



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
07/15/2020
1:30PM-3:30PM**

Type of meeting:	Virtual monthly meeting via skype	
Meeting Link:	Join Skype Meeting or call 323-776-6996 ; Conference ID: 88181753	
Members Present:	NAME	AGENCY/PROGRAM
	Ana Viana	Star View Community Services
	Ann Lee (SA 8 QI/QA liaison)	DMH SA 8 Administration
	Annketse Desta	DMH
	Cheryl Malinowski	Telecare MHUCC
	Claudia Morales	Pacific Asian Counseling Services
	Courtney Stephens (co-chair)	MHALA
	Dalia Diaz	Helpline Youth Counseling Inc
	Debra DeLeon	SSG/OTTP
	Dora Anderson	Harbor Outpatient Services 6859 and 7738
	Elva Gutierrez	The Guidance Center
	Erica Julian	Shields For Families
	Erika Flores	Alafia Mental Health Institute
	Frances Wyatt	SSG Alliance
	Helen Chang	DMH-Coastal API Family MHC
	Jamie Chess	Exodus Recovery, Inc.
	Janine Solano	Star View Community Services
	Jeannie Thompson	Tarzana Treatment Center

	Jeff Baer	DMH - Long Beach Child & Adolescent Program
	Jennifer Palma	Counseling4kids 7516
	Jesica Sandoval	AADAP, INC.
	Kathleen Villagomez	San Pedro Mental Health
	Layhearb Poon	Long Beach APIFMHC
	Linda Nakamura	Masada Homes
	Lisa Cash	SSG/APAIT
	Lisa Ngo-Meza	Alma Family Services
	Marina Eckart	Didi Hirsch Mental Health Services
	Martin McDermott	Bayfront Youth & Family Services
	Melinda Kuoch	DMH HOME SA8
	Michele Munde (co-chair)	Star View Behavioral Health
	Nicolette Bidlingmeyer	1736 Family Crisis Center
	Rachel Jordan	ChildNet Youth and Family Services
	Rosely Hernandez	Shields for Families
	Stephanie Canales	Stars Behavioral Health Group
	Stephanie Yamada	Pacific Asian Counseling Services
	Yessica Brown	Crittenton Services for Children and Families

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage	https://dmh.lacounty.gov/qid/		
Electronic sign-in	Please submit to record your attendance: https://tinyurl.com/y7vbobn5		
Central Monthly QA/QI meeting	<ul style="list-style-type: none"> • Combined QI and QA meeting on 7/13/20 –video recording link: • https://web.microsoftstream.com/video/e83e7b1c-87cd-47a7-ad09-29b961bb6f15 • Countywide QIC Meetings <ul style="list-style-type: none"> • QI mandates to review PIPs, etc. • To provide a forum to support more in-depth QI discussion 		

	<ul style="list-style-type: none"> • Will continue large group QI/QA meeting • Guided by our QI work plan • Schedule 4th Monday mornings 9-10:30
ACCESS Center	<p>Clinics temporarily not accepting referrals – SA 8 has 1 agency listed</p> <ul style="list-style-type: none"> • Please make sure to update NAS to push most current information into the Provider Directory including whether or not the agency is accepting new referrals.
EQRO – week of 9/28/20	<ul style="list-style-type: none"> • SAs 2 & 5 will be reviewed • Focus will be on access to care during COVID-19 crisis
Consumer Perception Surveys	<ul style="list-style-type: none"> • Mostly submitted online surveys • QI Co-chairs to review more in depth • Overall 259 sites participating representing 78% of those selected. • Majority of provider sites (almost 70%) chose to do electronic surveys only (18% paper and electronic; 15% paper only) • See slides for preliminary counts • Stakeholder Engagement Project (Lynetta Shonibare) <ul style="list-style-type: none"> ◦ Making CPS data more stakeholder friendly <ul style="list-style-type: none"> • Pointed out by EQRO as well as a focus identified by LACDMH QI • Solicit input from stakeholders at CCC, CLT and QIC meetings in July and August 2020 • Administer Feedback on Reporting Client/Family Satisfaction Data" survey and analyze results • Use CQI processes for feedback loop
Change of Provider Logs (COP)	<p>Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov; DOs continue submitting via online app).</p>

