

LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH
Service Area II Program Administration
Adult Quality Improvement Committee
January 16, 2020
San Fernando Mental Health Center
10:00 am-12:00 pm
Agenda

Welcome- Introductions & Agency Updates	All
Review and Adoption of November 2019 Minutes*	All

Quality Improvement

CPS Spring 2019 Provider Level Data*/**	Jennifer Regan, Ph.D. Office of Administrative Operations – Quality Improvement Division
CCC 2019 Activities	Sandra Chang, Ph.D. Ethnic Svcs Mgr - Cultural Competency Unit
ACCESS Ctr Update*	All
QI Updates/Announcements	Countywide QID/All

Quality Assurance

Audits	All
CalAIM*	
Training & Operations	Countywide QA Train'g & Ops
Documentation Trainings**	
QA Policy Updates & Technical Asst	Countywide QA Policy & Tech Dev
NACT/Access to Care	
274 Expansion Project*	
State System Review MORE Info	
QA Announcements	All
Other	
How is this information disseminated in your agency	All
Future Agenda Items & Adjournment	All

Handout*
Sent Via Email**

Next Meeting for SA 2 Adult QIC: March 19, 2020 at 10-12 pm

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Adult
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	Service Area 2 Adult Quality Improvement Committee	Date:	January 16, 2020	
Place	10605 Balboa Ave 2nd fl Conference Room	Start Time:	10:00 a.m.	
Chair	Kimber Salvaggio	End Time:	12:00 p.m.	
Co-Chair	None			
Members Present	<p>APCTC - Tiger Doan Bridges – Cindy Luna Child & Family Ctr – Lorena Chavez Didi Hirsch –Marina Eckart DMH Ofc Admin Ops QA – Ilda Aharonian DMH Ofc Admin Ops Countywide QID – Jennifer Regan DMH SCVMHC - Katy Ihrig DMH SFMHC – Diana Garcia DMH WVMHC – Denisa Suci DMH Urgent Care – Amy Kress ECDA – ECDA – Hillview MHC – Stephanie Villasenor Hillview MHC – Maribel Najjar-Vargas IMCES –James Pelk Rancho San Antonio –Zeena Burse SFVCMHC, Inc. - Angela Khan Tarzana Tx Ctr - Karry Friedman Tarzana Tx Ctr – Nicole Calvento Tarzana Tx Ctr – Sherry Winston Topanga West Guest Home/ ACT Wellness Ctr – Megan McDonald</p>			
Absent Members	<p>DMH Ofc Admin Ops Cert – David Lee DMH Ofc Admin Ops Cultural Competency Unit – DMH PRO - DMH SA 2 HOME (AKA SB82) - El Dorado - JFS - Dora Escalante JFS – Linda Gingras Pacific Clinics – PACS-LA - SFVCMHC, Inc. - Leslie Di Mascio</p>			
Agenda Item & Presenter	Discussion and Findings	Decisions Recommendations Actions Tasks	Person Responsible	
Call to Order & Introductions	The meeting was called to order at 10:00 a.m.	Introductions were made	K. Salvaggio	

Review of Minutes	Review and Adoption of November 2019 Minutes		All
Agenda Item & Presenter	Discussion & Findings	Decisions Recommendations Actions Tasks	Person Responsible
CPS DATA REVIEW	<p align="center"><u>QUALITY IMPROVEMENT</u></p> <p>Presentation SPRING 2019 Data**/*</p>	<p align="center"><u>QUALITY IMPROVEMENT</u></p>	<p>Provided by Jen Regan, Ph.D. – Ofc of Admin Ops QI</p>
CLINICAL QUALITY IMPROVEMENT	<p><u>No Report</u></p>		
Compliance, Privacy & Audit SVCS Bureau	<p><u>Policy Updates</u> None Provided</p>		<p>Provided by Compliance Unit-Reported by Kimber/All</p>
Pt's Rights	<p><u>No Report</u></p>		
Cultural Competency Unit	<p><u>Cultural Competency 2019 Activities</u></p> <ul style="list-style-type: none"> • mtg date and time 2nd Wednesday of every month 10th floor 1:30-3:30 • Activities for 2019: <ul style="list-style-type: none"> ○ Revise policy MH services for the hearing impaired – cc said change the title ○ Another policy revision language translation and interpretation services ○ New policy addressing cc ○ Planning in Multicultural conference ○ Ur DMH stakeholder group develop own charter ○ Other project working on later part of 2019 was webinars for speakers ○ Developing cultural expert teams with dmh employees and stakeholders – forming teams that can address language and cultural questions 		<p>Provided by Sandra Chang-reported by Kimber</p>

