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# SA5 Quality Improvement Committee Meeting

May 25, 2021

## Meeting Agenda

- ▶ Welcome and Introductions
- ▶ DMH and SA5 Updates
- ▶ Presentation: 2021 Cultural Competence Organizational Assessment
- ▶ Quality Assurance
- ▶ Quality Improvement
- ▶ Provider Check-ins
- ▶ Next SA5 QIC Meeting August 24, 2021

## Quality Assurance

- ▶ 21<sup>st</sup> Century Cures Act <https://www.fda.gov/regulatory-information/selected-amendments-fdc-act/21st-century-cures-act>
- ▶ QA Bulletin, No. 20-07R, (PAVE, Medi-Cal Rx) & FAQs
- ▶ QA Bulletin, No. 21-02, Access to Care Expectations and Reminders
- ▶ QA Bulletin 20-05R ICC, IHBS, TBS and TFC Services, Revised 4-28-21
- ▶ Pre-Authorization for IHBS/TBS/TFC FAQs, Updated 4-28-2021
- ▶ Clinical Forms Bulletin 21-02 Updated ICC Eligibility Form and Supplemental IHBS & TFCS Assessment Forms, 4-28-2021
- ▶ Taxonomy Code Updates
- ▶ NOABD Application for LEs Update
- ▶ Legal Entity Chart Reviews Updates
- ▶ Collaborative Documentation Training and QA Knowledge Survey
- ▶ Network Adequacy Updates

## Quality Improvement

- ▶ Opportunity for Clinical PIP on Medication Assisted Treatment (MAT)
- ▶ Client Well-Being Project
- ▶ Spring 2021 Consumer Perception Survey (June 21 - 25, 2021)

Mandatory CPS Trainings:

For Legal Entities - Wednesday, June 2, 2021 from 11 AM - 2 PM

For Directly Operated - Wednesday, June 9, 2021 from 1 PM-3 PM

## Provider Check-Ins

- Alcott Center
- Didi Hirsch
- Edelman - Adult
- Edelman - Child
- Exceptional Children's Foundation
- Exodus Recovery
- Family Service of Santa Monica
- Homes for Life
- New Directions for Veterans
- PACS
- Providence St. John's
- SHARE!
- St. Joseph Center
- Step Up on Second
- The Help Group
- The People Concern
- UCLA Ties for Families
- Vista Del Mar



**Next SA5 QIC Meeting:**

**Tuesday, August 24, 2021  
10:00 - 11:30 am**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 5 Quality Improvement Committee  
Minutes**