QA UPDATES

Policy & Technical Development

- [20-02: Notice to Psychotherapy Clients](#): New BBS requirement effective July 1, 2020 - all psychotherapists (Social Workers, Marriage & Family Therapists, Professional Clinical Counselors, whether licensed, registered or a student) are required to provide a notice to each of their clients, for whom they are providing psychotherapy, that identifies where the client can file a complaint in accord with AB 630, Chapter 220, Statutes of 2019.
- ICC, IHBS & TBS Updates (for EPSDT clients)
 - Stemming from corrective action plan with DHCS and new DHCS info
 - ICC must be available to EPSDT clients who require intensive TCM services and have need for cross agency collaboration.
 - If an agency provides TCM they are expected to be able to provide ICC
 - ICC edibility form
 - ICC Online Training Module coming (to include CFT and CPM model)
 - Pre-Authorization
 - IHBS, TBS and TFC will require pre-authorization prior to provision and claiming
 - IHBS Supplemental Assessment (similar to TBS SA) submitted to LACDMH to request pre-authorization
 - This will be all be coming in the next several months
- TCM needs assessment (e.g., Community Functioning Evaluation) needs to be completed annually
 - Updating the Community Functioning Evaluation (CFE) form
 - Looking to improve utility of the tool (so that it is not just checkboxes without information).
 - Will the annual needs assessment be needed for ICC? Researching if/how the CANS could meet this requirement.
 - ICC is reviewed every 90 days
 - CFE can be completed by Mental Health Workers

COVID Telehealth Updates

- Have to follow laws/rules of the state where the client is physically located. Practitioner must be licensed with the state the services are being claimed.
- Client is out of state - use caution and consideration about what services you can provide and have to follow that state's rules
- Billing Provider - staff helping with coverage for other clinics.
 - Consider where that staff is assigned to work
 - M & W assigned to clinic C: count into the coverage for C and bill to under clinic C
 - Pick up as needed cases: count in regular assignment, clinical A and bill under clinic A
- Training webpage for DO Providers now available
- Resuming chart reviews with DO
 - July AV Kidz
 - Aug Genesis
 - Sept Hollywood Mental Health
- Access to Care/Network Adequacy Updates
 - SRTS records need to be addressed timely
 - C # barrier addressed with CIOB. No limitation to how many staff can be assigned.
- Coming Attractions
 - Updating Org Provider Manual
 - Removing concurrent authorization requirement of DTI/DTR and MHS. No longer required/needed (beyond COVID).
 - Timeline unclear

Training & Operations Updates

1. Training

- a. General documentation and claiming modules will be available in next 1-2 weeks
- b. Will get confirmation of completion

2. Resuming LE Chart Reviews

- a. Will be done remotely - redacted documents via secure email or pick up

	<p>b. Planning smaller reviews (fewer charts, smaller LEs) - no agencies identified yet (contractors who haven't been reviewed yet, or coming up for re-review)</p> <p>Q&A</p> <ul style="list-style-type: none"> • Electronic LPS documentation - getting required docs to the ambulance/hospital <ul style="list-style-type: none"> ◦ Verifying secure email/fax capacity ◦ Having a staff member physically present with client to provide docs ◦ DMH understands and shares this struggle • Not doing MORS and Determinants of Care at this time
NEXT MEETING	No meeting in August. Next meeting will be held on September 16, 2020 from 2:30PM-3:30PM immediately after QA agenda items.

