

County of Los Angeles ~ Department of Mental Health SA2 Children's QIC

August 16, 2018

Agenda

1:30 – 1:35 Introductions & Announcements

1:35 – 1:40 Review Minutes from June 21, 2018..... Michelle Rittel

1:40 – 3:20 Report from DMH QI/QA..... Michelle Rittel

QI

- Clinical QI/Office of the Medical Director Report – No Update
- Language Interpreter Services for LEs
- Patients' Rights Office – Change of Provider
- Cultural Competency Updates – Network Adequacy
- Policy Updates
- VANS/SRTS/Access to Care – Updates
- MHSIP May 2017 Report.....Lynetta Shonibare, PsyD – DMH QI
- CAPP (Parent Partner meeting)

QA

- Audits
- Medi-Cal Certification Section
- State DHCS Updates -
- Training Schedule
- QA Bulletins 18-08, 18-09 & 18-10
- Guide to Procedure Codes Update
- Clinical Forms Bulletin 18-02
- QA Policy Updates
- Access to Care and SRL Updates
- State System Review

3:20 – 3:30 Suggestions For Next Meeting/ Host for Next Meeting

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Next Meeting:

Thursday, October 18, 2018

Location: TBA

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Children’s QIC Meeting
QUALITY IMPROVEMENT COMMITTEE MINUTES

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| Type of Meeting | SA 2 Children’s QIC | Date | August 16, 2018 |
| Place | Tobin World | Start Time | 1:30pm |
| Chairperson | Michelle Rittel | End Time: | 3:30pm |
| Co-Chairs | Alex Medina and Angela Kahn | | |
| Members Present | Angie Sanchez, Aminah Ofumbi, Cheryl Davis, Danielle Price, Ingrid Rey-Balbuena, Kaylee Devine, Michelle Rittel, Sora Choi, Tiger Doan, Tim Petersen, Victoria Shabanzadeh, Jennifer Roecklein, Danielle Norman, Wil Lau, James McEwen, Lynetta Shonibare, Judy Cardona, Patricia Lopez, Michele Burton, Nely Meza, Vicky Rivera | | |
| Absent Members | Adik Parsekhian, Alex Medina, Amy Nearhoof, Anabel Aispuro, Angela Kahn, Christine Ponec, Eva Carrera, Colin Xie, Gina Leggio, Gurudarshan Khalsa, James Pelk, Jenny Sanchez, Kameelah Wilkerson, Karina Krynsky, Karla Mayorga, Kathleen Kim, Kristin Malka, Larisa Cazacioc, Mark Rodriguez, Martha Basmadjian, Phachara Sujirapanya, Samuel Pina, Sandra Chang Ptasinski, Stephanie Yamada | | |
| Agenda Item & Presenter | Discussion and Findings | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible & Due Date |
| Call to Order Introductions and Announcements: Michelle Rittel | Meeting called to order at 1:45pm. Thank you to Tobin World for hosting our meeting this month. Introductions were made. Everyone was requested to review the sign in sheet to update information or remove names of people that don’t attend the meeting. | | |
| Review of Minutes: Michelle Rittel | Minutes from June 21, 2018 meeting were reviewed and approved. | | |

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| Quality Improvement (QI) | | | |
| <p>DMH QIC Meeting Report: Michelle Rittel</p> | <p>Clinical QI/MD Report: There was no update.</p> <p>Language Interpreter Services for LEs: Handout - list of vendors for language interpreters for LE Providers. ISD cannot set up these calls for LE providers. Plan ahead, before you need the services. There will be an electronic vendor list. There was also another handout, Policy 202.02 Hearing Impaired Mental Health Access which was reviewed, with emphasis on coordinating ASL interpretation services for both DO and LE, through the ASL Liaison.</p> <p>Patient's Rights Office: Change of Provider – There will be a Directly Operated pilot in the online system for 2 providers. It may include LE providers in possibly 3 months. There is a Dashboard Report training coming. Providers will be able to access it from the internet and no DMH portal will be needed.</p> <p>Cultural Competence Updates: Handout – Cultural Competence Summit for the Southern Region in Riverside, 10/23/18-10/24/18. The first Network Adequacy update is due 10/1/19. Updating the app will now also update the Provider Directory.</p> <p>Compliance, Policy & Audit Services: Policy Update – Handout of policy updates was reviewed – there are 24 policies in various states of review/approval.</p> | | |

Departmental QIC Meeting Report, contd.:
Michelle Rittel

VANS/SRTS/ACCESS to Care: Updates to VANS still need to be done daily. The Navigation team is monitoring VANS updates and there has been a decrease in frequency of updates. Please review the VANS contact list and send corrections to Michelle Rittel. The list was handed out at the last meeting, but no updates have been submitted. Michelle will email the list to everyone again.