<b>Type of Meeting</b>	<b>Quality Improvement Committee</b>	<b>Date:</b>	May 25, 2021
<b>Place</b>	MS Teams	<b>Start Time:</b>	10:00 AM
<b>Chair</b>	Dara Vines, DMH	<b>End Time:</b>	11:30 AM
<b>Co-Chair</b>	Misty Aronoff, Step Up On Second		
<b>Members Present</b>	Dara Vines, DMH; Misty Aronoff, Step Up On Second; Jacquelyn Wilcoxon, DMH; Hyun Kyung Lee, DMH Cultural Competence Unit; Sherry Nourian, Vista Del Mar; Robin Washington, DMH QA; Jennifer Regan, DMH QI; Martha Andreani, Providence St. John's; Araceli Barajas, UCLA Ties for Families; Eloisa Ramos Robles, Exceptional Children's Foundation; Caitlyn O'Hara, Alcott Center; Claudia Angel, Exceptional Children's Foundation; Kelly Delish, Family Service of Santa Monica / VDM; Jeanine Caro-Delville, The Help Group; Libby Hartigan, SHARE!; Claudia Morales, PACS; Michelle Matthews, Edelman (Adult); Renee Lee, QA – Medi-Cal Certification; Mandy Sommers, St. Joseph Center; Enriqueta Allred, Didi Hirsch; Cheryl Carrington, Vista Del Mar; Esther Lee, CMMD/DMH; Jorge Alfaro, Providence St. John's; Sara van Koningsveld, St. Joseph Center; Sukeda Day, DMH; Maria Tan, OASOC; Helen Mejia, The Help Group; Anna Weber,		
<b>Excused/Absent Members</b>	Patrice Grant, Edelman (Child); Marc Borkheim, DMH QA; David Tavlin, Step Up On Second; Wendy Coloma, The People Concern; Ashlei Sullivan, The People Concern; Stephanie Yamada, PACS; Filipo Forni, New Directions for Veterans; Anahita Saadatifaïd, Homes for Life; Kristine Santoro, Didi Hirsch, Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Deborah Gibson, Homes for Life Foundation; Sara Nouri, Alcott Center; Kristi Rangel, Alcott Center; Aminah Ofumbi, Didi Hirsch; Camille Dennis, SHARE!; Gaby Cardenas, St. Joseph Center; Trish Burkett, Exodus Recovery; Nilsa Gallardo, Edelman – Adult; Theodore M. Cannady, DMH; Blair Ibarra, Exodus; Angeline Loch, The People Concern; Marina Eckhart, Didi Hirsch; Johanna Aguiluz, The People Concern; Danielle Price, The Help Group; Maureen Cyr, SA5 Home Team/DMH; Stephen Ball, Clare Matrix; Lance Lenford, DMH; David Lee, DMH; Michael Lyles, DMH; Jacky Estrada, The People Concern;		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Call to Order &amp; Introductions</b></p> <p><b>DMH Updates</b></p>	<p>The meeting was called to order at 10:00 AM. The meeting was conducted via MS Teams and telephone due to the Covid-19 pandemic. Participants were asked to type their name and agency information in the meeting chat by way of indicating their attendance or to email the Chair if joining by telephone.</p> <p>Jacque Wilcoxon acknowledged that Mental Health Month is ending soon. LACDMH hosted We Rise, and many other provider agencies had their own celebratory events. The County will continue to address areas such as mental health stigma. This is particularly important during the pandemic, as we want everyone to feel comfortable with seeking help during a time of high stress.</p> <p>DMH is encouraging "everyone" to get the COVID-19 vaccination. Public Health has sponsored a number of vaccine events for the public. Please contact them if you need specific information regarding upcoming events.</p> <p>The County has not provided a plan for full reopening following the pandemic. The discussions are happening now that Governor Newsom has plans to terminate the pandemic executive orders and safely re-open the State on June 15<sup>th</sup>. Regardless, the opportunity to provide telehealth to consumers will likely continue as a part of on-going services for consumers that want it.</p>		<p>Dara &amp; Misty                      QIC Membership</p>



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<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• 21<sup>st</sup> Century Cures Act- Update                      This is a joint regulation by the Office of the National Coordinator for Health (ONC) and the Centers for Medicare and Medicaid Services (CMS). Its purpose is to make it easier for clients, health plans and providers to access, exchange and use electronic health information. QA has acknowledged that the requirements are a relatively "heavy lift" for providers but encourages a "good faith effort". LA County is reportedly developing a chart that provides clarification on responsibilities, requirements and dates.</li> <li>• QA Bulletin, No. 20-07R (PAVE, Medi-Cal RX) &amp; FAQs                      There is a new deadline of July 1<sup>st</sup>, 2021 for eligible licensed disciplines to enroll in Pave and the Medi-Cal RX. The revised bulletin includes updated Medi-Cal RX instructions and training resources. There are also updated FAQs on PAVE. Please go to the LACDMH website for additional information and to access the FAQs.</li> <li>• QA Bulletin, No. 21-01, Access to Care Expectations and Reminders                      Dara reviewed the specific Access to Care expectations and reminders contained in the Bulletin 21-01. 1) No programs are exempt from Access to Care; 2) Please review the criteria on when a provider should enter into discussion with their SA Chief or CMMD Lead regarding not accepting new requests for routine requests for a period of time; 3) All providers must make every effort to accept Urgent/ Hospital Discharge/Jail Release appointment requests; (continued next page)</li> </ul>	<p>QA Bulletin No. 20-07R was emailed to providers prior to the meeting.</p> <p>QA Bulletin No. 21-01 was emailed to providers prior to the meeting.</p>	<p>Providers</p> <p>Providers (LE)</p> <p>Providers</p>