Minutes Recorded by Ann Lee, DMH SA 8 Administration

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE MEETING VIA SKYPE

July 15, 2020

1:30PM - 3:30PM

- ▶ [Join Microsoft Teams Meeting](#)
- ▶ [+1 323-776-6996](#) United States, Los Angeles (Toll)
- ▶ Conference ID: 395 785 208#
- ▶ Electronic sign in – please click the link to complete the sign in survey: <https://tinyurl.com/y7vbobn5>



**If you are calling in, please put your phone on MUTE.
Do NOT use the hold feature since many phone systems play music and this disrupts the meeting.**

Countywide Monthly QI and QA and SA 8 QI/QA Meetings

- **Combined QI and QA meeting on 7/13/20 – video recording link:**
<https://web.microsoftstream.com/video/e83e7b1c-87cd-47a7-ad09-29b961bb6f15>
- **SA 8 will continue to hold meetings via TEAMS** until safe to meet in person.
- **Electronic sign-in survey form** – Please submit to record your attendance. Link below and will also be emailed after this meeting with the meeting recording:
<https://tinyurl.com/y7vbobn5>

QA AGENDA TOPICS

1. **Clinical Forms bulletin 20-02 Notice To Psychotherapy Clients (BBS requirement)**

2. **Policy & Technical Development**
 - **ICC, IHBS, TBS policy and QA bulletin coming soon**

 - **DO only:** IBHIS training site is up and several on-line training modules have been posted! The site can be found at: <https://dmh.lacounty.gov/qa/qa-training/online-training-for-directly-operated-programs/>

QA AGENDA TOPICS

**Clinical Forms bulletin 20-02 Notice To
Psychotherapy Clients (BBS requirement)**

NEW FORM(S):

**MH 740 – Notice to Psychotherapy Clients
(For Licensed or Registered Practitioners
w/ the BBS)**

**MH 741 – Notice to Psychotherapy Clients
(For Unlicensed or Unregistered
Practitioners)**

IBHIS Form (DO ONLY):	N/A
Revision Date:	7/1/20
Type of Form (LE ONLY):	Ownership
Implementation:	7/1/20 for DO's

PURPOSE:

Effective July 1, 2020 all psychotherapists (Social Workers, Marriage & Family Therapists, Professional Clinical Counselors, whether licensed, registered or a student) are required to provide a notice to each of their clients, for whom they are providing psychotherapy, that identifies where the client can file a complaint in accord with AB 630, Chapter 220, Statutes of 2019.

REFERENCES/INSTRUCTIONS:

- There are two pages to the form:
 - ✓ The first page provides information to the client and must be given to the client. It may be handed in person, mailed or securely emailed.
 - ✓ The second page is an attestation by the psychotherapist that the first page was given to the client, and must be completed and scanned into the electronic health record.
- For new clients on or after July 1, 2020, this form must be completed prior to initiating psychotherapy services.
- For existing clients, this form must be completed at the next session on or after July 1, 2020.
- This form must be completed for each practitioner who provides psychotherapy to the client (e.g., if the client transfers to a new psychotherapist, the form must be completed by the new psychotherapist).
- For additional information, refer to the Board of Behavioral Sciences (https://www.bbs.ca.gov/pdf/ab_630.pdf)

NOTE: Contracted providers must comply with the provisions of AB 630, Chapter 220, Statutes of 2019 including date of implementation and follow their own internal complaint process for unlicensed or unregistered practitioners (e.g. students). Complaints should not be sent to LACDMH Patient's Rights Office.

- ✓ The forms were developed for Directly Operated based on new law and BBS requirements
- ✓ Other disciplines (e.g. psychologist, MDs) have different law/requirements; refer to their Boards
- ✓ Forms are being translated
- ✓ Will be developed in IBHIS for completion of attestation

Policy & Technical Development

➤ ICC, IHBS, TBS Updates

Policy (coming soon)

- ICC must be available to EPSDT clients who require intensive targeted case management services and have the need for cross agency collaboration
- All providers will be expected to be able to provide ICC if they provide TCM
- Intensive Home Based Services (IHBS), Therapeutic Behavioral Services (TBS), and Therapeutic Foster Care (TFC) will require pre-authorization

New Form(s)

- ICC Eligibility Form – Provider to determine when ICC would be appropriate
- IHBS Supplemental Assessment – Provider to submit to LACDMH to request pre-authorization

Being developed:

- QA Bulletin
- ICC Online Training Module
- IHBS & TBS Pre-Authorization Procedure

Policy & Technical Development

➤ TCM Updates

Policy – (coming soon)

- For clients receiving targeted case management services, a Needs Assessment (e.g. Community Functioning Evaluation) must be completed annually.

