

County of Los Angeles – Department of Mental Health *Service Area 3*
Quality Improvement/Quality Assurance Committee Meeting

August 19, 2020

9:30 am – 11:00 am

AGENDA

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| 1. Welcome and Introductions | Kristin Gray |
| 2. Review/approval of the Minutes* | All |
| 3. Health Neighborhoods | Evelyn Lemus |

Quality Improvement

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| 1. Quality Improvement Work Plan Goals | Daiya Cunnane |
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Quality Assurance

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| 1. Medi-Cal Certification Checklist Updates** | Renee Lee |
| 2. Clinical Forms Bulletin: 20-02** | Margaret Faye |
| a. Updated Forms | |
| 3. Quality Assurance Bulletin: 20-03** | Kristin Gray |
| 4. Online Trainings for LE | |
| 5. NAS/ACCESS to Care Updates | Gassia Ekizian |

Other Issues

- | | |
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| 1. Announcements | |
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** e-mailed

Next Meeting: September 16, 2020

Location: Microsoft Teams

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC			Date	08/19/2020
Place	Virtual Meeting: <a href="https://teams.microsoft.com/join/19%3ameeting_NzRkYmEzNDUtMzRlOS00YzY2LTlmZjltOTM3NDQxMDNjZGY5%40thread.v2/0?context=%7b%22tid%22%3a%2207597248-
ea38-451b-8abe-a638eddbac81%22%2c%22oid%22%3a%227edcfa03-
8fdc-4abb-9246-b27a4cafda06%22%7d">https://teams.microsoft.com/join/19%3ameeting_NzRkYmEzNDUtMzRlOS00YzY2LTlmZjltOTM3NDQxMDNjZGY5%40thread.v2/0?context=%7b%22tid%22%3a%2207597248- ea38-451b-8abe-a638eddbac81%22%2c%22oid%22%3a%227edcfa03- 8fdc-4abb-9246-b27a4cafda06%22%7d			Start Time:	9:30 am
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian			End Time:	10:30 am
Members Present	<i>Lisa Ngo</i>	<i>Alma</i>	<i>Erika Frausto</i>	<i>ENKI</i>	
	<i>Susan Lam</i>	<i>Alma</i>	<i>Janise Carmichael</i>	<i>Eggleston</i>	
	<i>Cynthia Concepcion</i>	<i>Almansor</i>	<i>Windy Luna-Perez</i>	<i>Ettie Lee</i>	
	<i>Lan Chawkins</i>	<i>APCTC</i>	<i>Jennifer Butler</i>	<i>Five Acres</i>	
	<i>David Palmer</i>	<i>Boy's Republic</i>	<i>Cheri Noone</i>	<i>Five Acres</i>	
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>	
	<i>Leslie Shrager</i>	<i>Children's Bureau</i>	<i>Elizabeth Boerkoel</i>	<i>Health Right 360</i>	
	<i>Paula Randle</i>	<i>David & Margaret</i>	<i>Michele Burton</i>	<i>Health Right 360</i>	
	<i>Mira Kim</i>	<i>DMH</i>	<i>Grace Kim</i>	<i>Heritage Clinic</i>	
	<i>Esther Lee</i>	<i>DMH</i>	<i>Beth Foster</i>	<i>Hillsides</i>	
	<i>Renee Lee</i>	<i>DMH</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>	
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Tori Mohmand</i>	<i>Homes of Hope</i>	
	<i>Robin Washington</i>	<i>DMH</i>	<i>Rebecca Schaal</i>	<i>LeRoy Haynes</i>	
	<i>Kristin Gray</i>	<i>DMH</i>	<i>Sybil Chacko</i>	<i>Maryvale</i>	
	<i>Evelyn Lemus</i>	<i>DMH</i>	<i>Gabriela Rhodes</i>	<i>McKinley</i>	
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>	<i>Vivian Chung-Easton</i>	<i>Prototypes</i>	
	<i>Elizabeth Mota</i>	<i>DMH</i>	<i>Erica Villalpando</i>	<i>PUSD School Mental Health</i>	
	<i>Ariana Zepeda</i>	<i>D'Veal</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>	
	<i>Danielle Millinovich</i>	<i>D'Veal</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>	
<i>Yesenia Ruiz</i>	<i>D'Veal</i>	<i>Irene Insunza</i>	<i>Spiritt Family Services</i>		
<i>Londyn Miller</i>	<i>Eggleston</i>	<i>Kathy Saucedo</i>	<i>Stars Inc.</i>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
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	<i>Jennifer Escorcia</i>	<i>StarView</i>	<i>Rhonda Morken</i>	<i>Trinity</i>
	<i>Jim Adams</i>	<i>Trinity</i>	<i>Renzo Roel</i>	<i>Victor Treatment Centers</i>
	<i>Frank Sabado</i>	<i>Trinity</i>		

Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		
Review of Minutes	Motion to approve the minutes by Sybil Chacko and seconded by Yesenia Ruiz.	Presented Minutes	
Health Neighborhood	<p>The Health Neighborhood (HN) Initiative brings together health, mental health, substance use disorders, providers, and community at large to establish and enhance collaborative relationships.</p> <p>The purpose of the HN is to:</p> <ul style="list-style-type: none"> • Improve access through integrated mental health, substance abuse and public health services for all age groups. • Improve Quality of services, • Improve coordination of care of neighborhood residents. <p>San Gabriel Valley (SPA 3): El Monte Health Neighborhood: is the 4th Tuesday of every month from 1:00-2:30</p> <p>East San Gabriel Valley Health Neighborhood: 2nd Tuesday of every month from 10:30-12:00 pm</p> <p>For more information contact: Evelyn Lemus at (213) 358-8266 or email Elemus@dmh.lacounty.gov</p>	Power Point	Evelyn Lemus, LCSW

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Information from QI division			
Quality Improvement Work Plan Goals	<p>The QI program is dedicated to fostering consumer/family member-focused and culturally and linguistically competent services in addition to improving access to underserved populations. The QI Work Plan functions as the foundation of DMH efforts to improve the quality of services delivered to consumers. The QI Work Plan Goals fall within 7 domains:</p> <ul style="list-style-type: none"> • Service Delivery Capacity • Accessibility of Services • Beneficiary Satisfaction • Clinical Care • Continuity of Care • Provider Appeals • Performance Improvement Projects <p>See 2020 Quality Improvement Work Plan Document (email) for specific goal information.</p>	QI Work Plan Document emailed	
Quality Assurance			
Med-Cal Certification Update	<p>Updated Medi-Cal Certification checklist coming soon (Most recent sent on 8/6/20 is being revised).</p> <p>1135 Waiver still in effect.</p> <p>Medi-Cal Certification contact for SA3 – Renee Lee: RMLee@dmh.lacounty.gov</p>		Kristin Gray will email updated checklists once received.

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Clinical Forms Bulletin 20-02</p>	<p>Notice to Psychotherapy Client Forms have been updated.</p> <ul style="list-style-type: none"> Removed the practitioner name and license/registered from the forms. Spanish and Korean language forms now available. 	<p>https://dmh.lacounty.gov/providers/clinical-tools/clinical-forms/clinical-forms-client-notice-and-disclosure.</p>	
<p>Quality Assurance Bulletin 20-03: Updates to the included and allowable ICD:10-CM Diagnoses Lists</p>	<p>Using <u>Z03.89: Encounter for observation for other suspected diseases and conditions ruled out</u> instead of <u>R69: Diagnosis deferred</u> during the assessment period when determining a diagnosis (R69 not in DSM-V and should no longer be used).</p> <p><u>F84.0 – Autistic disorder</u> added as an included diagnosis for outpatient & day services. For those who would have been given a diagnosis of Asperger’s or PDD NOS under DSM-IV should now be given a diagnosis of Autistic disorder (Autism Spectrum disorder) under DSM-V.</p> <p>ICD-10- included Diagnosis list will be moved out of the Organizational Manual and posted separately online at the DMH QA webpage. Refer to CMS website for additional updates and list of “allowable” ICD-10 diagnoses. www.cms.gov/Medicare/coding/ICD10</p>	<p>Bulletin Emailed</p>	
<p>Network Adequacy/Access to Care</p>	<p>September 2020- QA unit monitoring Access to care across all providers (data quality and timeliness).</p> <ul style="list-style-type: none"> Requirements for Access to Care and issuing of Notice of Actions are still in place. 		


Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<ul style="list-style-type: none"> ○ New form coming soon: Notice of Adverse Benefit Determinations (NOABD) ● Continue to review and make sure contact information is up-to-date. 		
Additional information	<p>General documentation training now available online for LEs and Juvenile Justice Halls/Camps. https://dmh.lacounty.gov/qa/qa-training/general-documentation-and-claiming-online-trainings-non-ibhis/</p> <p>QA reaching out to LEs currently for chart reviews. Chart Reviews for DOs already occurring.</p> <p>Updated QA/QI Contact list available at https://dmh.lacounty.gov/qa/gac/</p>		
Other Issues	<p>Announcements:</p> <ul style="list-style-type: none"> ● Hathaway Sycamores currently taking referrals, including STRTP aftercare. 		
Handouts	<ol style="list-style-type: none"> 1. Minutes for meeting on July, 2020 2. PowerPoint Slides 8.19.20 3. Health Neighborhood PowerPoint Slides 4. 2020 DMH Quality Improvement Work Plan 	Emailed	
Next Meeting	Next Meeting is September 16, 2020 via Microsoft Teams.		

