

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

August 15, 2019

Agenda

- 1:30 – 1:25 Introductions/Announcements..... Michelle Rittel
1:25 – 3:20 Report from DMH QI/QA..... Michelle Rittel

QI

- Clinical QI/Office of the Medical Director Report – No Update
- Patients' Rights Office – COP
- Cultural Competency Updates
- Policy Updates
- SRTS/Access to Care – Updates
- CAPP (Parent Partner meeting)

QA

- Audits
- Medi-Cal Certification Section – No Update
- State DHCS Updates – System Review
- Training and Operations – Training Schedule & Annual QA Report
- Access to Care/Network Adequacy Updates
- QA Bulletin

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

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Next Meeting:

Thursday, October 17, 2019

Location: TBA

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

Type of Meeting	SA 2 Children’s QIC	Date	August 15, 2019
Place	Zev Yaroslavsky Family Resource Center	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chairs	Alex Medina and Angela Kahn		
Members Present	Amy Nearhoof, Cheryl Davis, Danielle Price, Gina Leggio, Harmony Vezina, Ingrid Rey-Balbuena, Jennifer Roecklein, Judy Cardona, Michelle Chitel, Michelle Rittel, Patricia Lopez, Preety Sidhu, Tanya Khanjian Stevens, Elaine Oh, Tim Petersen, Vicky Shabanzadeh, Vicky Rivera, Wendy Salazar, Valeria Castaneda, Bernice Betancourt, Rosario Gallo		
Absent Members	Adik Parsekhian, Alex Medina, Aminah Ofumbi, Anabel Aispuro, Angela Kahn, Angie Sanchez, Arezoo Masjedi Esfahani, Cindy Luna, Daiya Cunnane, Danielle Norman, Freda McGovern, Gurudarshan Khalsa, James McEwen, James Pelk, Jenny Sanchez, Jessica Reynaga, Karina Krynsky, Karlz Roldan, Kathleen Kim, Kaylee Devine, Larisa Cazacioc, Laura Padrino, LyNetta Shonibare, Marina Eckart, Mark Rodriguez, Martha Basmadjian, Michele Burton, Michelle Silvestre, Morgan Wallace, Nely Meza, Samuel Pina, Stephanie Yamada, Wil Lau, Zeena Burse		
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 1:30pm. Thank you to Specialized Foster Care for hosting our meeting this month. Introductions were made. Please review the sign in sheet to update information or remove names of people that don’t attend the meeting. Announcement that La Tina Jackson is now the District Chief over both Child and Adult in SA2. Additionally, the Child Navigators are now covering TAY as well, although TAY referrals still go through the TAY section of SRTS, not through Child. Reminder that a representative from each provider needs to attend either Child or Adult QIC, or both.		
Review of Minutes: Michelle Rittel	Minutes from June 20, 2019 meeting were reviewed and approved.		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
<p>DMH QIC Meeting Report: Michelle Rittel</p>	<p>Clinical Risk Management – Safety Intelligence: Reminder – Accounts with no activity for 90 days will be locked out. Make sure anyone at your agency that has an account logs on at least once every 90 days.</p> <p>Patient’s Rights Office: The online COP system has been delayed. There have been staffing changes. There will be a report by the end of the month so that providers can review and submit any missing logs. End of FY 2018-19 report is due to the state on October 1, 2019. Make sure you are submitting your logs on the most recent version of the form.</p> <p>Cultural Competence Updates: They are still working on the Cultural Competence Plan. They are also reviewing a draft report from the Cultural Competence Organizational Assessment. When finished, Cultural Competency can make power point presentations at SA QICs. The report will be posted online when it is finalized.</p> <p>Compliance, Policy & Audit Services Update: Handouts were reviewed.</p> <p>CPS (Consumer Perception Surveys) – Open Ended Comments report for Spring 2018 is being finalized and should be available online soon. It’s an internal report for DMH, not for Fed/State. There were 1,927 surveys that had comments. Some examples were: Well supported by staff, satisfied with services, limited parking, want more psychiatry and</p>		

Departmental QIC Meeting Report, contd.:
Michelle Rittel

psychotherapy services. DMH QI is currently discussing workflow and field administration of CPS and would like our input regarding field administration of CPS. Members discussed obstacles to providing surveys in schools and how to maintain confidentiality of field based forms. Electronic submission of survey forms was discussed as a possible solution for some obstacles.