Form Changes – modifying the Community Functioning Evaluation

- Making it more useful
- Assessing client's support system
- Developing more structure –
 - broad questions across domains
 - follow-up questions
 - What is your current situation?
 - What change do you want?
 - What are the barriers to that change?
 - Client availability
 - Current mode of transportation
- Adding Status (outcome)

Policy & Technical Development

➤ COVID Telehealth Updates

Prescribing

- For prescribing controlled-substances, you need two-way audio-visual real-time communication (i.e. face to face).
- Additional information, refer to the DEA or Dr. Susana Sou (Chief Pharmacist)

Out of State

- If client is out of state, must refer to that State's laws re: service provision by licensed staff (many scenarios to consider - FAQs will be coming)
- Practitioners may provide telehealth from out of State; must be licensed in CA

Billing Provider

- Dependent on where the practitioner is assigned to work

Policy & Technical Development

➤ Training webpage for DO providers – Now Available

<https://dmh.lacounty.gov/qa/qa-training/online-training-for-directly-operated-programs/>

➤ Chart Reviews

Will start conducting chart reviews with DO providers

Will start with 1 provider per month

Upcoming chart reviews:

- July – AV Kidz Connection
- August – Genesis
- September – Hollywood Mental Health

Policy & Technical Development:

➤ Access To Care/Network Adequacy

Reminders/Updates:

- SRTS records need to be addressed timely
- SRL/CSI webinar and FAQs for LEs will be sent out soon
- QA Bulletin coming re: Access to Care expectations

QA AGENDA TOPICS

ACCESS To Care and Network Adequacy – Webinar held 7/14/20

- Will send out meeting recording once link is available
- Contact Howard Washington to be added to invite list: Hwashington@dmh.lacounty.gov

3. Training & Operations

➤ Training Update

- ❖ General Documentation & Claiming training modules will be available within the next 1-2 weeks.
- ❖ Last video edits will be completed this week

➤ Resuming Chart Reviews with D.O. clinics

QA AGENDA TOPICS

4. **General Documentation and Claiming Training Modules in Development**
5. **Webinars link (past meetings and other trainings):**
<https://dmh.lacounty.gov/qa/qaw/>
6. **CANS training questions** – check out webpage first for info:
<https://dmh.lacounty.gov/for-providers/clinical-tools/training-workforce-development/cans/>
 - Please contact Adam Benson (Workforce Development Division) at Abenson@dmh.lacounty.gov

QI AGENDA TOPICS

1. EQRO – week of 9/28/20

- SAs 2 & 5
- Focus on Access To Care during COVID19 crisis

2. Stakeholder Engagement Project – *Improving the Reporting and Distribution of Client/Family Satisfaction Data*

Project Overview (copied from combined QI/QA meeting ppt on 7/13/20)

GOAL: Consumer Perception Survey (CPS) data reports are user-friendly and align with client/family concerns.

OBJECTIVES:

1. Solicit input from stakeholders attending Cultural Competency Committee (CCC), Service Area Leadership Team (SALT), and QIC meetings in July and early August 2020.
2. Administer the "Feedback on Reporting Client/Family Satisfaction Data" survey and analyze results.

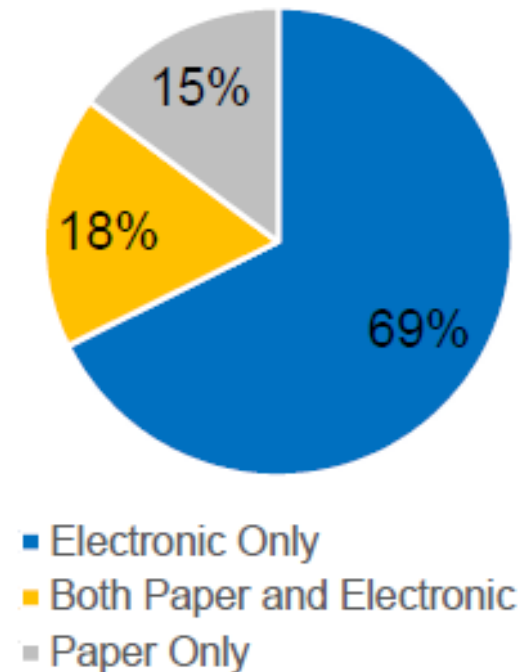
3. Summary report on collection of Consumer Perception Surveys – Spring 2020