<p>ACCESS Ctr Update</p> <p>QI Updates & Announcements</p>	<p><u>EOT Response Times Report*</u> See CY 2019 Report</p> <p><u>QI Announcements/QID Updates</u> Paperless CPS Discussion</p>		<p>Reported by Countywide QID/All</p>
<p>Audits</p> <p>Medi-Cal Certification</p> <p>State DHCS Updates</p>	<p><u>QUALITY ASSURANCE</u> None noted or reported</p> <p>No Report</p> <p><u>CaAIM</u></p> <ul style="list-style-type: none"> • key goals: <ul style="list-style-type: none"> ○ whole person care approach ○ increased flexibility ○ value based not service incentives • cpt code system code comes with fee not based on minute – similar to Medicare • CaAIM = medi-cal healthier ca for all – site with new name – general theme of thinking of clients inclusive, a-z, continuity of care, etc. <p><u>Audit Committee</u></p> <ul style="list-style-type: none"> • attached to BOS • asked to a semiannual notification to the audit committee • we give the numbers of what we do e.g.: <ul style="list-style-type: none"> ○ Nikki's team's reviews ○ the reports that Jen's team does ○ 'high priority findings' issues in the plan of correction ○ high priority finding are bad review bad f/u review and an acting of what we do the 'right the ship' 	<p><u>QUALITY ASSURANCE</u></p>	<p>Provided by Brad Bryant - reported by Kimber</p>
<p>Training & Operations</p>	<ul style="list-style-type: none"> • Introduced Ilda new QA Liaison (replacing Patricia Lopez) • Sch'd of DO and LE ibhis trainings** <p><u>LE QA Annual Report Reminder**</u></p> <ul style="list-style-type: none"> • reminder sent last week • due Jan 31 • LE's use the updated QA form in the email with a rev date jan 2020 • additional section related to network 		<p>Provided Nikki Collier– reported by Kimber</p>

<p>QA Policy Updates & Technical Asst.</p>	<p>adequacy</p> <ul style="list-style-type: none"> ➤ who's responsible for changing data ➤ webinar attendance how info disseminated • website has old form • QA knowledge assessment survey sent out last week <p><u>Network Adequacy/Access to Care</u></p> <ul style="list-style-type: none"> • <u>Tuesday's Conference Call</u> <ul style="list-style-type: none"> ○ for LE's submitting in excel – last week was the last week accepted – march data must have srl web service • Srts changes requested • Csi (client service info)assessment coming soon • <u>274 expansion</u> <ul style="list-style-type: none"> ○ prm to be incorporated into network adequacy ○ no ihbs for practitioner enrollment – go to network adequacy ○ won't be able to claim unless practitioner enrolled in pending <i>new state of ca enrollment</i> • <u>System review final rpt impt dates</u> <ul style="list-style-type: none"> ○ finding to providers sent 12/31 ○ jan 31 due from providers • <u>access to care monitoring</u> <ul style="list-style-type: none"> ○ a2care committee will be represented ○ cohesive plan ○ what needs to be at the SA level ○ more to come • <u>continuity care</u> – still working out process if a concern contact jen; • <u>ihbs/icc</u> <ul style="list-style-type: none"> • new form due to needing epsdt determination: does kid look like they need ihbs/icc • icc expanding - all epsdt providers will be expected to do • not ihbs • services big thing is CTF's • other key piece of form – ihbs 	<p>Provided J. Hallman - reported by Kimber</p>
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	<p>requires pre-auth as does tbs</p> <ul style="list-style-type: none"> • chart review findings <ul style="list-style-type: none"> • tcm assessment if providing svcs <ul style="list-style-type: none"> ○ CFE may be revised because rn it combines tcm and rehab – ○ May need more focus on tcm ○ required initially, then yearly if providing TCM • facilitator intervention not noted • Duration policy - duration on ctp if less than 1 year excluded 		
	<ul style="list-style-type: none"> • 1. Med consents not all required elements – many using old med consent forms • 2. Timeliness of documentation • 3. One or more of the assessments didn't have all the data elements re-assessments and continuing clients • 4. Ctp's not updated when significant chg in beneficiary life • CANS/PSC updates – call last Fri with state had concerns over our data submission – will look at a monitoring plan - discussion around assessment types 		
HIM	None		
Announcements	None noted		
Handouts **Via Email	<ul style="list-style-type: none"> ➤ Draft of November 2019 Meeting Minutes ➤ CPS Spring 2019 Provider Level Data ➤ ACCESS Ctr Monthly Response Times Rpt CY 2019 ➤ CalAIM High Level Summary ➤ 274 Expansion Project Screen Shot 		
Next Meeting	➤ March 19, 2020		

Respectfully Submitted,



Kimber Salvaggio