

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

June 18, 2020

Agenda

1:30 – 1:40 Introductions/Announcements/Minutes Michelle Rittel
1:40 – 3:25 Report from DMH QI/QA Michelle Rittel

QI

- Test Calls
- CPS
- QID Updates
- CAPP (Parent Partner meeting)

QA

- Audits - None
- Medi-Cal Certification Section
- Training & Operations
- Policy and Technical Development: Updates to QA Webpage, Network Adequacy/Access to Care, QA Bulletin
- MAT Process Evaluation

3:25 – 3:30 Suggestions for Next Meeting/ Host for Next Meeting

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Next Meeting:

Thursday, August 20, 2020

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	June 18, 2020	
Place	Online – Skype Meeting	Start Time	1:30pm	
Chairperson	Michelle Rittel	End Time:	3:30pm	
Co-Chairs	Alex Medina and Angela Kahn			
Members Present	Anabel Aispuro, Carolyn Kaneko, Cassie Lopez, Cheryl Davis, Christine Pina, Cindy Luna, Danielle Price, Diana Dawson, Honey Hira, Iliana Martinez, Ingrid Rey Balbuena, James McEwen, Jennifer Roecklein, Judy Cardona, Karina Krynsky, Katherine Smith-White, Kimber Salvaggio, Lance Lenford, LyNetta Shonibare, Maggie Holland, Marina Eckart, Mark Rodriguez, Mino Amini, Robin Washington, Rosangela Lunsford, Stephanie Yamada, Sukeda Day, Tanya Khanjian, Tracy Brackin, Vicky Rivera, Vicky Shabanzadeh			
Absent Members	Adik Parsekhian, Alex Medina, Aminah Ofumbi, Angela Kahn, Angie Sanchez, Arezoo Masjedi Esfahani, Ariel Landrum, Danielle Norman, David Zuckerman, Freda McGovern, Gina Leggio, Gurudarshan Khalsa, Harmony Vezina, James Pelk, Jennifer Sherman, Jenny Sanchez, Johanna Lazaro, Jolene Bajnath, Kaylee Devine, Laura Padrino, Lorena Chavez, Martha Basmadjian, Michele Burton, Michelle Chitel, Michelle Ferrante, Michelle Silvestre, Natalie Gallardo, Nely Meza, Nicole Lomas, Pilar Navarro, Quenia Gonzalez, Richilda Hardy, Sonia Sidhu, Samuel Pina, Stacy Becker, Tiger Doan, Tim Petersen, Wendy Medina, Wendy Salazar, 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. Just a reminder that all providers need to have someone attending the SA QIC at least quarterly. If you also have adult services, you could attend Child or Adult or both.			
Review of Minutes: Michelle Rittel	Minutes from April 16, 2020 meeting were previously emailed for review and approved in the meeting.			

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>Test Calls: Promotores are now helping with test calls to Access, so the SAs are no longer doing them. They may need help if they need to do calls in languages they don't speak, but DMH QI is going to try to handle that internally before they come to the service areas.</p> <p>Patient's Rights Office: No update</p> <p>Cultural Competence Updates: No Update</p> <p>Compliance, Policy & Audit Services Update: No Update</p> <p>CPS (Consumer Perception Surveys): Surveys are starting on Monday, June 22, 2020. The meeting was open for discussion, questions and concerns regarding surveys.</p> <p>QID Updates: Clinical PIP – Improving quality of services for co-occurring MH and substance use. They are looking at data on rehospitalization. COVID-19 impacted the last quarter. They are looking at shifting the PIP. Groups are paused and they need to look at the current workload and if clients are willing to come back to groups. They are also continuing with best practices for Substance Abuse Counselors. Non-Clinical PIP – They are looking at adjusting due to COVID-19. For Access to Care and NAS timeliness of Services, telehealth has shifted how quickly clients get services. The question is has there been an improvement? Focus on urgent appointments. EQRO – Scheduled for September 2020. It will be a remote review. More information to come.</p>		

Departmental QIC Meeting Report, contd.:
Michelle Rittel

CAPP: CAPP is cancelled for now. Our Navigation Parent Partner is looking to restart it as a skype meeting. She has been in contact with the Service Area Parent Partners and will let them know once she gets it set up.

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Quality Assurance (QA)			
<p>Departmental QA Meeting Report: Michelle Rittel</p>	<p>Audits: None scheduled.</p> <p>Medi-Cal Certification Section: New Medi-Cal Certification Bulletin – 20-01: COVID 19 Emergency Enrollment 1135 Waiver. DHCS suspended certification requirements for SMHS provider sites to obtain fire clearance. Bulletin was reviewed.</p> <p>State DHCS Updates: No Update</p> <p>Training and Operations: General Documentation & Claiming training modules are in development. They are currently being recorded and edited and will hopefully be available before the end of June.</p> <p>Policy and Technical Development: Please see the COVIC-19 page on the DMH QA page on the DMH site for new/updated documents. Recent updates include CBO Bulletin – 5150/5585 Guidance. There is nothing new from the state. There are added areas to consider regarding process for conducting 5150/5585 by telehealth. Another update is clinical guidance regarding assessing and treating 0-5 during COVID-19, with recommendations for best practices in assessing and treating 0-5 population via telehealth/telephone. There are also updated FAQs with answers to common questions regarding documentation/claiming during COVID-19. Location of services documentation and claiming changes – reviewed changes to documenting location and documents addressing this. The changes are going forward, you don't have to go back and change previous documentation. Directly Operated training – They are working on creating training modules that incorporate documentation/claiming and using IBHIS with an ETA of 6/29/20. It's mostly for new staff. Currently Back to</p>		