Consumer Perception Surveys Spring 2020 Period Preliminary Counts

Overall, **259** sites participated across the Service Areas, representing **78%** of those selected (based on current data)

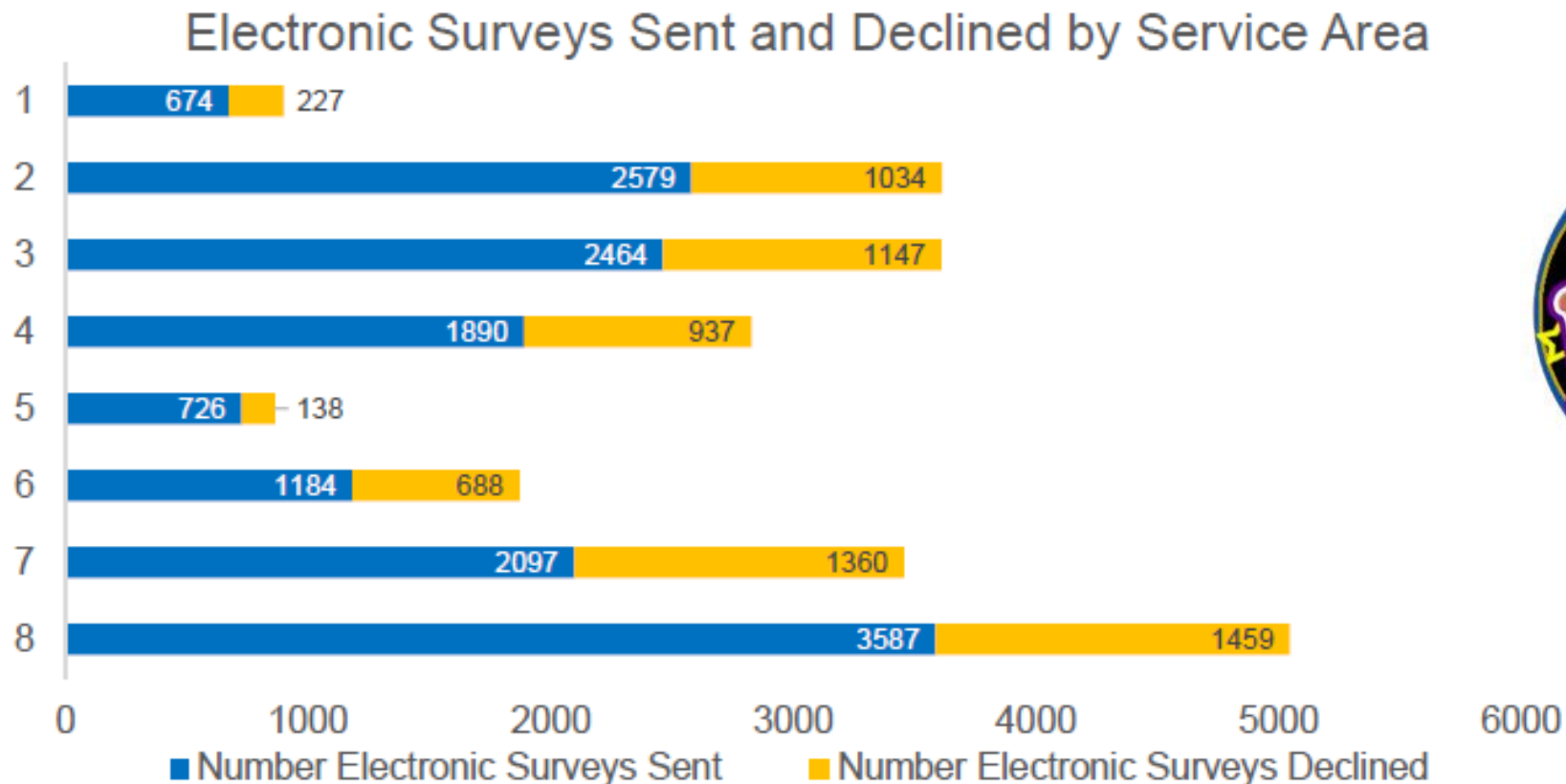
The majority of provider sites (almost **70%**) choose to do only electronic surveys.