Service Area 3 QIC Meeting

AUGUST 19, 2020



Agenda

- Welcome and Introductions
 - Review of Previous Meeting Minutes – July 2020
 - Health Neighborhoods – Evelyn Lemus, LCSW
 - Quality Improvement Work Plan Goals
 - Medi-Cal Certification Updates
 - Clinical Forms Bulletin 20-02 – Form Updates
 - QA Bulletin 20-03: Updates to the Included and Allowable ICD:10-CM Diagnoses Lists
 - Online Trainings for LEs
 - NAS/Access to Care Updates
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Health Neighborhoods

EVELYN LEMUS, LCSW

[HTTPS://DMH.LACOUNTY.GOV/ABOUT/HEALTH-NEIGHBORHOODS/](https://dmh.lacounty.gov/about/health-neighborhoods/)



Quality Improvement

- Work Plan Goals Domain Areas
 - Service Delivery Capacity
 - Accessibility of Services
 - Beneficiary Satisfaction
 - Clinical Care
 - Continuity of Care
 - Provider Appeals
 - Performance Improvement Projects
- See 2020 Quality Improvement Work Plan Document (emailed) for specific goal information.

Medi-Cal Certification

- Updated Checklist Coming Soon
 - Most recent sent on 8/6/20 is being revised
- Medi-Cal Certification contact for SA3 – Renee Lee: RMLee@dmh.lacounty.gov



Quality Assurance

- Clinical Forms Bulletin 20-02
 - Updated Forms: Notice to Psychotherapy Client for Unlicensed/Unregistered and Notice to Psychotherapy Client for Licensed/Registered Forms.
 - Removed the practitioner name and license/registered from the forms.
 - Spanish and Korean Language forms now available.
- <https://dmh.lacounty.gov/for-providers/clinical-tools/clinical-forms/clinical-forms-client-notices-and-disclosures/>

Quality Assurance

- Quality Assurance Bulletin 20-03: Updates to the Included and Allowable ICD:10-CM Diagnoses Lists
 - Using Z03.89: Encounter for Observation... instead of R69: Diagnosis Deferred during the assessment period when determining a diagnosis.
 - Per DHCS, R69 is not in the DSM5 and should no longer be used.
 - F84.0 – Autistic Disorder added as an included diagnosis for Outpatient & Day Services.
 - For those who would have been diagnosed with Asperger’s or PDD NOS under DSM-IV, should now be given a diagnosis of Autistic Disorder (Autism Spectrum Disorder) under DSM-V.
 - “If you can treat it, treat it” – If not, refer out for appropriate services (Regional Center/Managed Care). DHCS All Plan Letter 18-006.

Quality Assurance

- QA Bulletin 20-03 continued
 - ICD-10 Included Diagnosis list will be posted separately online at the DMH QA webpage– moved out of the Organizational Provider’s Manual.
 - Use link to CMS diagnosis codes, as DMH will no longer maintain a list of “allowable” ICD-10-CM diagnoses for contract providers.
www.cms.gov/Medicare/Coding/ICD10
 - More diagnosis updates coming October 1, 2020 – LEs check CMS website for updates

NAS/Access to Care

- September 2020 – QA unit monitoring Access to Care across all providers (data quality and timeliness).
- Requirements for Access to Care and issuing Notice of Actions are still in place.
 - New form coming soon: Notice of Adverse Benefit Determinations (NOABD)
- Upcoming QA bulletin related to Access to Care Policy updates.
- Continue to review and make sure information is up-to-date in NAS – used for Provider Directory.
- Make sure primary contacts are consistently up-to-date.
 - Many LEs and DOs have no designated person.
- NAS being updated to include information from PRM.

Additional Information

- General documentation training now available online for LEs and Juvenile Justice Halls/Camps.
 - <https://dmh.lacounty.gov/qa/qa-training/general-documentation-and-claiming-online-trainings-non-ibhis/>
- QA reaching out to LEs currently for chart reviews.
- Chart Reviews for DOs already occurring.
- Updated QA/QI Contact list available at <https://dmh.lacounty.gov/qa/qac/>
 - SA3 QA Liaison: Kristin Gray – kgray@dmh.lacounty.gov
 - SA3 QA Lead: Robin Washington – rwashington@dmh.lacounty.gov
 - SA3 QI Liaison: Daiya Cunnane – dcunnane@dmh.lacounty.gov
 - QIC Co-Chairs: Gassia Ekizian – Gekizian@foothillfamily.org
Margaret Faye – mfaye@hscfs.org