<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p>	<p>Basics being done via skype.</p> <p>Network Adequacy/Access to Care: DHCS Guidance regarding Access to Care and Network Adequacy – Overall, nothing has changed. Continue to adhere to Access to Care, do appropriate triage and ensure you are responding to requests timely. For Network Adequacy, continue to adhere to it, no changes. DMH QA completed the annual submission to DHCS. Child psychiatry remains a challenge to meet. Access to Care – COVID-19 Service Availability – Doors have to remain open and we must continue to ensure access to all medically necessary SMHS. Use telephone and telehealth options to minimize community spread of COVID-19. Triage and prioritize to ensure capacity for those needing urgent help. You may extend wait times if you determine it won't be detrimental to client health. Be sure to clearly document requests and what occurred. Ensure staff addressing requests understand services, what we do and don't do and how to convey this to people requesting services. Pay attention to SRTS records – who is responsible? Is that person still around? What is the process for ensuring all records are followed up on? In NAS, 47 service locations show as Not Accepting New Beneficiaries as of 6/6/20. Currently in NAS, Accepting New Beneficiaries is a simple yes or no. There is a proposal to identify Accepting New Beneficiaries for each of the populations served. Make sure all of your populations are listed. For example, only 15 of 52 CalWorks providers are identified in NAS.</p> <p>SRL & CS Web Services – for LE providers – as of 6/3/20, DMH updated SRL webservice requirements as well as introduced the CSI Assessment portion of the CS Web Service. The purpose is to provide the entire picture of a new request for services from request to treatment. The SRL webservice has been modified to include a closure reason – it identifies if the client showed up for the assessment appointment or not. SRL needs to be submitted ASAP, whether or not the client showed up and include the client ID if they showed up. New CSI Assessment record is completed if client showed up for assessment. CSI Assessment Fields within client services.</p>		
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Departmental QA Meeting Report, contd.:
Michelle Rittel

Webservice has fields to capture what happened after the assessment, including treatment offer dates as well as closure reasons post assessment. All SRL Data for service requests on or after 6/1/20 must be submitted via webservice. If not using webservice already, next report period is 3/1/20-5/31/20 and the excel file is due today.

Network Adequacy – NAS Application – A report is available to review information entered into NAS, which can be used to monitor information entered and ensure all information is up to date and accurate. A new version incorporating recent suggestions is coming. There is a plan to have pre-recorded online trainings and there should be a draft by July. Make sure you enter 2 people as contacts that are responsible for Network Adequacy & Access to Care. Identify staff for QA to contact with questions related to Network Adequacy & Access to Care. They need to attend Network Adequacy/Access to Care monthly webinars or ensure someone attends. They have access to the NAS. They submit SRL data/ensure it has been submitted. Currently, there are a lot of providers that are missing contacts. For DOs, in order to access NAS, requires a Microsoft Dynamics license & for CIOB to grant access. Ensure data in NAS is current and accurate at the end of each month. Make sure to add any new staff. Make sure all psychiatrists are entered and separate FTEs 0-20 and 21+

QA Bulletin: 20-02 – Co-Occurring MH & Substance Abuse Disorders – Documentation & Claiming Reminders. Bulletin was previously emailed. Reviewed briefly in meeting.

MAT Process Evaluation: Being done by the Office of Child Protection. They presented at a provider meeting a few months ago. They are evaluating the efficiency of MAT & other front end assessments for newly detained youth in LA County around specific process indicators. They want to understand the strengths and weaknesses of current MAT & other front end processes in terms of Timeliness, Quality & Consistency across regions & providers, Integration into case planning &

<p>Suggested Items for Next Meeting:</p> <p>Handouts:</p>	<p>court processes, Timely linkage to MH services. They want to identify opportunities for process improvements that can streamline MAT & other front end assessment processes, reduce redundancy & support case planning for children & families. They will evaluate time between key process milestones & linkage to services, quality of information in MAT SOF reports, whether MAT findings are used in case planning, differences in processes between regional offices and MAT assessors, stakeholders (sample of families, caregivers, TAY & providers) perception of MAT process. They will not evaluate specific details of children’s and family’s cases, decisions made by children, families or the courts, outcomes of MAT or placement decisions. Focus groups/interviews, including with providers are happening 4/1/20-7/30/20. Retrospective Noticing/Data pull (400 SOF only) 7/1/20 or 8/1/20-9/30/20 – evaluation period Jan-June 2019. Prospective Noticing/Data pull (600 cases, sub sample of 100-300 SOFs, CANS, DCFS case plans and court case plans) 7/1/20-10/30/20 or 8/1/20-12/30/20 – evaluation period July – Sept 2020. Data Transmission – MAT, SOF & CANS- this is where they need provider help. Retrospective and Prospective data pulls process – DMH Information Security Officer approved 3 ways of securely transmitting data to CIBHS – secure email, Microsoft One Drive & Globalscape EFT – They want to know what is easiest for providers. CIBHS will work with DMH QA to send a survey to providers and then will work with the QA contacts for the providers to provide instructions on how to submit data.</p> <p>Health Information Management (HIM): No Update</p> <p>There were no suggestions.</p> <p>Medi-Cal Certification Bulletin – 20-01 – COVID-19 Emergency Enrolment 1135 Waiver</p> <p>QA Bulletin 20-02 – Co-Occurring MH & Substance Use Disorders – Documentation & Claiming Reminders</p>		
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Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Next Meeting:	Thursday, August 20, 2020 1:30-3:30pm Location: Online – Teams Meeting		

Respectfully submitted,

Michelle Rittel, LCSW