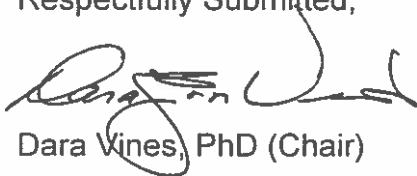
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Quality Assurance</b>	<p>4) Providers can only refuse to provide specific services after having completed an assessment and based on clinical justification. Providers should not refuse clients who reside outside of SA or outside of time/distance standards if the client prefers their agency. Providers should accept indigent clients in the same manner as they accept all other clients; 5) There is a process for monitoring access to care across the DMH systems of care.</p> <ul style="list-style-type: none"> <li>• QA Bulletin, No. 20-05, ICC, IHBS, TBS and TFC Services, Revised 4/28/21            The revised Bulletin reflects the new date of 5/1/21 for when IHBS, TFC and TBS claims will be denied without pre-authorization. This was an extension of the grace period for providers to fully implement pre-authorizations to 7 months.</li> <li>• Pre-Authorizations for IHBS/TBS/TFC FAQs – Updated 4/28/21            “If a family refused ICC services are they still eligible for IHBS service?” Yes. One service cannot be conditioned on receiving another service. “Must there be a CFT in place in order to receive IHBS”. Yes. IHBS requires the use of a CFT. The updated FAQs discuss the “Span Fiscal Year Member Authorization” (M-Auth) Please refer to the FAQs for specific guidance and/or to the QA/QI Monthly Meeting recording dated 5/10/21.</li> </ul>	<p>QA Bulletin No. 20-05R was emailed to providers prior to the meeting.</p>	<p>Providers</p> <p>Providers</p>



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<b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>Legal Entity Chart Reviews</li> </ul> <p>QA has not scheduled dates for upcoming LE Chart Reviews. There have been updates to the chart review preparation instructions, which will now include Needs Evaluations, Supplemental IHBS, TBS, TFC assessments and confirmation of authorization for IHBS, TBS and TFC (if applicable). A "Plan of Support Meeting" was added to the process (to take place after the Exit Meeting). This support meeting will discuss next steps such as how to implement changes based on the recommendations from the Chart Review. It sets guidelines for follow-up support from DMH as well as monitoring of the implementation process. A video on the LE Chart Review process is available on the LACDMH website.</p>		Providers
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>(Presentation) 2021 Cultural Competence Organizational Assessment</li> </ul> <p>The goal of the CCOAT was to assess perceptions regarding the Department's responsiveness to the cultural and linguistic needs of communities served by LACDMH. Results of the assessment indicated that, overall, DMH is meeting its goals for cultural competence training and is taking other positive actions in the area of cultural competence. Dr. Lee also reviewed the qualitative results from consumer and staff focus groups, which illustrated their different priorities and concerns.</p>		Hyun K. Lee, Ph.D. Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• Opportunities for Clinical PIP on Medication Assisted Treatment (MAT)                      DMH is creating a countywide network of prescribers (psychiatrists, nurse practitioners, physician's assistants) interested in using Medication Assisted Treatment (MAT) for clients who have co-occurring substance abuse problems. Interested prescribers can fill out a survey available in the MS Teams chat for this meeting.</li> <li>• Client Well Being Project                      Quality, Outcomes and Training Division partnered with Gallup to measure client wellbeing across all programs for adults 18 years old or older. The launch was 5/18/21. Gallup will be sending invitation to clients based on their email addresses on file. Providers were asked to tell clients about the survey and make sure that their email addresses on record are accurate.</li> <li>• The next Service Area 5 Quality Improvement Committee Meeting will be held on August 24, 2021 via MS Teams. DO and LE Providers will continue to be invited to participate in the Monthly Countywide QA/QI Meeting.</li> </ul>		<p>Providers</p> <p>Providers</p> <p>Dara and Misty                      QIC                      Membership</p>

Respectfully Submitted,



Dara Vines, PhD (Chair)