QI Evaluation/Workplan: We are still waiting for a finalized version of the QI Evaluation 2018/QI Workplan 2019. The last draft was in July.

Performance Improvement Projects (PIPs): There are 2 new projects. The Non-Clinical PIP is the Peer Resource Center at DMH HQ and the Clinical PIP is Adult COD services at Directly Operated clinics. DMH is training substance abuse counselors in Seeking Safety. The plan is to integrate substance use services and MH services.

EQRO State Review: The review will be the week for 9/23/19 and SA6 & 8 were selected this time.

ACCESS Test Calls: Test Calls handouts were reviewed. Request was made for volunteers to make test calls. Calls will be non-crisis and half need to be non-English calls in the SA2 Threshold languages – Spanish, Russian, Armenian, Farsi, Tagalog, Korean and Vietnamese

CAPP: Reminder – CAPP meetings are now the 3rd Tuesday of the month. Please make sure supervisors of Parent Partners are aware.

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Quality Assurance (QA)			
Departmental QA Meeting Report: Michelle Rittel & Marc Borkheim	<p>Audits: None scheduled.</p> <p>Medi-Cal Certification Section: No updates</p> <p>State DHCS Updates: There was a 4 hour conference call with the state on Monday. At the time of the DMH QA meeting, the call had only addressed issues related to concurrent review of inpatient services and denials during hospitalization.</p> <p>Training and Operations: Training Schedule handouts were reviewed. QA Website – They are still working on it, but QIC Chairs were shown a printed version of the site. It seems well organized and more user friendly and will hopefully be available soon.</p> <p>Policy and Technical Development: Access to Care/Network Adequacy – Webinars are ongoing. The last was earlier this week and it was specifically regarding NACT 2.0, which is more intuitive and user friendly. Reminder – please keep your information up to date. Some providers were not supplying information as of mid-July.</p> <p>Newly signed policies – 302.07 – Access to Care and 302.14 – Responding to Initial Requests for Service. The policies haven't been posted online yet. Policy handouts were reviewed. The policies were also reviewed in the webinar this week. The workflow is 302.14, then 302.07.</p> <p>ADHS – Is an included diagnosis for all clients – child & adult – There is no difference. Adults need to be assessed to determine medical necessity. Do not turn adults away because they report they have an ADHD diagnosis.</p>		

Departmental QA Meeting Report, contd.:
Michelle Rittel

System Review Findings: Coming soon – they are still working on it.

PERM Update: The state notified us of a 2nd round of PERM reviews. Only 35 to be done this time. Last time there were 140 and all are complete except 2. We should now be done with PERM reviews for the year.

QA Bulletins: 19-03 CANS & PSC Implementation – Update – Bulletin and FAQ handouts were reviewed.

COD services – There is a QA Bulletin coming. Directly Operated substance use counselors are getting training on MH interventions addressing substance use.

Parolees and AB109 – QA Bulletin is coming. There is a bill at the state level that would allow MHSA funds to be used for parolees. It's expected to pass, but for now, parolees are to be referred to providers that have CGF, rather than DMH giving CGF to providers in general to provide services to parolees.

Clinical Forms Bulletin: 19-04 Revised Assessment forms – Bulletin was handed out and reviewed.

Guide to Procedure Codes Updates: The Guide is still not finished. There is a meeting next week to wrap up and then it will be posted. Directly Operated and Legal Entities will have 3 months to implement changes.

Health Information Management (HIM): No updates.

Suggested Items for Next Meeting:	There were no suggestions.		
Handouts:	Policy/Procedure Update July 8, 2019 Policy/Procedure Update August 12, 2019 Test Calls Guidelines/Instructions Sample Non-Crisis Related Test Call Scenarios Documentation Training Schedule 8/12/19 Policy 302.07 Access to Care Policy 302.14 Responding to Initial Requests for Service QA Bulletin 19-03 CANS & PSC Implementation: Update #1 Frequently Asked Questions: CANS-IP/PSC-35 Clinical Forms Bulletin 19-04		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
NEXT MEETING:	Thursday, October 17, 2019 1:30-3:30pm Location:		

Respectfully submitted,



Michelle Rittel, LCSW