MHSIP Presentation: Lynetta Shonibare from DMH QI presented statistics from the Spring 2017 surveys. Statistical information was handed out and reviewed.

CAPP: The next Parent Partner meeting is August 28, 2018. There is a time change, 10 – 12:30, to accommodate the presenter. All Parent Partners in SA2 are strongly encouraged to attend. Please pass this information along to your FSP and WRAP teams and encourage Parent Partners and their supervisors to put the meetings in their calendars to avoid scheduling conflicts. Thank you to everyone for helping with increasing attendance.

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| Quality Assurance (QA) | | | |
| <p>Departmental QA Meeting Report: Michelle Rittel</p> | <p>Audits: None scheduled for SA2.</p> <p>Medi-Cal Certification Section: There are no updates.</p> <p>State DHCS Updates: There are no updates.</p> <p>Training and Operations: Training Schedule was handed out and reviewed. There are new trainings in development for Directly Operated and Legal Entities – a brief Understanding Documentation refresher, 2-3 hours, Case Management/Rehab, 3 hours and also a short video on Navigating QA Resources.</p> <p>Policy and Technical Development: QA Bulletin 18-08 Timely Access to Care – New Timeframes started 7/1/18 and there is an updated policy coming. QA Bulletin was handed out and reviewed.</p> <p>QA Bulletin 18-09 MAA Manual Revisions – This is for Directly Operated providers. Bulletin was handed out and reviewed.</p> <p>QA Bulletin 18-10 Co-practitioner Updates for Directly Operated – This is an update to a previous QA Bulletin. DMH is not claiming for co-practitioners until IBHIS is updated, so clinicians won't have to write 2 notes. Bulletin was handed out and reviewed.</p> <p>Clinical Forms Bulletin 18-02 MH Triage and Client Information – Bulletin handed out and reviewed. The Triage form has been updated and the updated form was also handed out. The form was updated so that Triage is focused on determining risk, not Medical Necessity. This is a required concept for LE providers and for DO, it was effective 8/13/18.</p> | | |

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| Quality Assurance (QA) | | | |
| <p>Departmental QA Meeting Report contd: Michelle Rittel</p> | <p>Client Information – Also a required concept for LE. DO providers have 2 forms – combined on one handout – in IBHIS the forms are separate.</p> <p>QA Policy Updates – See Policy handout from 7/9/18 – policies are still in draft form.</p> <p>Access to Care & Service Request Log Updates – There will be webinars in September, one for DO and one for LE. Providers should have tech and program staff on that call. It will be recorded as well, for those that miss it. SRL & SRTS – changes are being made re: timeliness and changes to policy. For SBMH, the time starts from when the school requests services, not when the provider contacts the parents. Access to Care will be added to other trainings. S2 is piloting Access to Care meeting with La Tina Jackson. There will be monitoring at the provider and system level. It will be included in the provider “report card” and chart reviews. They are looking at data for red flags. Later, will do a similar pilot for LE providers and then for the whole system. LEs will be submitting data in November.</p> <p>Network Adequacy Reminder – the application is being updated so it will update information in the app as well as the provider directory. The next data submission is 10/1/18</p> <p>State System Review: Just a reminder that the system review is coming in 2/19 and we are probably already in the review period.</p> | | |

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| Suggested Items for Next Meeting: | There were no suggestions. | | |
| Handouts: | Policy 200.02 Hearing Impaired Mental Health Access List of Language Interpretation Vendors Flyer for Cultural Competence Summit Policy/Procedure Update – August 13, 2018 MHSIP Domains and Scoring Instructions MHSIP Spring 2017 – Service Area 2 Grouped Subscale Domains Documentation Training Schedule 8/13/18 QA Bulletin 18-08 Final Rule: Access to Care QA Bulletin 18-09 Medi-Cal Administrative Activities (MAA) Manual Revisions QA Bulletin 18-10 Co-Practitioner Updates for Directly Operated Providers Procedure Codes Updates Clinical Forms Bulletin 18-02 Mental Health Triage Form Contact Information Form | | |

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| NEXT MEETING: | Thursday, October 18, 2018 1:30-3:30pm Location: | | |

Respectfully submitted,



Michelle Rittel, LCSW