

## LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH SERVICE AREA 7 QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes

Type of Meeting:	SA 7 QIC	Date:	January 21, 2020	
Place:	Alma Family Services 9101 Whittier Boulevard Pico Rivera, California 90660	Start Time:	2:02 PM	
Chairpersons:	Greg Tchakmakjian, Chair Susan Lam, Co-Chair Caesar Moreno, Co-Chair	End Time:	3:35 PM	
Members Present:	Violeta Kim, Hsiang-Ling Hsu, Gwen Lo, Dawn Ledesma, Michael Olsen, Natalie Gowern, Jenny Silver, Jennifer Mitzner, Elizabeth Hernandez, Arlene Contreras, Irene Juaregui, Cinthia Sanchez, Priscilla Gonzalez, Daiya Cunnane, Javier Nevarez, Michelle Bilotta Smith, Yolanda Hernandez-Lara, Cynthia Juarez, Linda Garcia, Gloria Guevara, Grace Guzman, Melissa Cruz, Irma Gonzalez, Donetta Jackson, Elizabeth Mota, Martin Alvarez, Justin Andersen			
Agenda Item	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome/Introductions Chair Updates	Meeting was called to order at 2:02PM		Introductions were made and new members welcomed,	Caesar Moreno
Review & Approval of Minutes	Minutes from November 2019 were reviewed		Minutes were approved by: Michael Olsen Cinthia Sanchez	Caesar Moreno
Quality Improvement	Spring 2019 Consumer Perception Survey	y Outcomes	-	
	Presentation reflected a change in how outco is to be shared with the collaborative. Dr. Cu the CPS survey structure and results. It was providers consider where improvements can survey data is being reviewed. SPA 7 demonstrated an increase to the n	nnane reviewed s suggested that be made as the	Handouts Provided	Daiya Cunnane, Psy.D.
	surveys that were collected, but a decrease to older adult surveys collected. Two reasons number older adult surveys may be related t survey only being office based rather than	to the number of s for the limited to: restriction of		

Quality Improvement (continued)	agencies grouping older adults and adults together using one survey format (adults).	
	Some aspects of the survey were raised including how questions are phrased which can be misleading and result in lower positive scores (i.e. involvement in treatment planning).	Onen Tekelmeshiinn
	Access Center Updates	Greg Tchakmakjian, Ph.D.
	Access Center continues to make efforts toward meeting quality improvement goal of answering calls within one minute (80%). In latest call center study for 2019, call center averaged 84% with goal being achieved	
	<u>Cultural Competency</u>	Greg Tchakmakjian, Ph.D.
	The Cultural Competency Unit is currently forming cultural competency teams to offer culturally sensitive interventions and information. The teams meet on the 2nd Wednesday of each month.	
	The Cultural Competency Unit is currently reviewing and analyzing the data taken from the recent organizational survey. Once the data has been analyzed, those results will be later presented during the Service Area QIC meetings.	
	If anyone has questions of the cultural competency unit, please contact: Sandra Chang <u>SChang@dmh.lacounty.gov</u>	
	Consumer Perception Surveys - Paperless	Greg Tchakmakjian, Ph.D
	QI Division is currently re-evaluating the Consumer Perception Survey process with regard to movement toward paperless/electronic survey process. Feedback was taken from the providers present. Feedback included:	Daiya Cunnane, Psy.D
	<ul> <li>Less human contact may result in less surveys (may result in lower response rate)</li> <li>Some agencies may experience difficulty with time and access given to services</li> </ul>	