Methods of Survey Data Collection



3. Summary report on collection of Consumer Perception Surveys – Spring 2020 (continued)

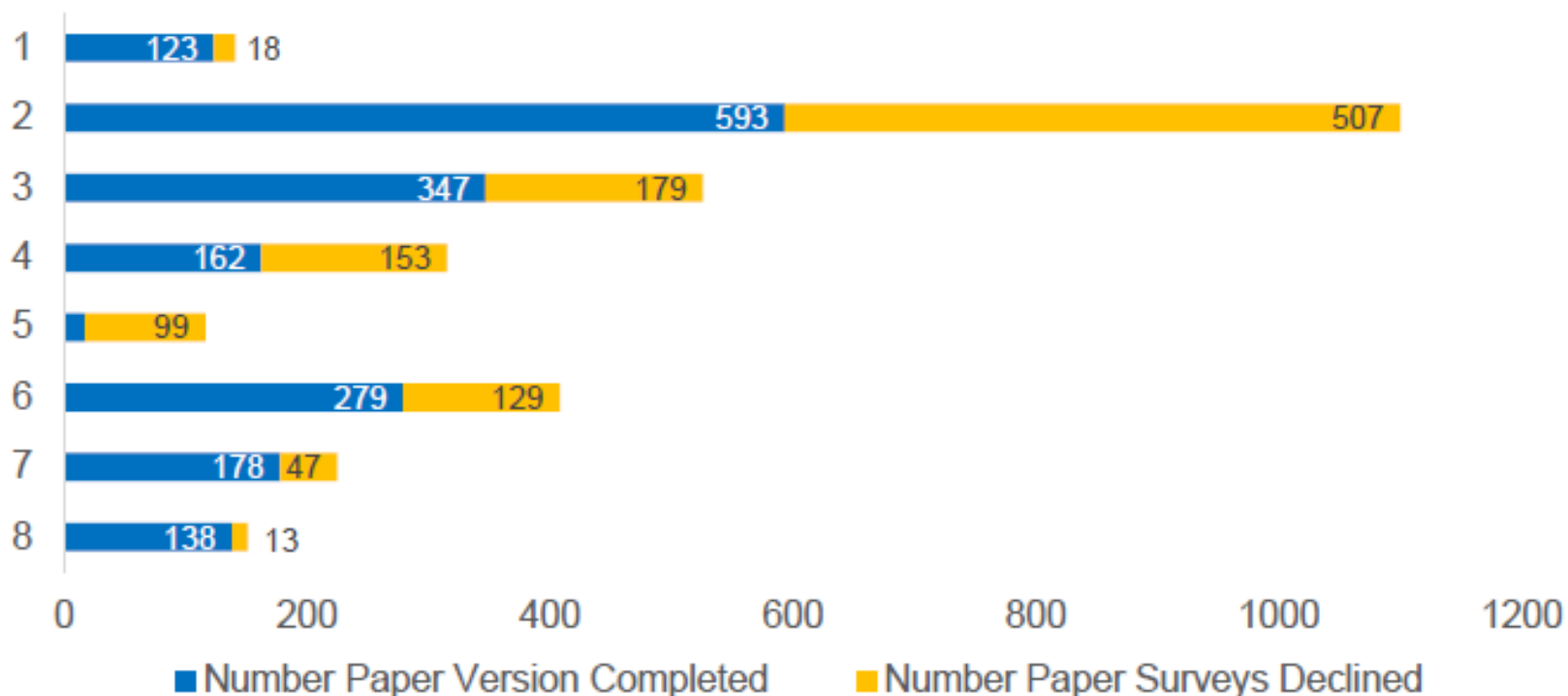
Consumer Perception Surveys Spring 2020 Period Preliminary Counts



