is still working ICARE Revisions and they anticipate to have it completed by July.

**PERM Reviews**

60 requests have been sent back, some have not been sent back yet, and they will be reaching out to those that did not meet the required deadline.

Caesar Moreno

Caesar Moreno

	<p><b>Kate A Subclass Definitions</b>  There are no changes to announce.</p> <p>Confusion was expressed by members on when to utilize the form and noted that they need more clarification.</p> <p><b>Guide to Procedure Codes Updates</b>  <i>(See handout)</i></p> <p>Expansion of the collateral definition will be included. Other significant people in clients life may be able to be included such as teachers.</p> <p>The Grace period to implement the new procedure codes will possibly be 3 months, however, this time frame is not definitive.</p> <p>Updates are not official until it is identified by a DMH bulletin.</p>		Caesar Moreno
	<p><b>CANS and PSC-35 Implementation: Final QA Bulletin 19-02</b></p> <p>PSC-35 can be completed by client alone if client is 11 years or older if caregiver is not available.</p> <p>CANS Can be included in billing time in an Intake note or a standalone note as a Plan Development.</p>		Caesar Moreno

	<p>DMH is exploring whether these can be completed based on most recent information known for clients whom don't come back. This will be clarified once an answer is provided.</p> <p>Concerns by staff from LEs were expressed related to the on-line training and the information they were being tested on for certification.</p>		<p>Caesar Moreno</p>
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<p><b>Adjournment</b></p>	<p>QIC Meeting was adjourned at 3:35 PM</p> <p>Respectfully Submitted,</p> <p>Rosa Diaz, LCSW SPA 7 QIC Interim Co-Chair</p>	<p><b>Next Meeting:</b></p> <p><b>July 16 , 2019</b> <b>Gus Velasco Neighborhood Center</b> 9255 S. Pioneer Blvd, Santa Fe Springs, CA 90670</p>	
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