<ul> <li>Electronic may still require direct assistance from another (in terms of language)</li> <li>Visual issues for electronic with persons who are older</li> <li>Field issues - can provider bill for it</li> <li>QI Division may continue to explore a pilot project using the electronic version. No volunteers were asked prior due to the timeframe of the last CPS suveys.</li> <li>Population Needs Assessment Data</li> </ul>		
<ul> <li>Estimated total population by race, ethnicity, age group and gender.</li> <li>Estimated total population living at or below 138% Federal Poverty Level (FPL).</li> <li>Estimated prevalence of Serious Emotional Disturbances (SED).in children/youth and Serious Mental Illness (SMI) in adults and older adults living at or below 138% FPL.</li> <li>Population enrolled in Medi-Cal by race, age group and gender</li> <li>Estimated prevalence of SED and SMI among population in threshold languages.</li> <li>Clients served in outpatient programs by race, ethnicity, age group, and gender.</li> <li>Primary languages of clients served in outpatient programs by SA.</li> </ul>	Handout Provided and sent by e-mail	Greg Tchakmakjian Ph.D.

Quality Assurance	Medi-Cal Certification	Susan Lam. LMFT
	Please begin to use the new checklist sent out for certifications. If you are experiencing difficulty with accessing any DMH policies, please check the browser you are using. If using Safari, consider accessing the system using a different browser.	
	MR Grants or Audits (Notifications)	
	Hillsides – April 2020 ENKI – February 2020 Community Family Guidance – March 2020 The Whole Child – June 2020	
	Training and Operations	
	Schedule of Training and Presentations	
	Handout provided noting training and available dates.	
	QA reports and QA processes	
	LE QA Reports and QA Processes are due by the end of January 2020. Please do not use any previous templates as the new templates have been revised to incude information regarding the NACT. Only use the templates that have been recently distributed.	
	<b>QA Knowledge Assessment</b> The current QA Knowledge Assessment is available through February 8th if any providers wish to participate.	

Quality Assurance (continued)	Policy and Technical Development	Susan Lam, LMFT
(continuou)	Network Adequacy Updates	
	QA Division will not longer accept SRL logs in an excel format. Please coordinate with your respective electronic health record systems to to ensure that SRL logs are web based. If have questions, please contact Howard Washington: <u>hwashington@dmh.lacounty.gov</u>	
	Client Service Information(CSI), is State required data. State wiill begin to track CSI type information, and request Mental Health Prooivders to submit the assessment record for new clients such as, provision of timely appointment by the provider, timely access to treatment, the date of the first contact to request for services, first given assessment appointmet date, assessment start date, county client number, assessment end date, first offered treatment and closed out date.	Greg Tchakmakjian Ph.D
	CANS IP and PSC-35 Forms	Susan Lam, LMFT
	QA Division will begin to look at how the County can track completion and submission of CANS and PSC 35 questionnaires. More information to come.	
	ICC and IHBS	
	QA Division is working to create a bulletin that outlines the criteria and level of services available through ICC and IHBS. This bulletin will help to clarify for providers the differences and requirements under each service level	
	Targeted Case Management	
	Targeted Case Management Services (TCM) must be reassessed annually. Providers can use the Community Functioning Evaluation as a tool for the TCM reassessment. QA Division is working on revising the form to properly capture the TCM needs of the client (which may not be noted on the current template).	

Quality Assurance (continued)	System Review/Chart Review Findings	
	<ul> <li>Medication consent forms did not have all the required data elements.</li> <li>Timeliness of documentation (signatures of approval).</li> <li>Missing elements in the reassessments.</li> <li>Treatment plans were not being updated when a significant change occurs.</li> </ul>	
	<u>Disallowances</u>	
	<ul> <li>No treatment plans in charts</li> <li>Procedure codes are incorrect (incorrect code used for a specific activity)</li> <li>Medical necessity not being established through an assessment (assessment not finalized until the clinician signs it).</li> <li>No specialty mental health billing (clerical work being billed, discussion of 12 steps)</li> <li>Not giving a DSM 5 diagnosis (explore this issue further)</li> <li>Missing progress notes</li> <li>Interventions of the co-practitioner not mentioned</li> </ul>	
	Other Announcements: None	
Adjournment	Meeting was adjourned at 3:35 pm	Next Meeting:
	Respectfully Submitted,	
	Caesar Moreno, LCSW SPA 7 QIC Chair	February 18, 2020 Alma Family Services Pico Rivera, California