3. Summary report on collection of Consumer Perception Surveys – Spring 2020 (continued)

Consumer Perception Surveys Spring 2020 Period Preliminary Counts

Paper Surveys Completed and Declined by Service Area



3. Summary report on collection of Consumer Perception Surveys – Spring 2020 (continued)

Consumer Perception Surveys Spring 2020 Period Preliminary Counts

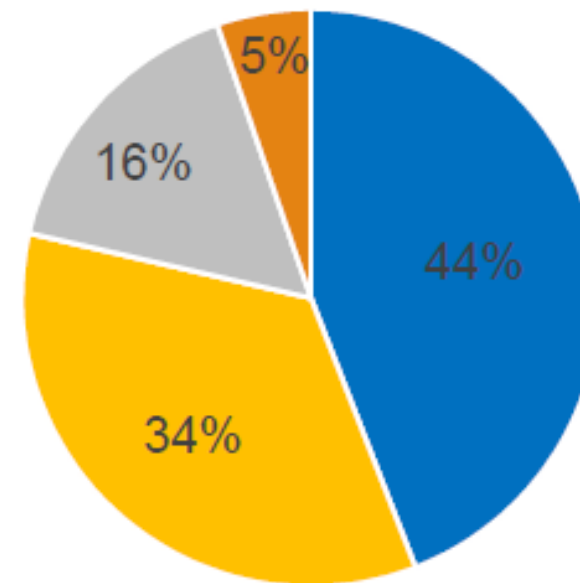
The Good News:

- CIBHS reported that we submitted **11,858** surveys, which is a lot, especially for piloting a new system!
- We also had an additional **1,837** completed paper surveys (2,982 total)

The Room for Improvement News:

- Based on tally sheets, **22,191** links were sent to consumers, meaning many electronic surveys were not completed.

CIBHS Electronic Survey
County by Version



■ Families ■ Adult ■ Youth ■ Older Adult

QI AGENDA TOPICS

2. Performance Improvement Projects:

- Clinical PIP - Improving quality of services for clients with COD. Continuing with best practice for Substance Abuse counselors
- Nonclinical PIP – Access to Care/Network Adequacy System and timeliness of appointments. Focusing on urgent appointments

QI AGENDA TOPICS

- 3. Test Calls – continue with Promotores/Promoters**
- 4. EQRO still scheduled for September – remote review**
- 5. Change of Provider Logs (COP) – Please continue to submit**

QI AGENDA TOPICS

6. LACDMH Policy for Telemental Health:

<https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=print.preview&docID=2489>

QI AGENDA TOPICS

7. Additional items:

- Important to know what Drug Medi-Cal programs are available. Helpline Youth Counseling in SA7 in DMC (Nicole Santamaria)
- Specialty Mental Health Services & Substance Use
- CANS - Direct all CANS questions to Adam Benson with WET Division: Adam Benson
<ABenson@dmh.lacounty.gov>
 - FYI - do not need to complete CANS for clients who don't meet medical necessity. This will be coming out in a bulletin.
 - FYI MAT survey sent out today (just to MAT providers).

SA 8 QI/QA MEETING INFO

NEXT MEETING:

September 16th from 1:30PM-3:30PM via teams

CO-CHAIRS:

- ❖ Emily Ramos eramos@dmh.lacounty.gov
- ❖ Michele Munde mmunde@starsinc.com
- ❖ Courtney Stephens cstephens@mhala.org

SA 8 LIAISON:

Ann Lee alee@dmh.lacounty.gov

ELECTRONIC SIGN-IN REMINDER

Don't forget to complete the electronic sign-in survey if you participated in today's meeting.

<https://tinyurl.com/y7vbobn5>

Link will also be sent out via email after this meeting.

