



Los Angeles County Department of Mental Health
Office of Administrative Operations – Quality, Outcomes, and Training Division
Test Call Project 2022 Plan

Test Call Procedures

The Quality Improvement (QI) Unit, in conjunction with the ACCESS Center, will oversee the Test Call Project for Calendar Year 2022 from March 2022 to October 2022. QI will coordinate five (5) test calls per month in each service area (SA) resulting in a total of 40 calls for 2022. Test callers will include individuals from the Mental Health Promoters program and administrative staff from the Los Angeles County Department of Mental Health (LACDMH) Office of Administrative Operations as well as contracted sites.

Each SA is assigned a month for calls to test that particular region (see schedule below). In addition to SA, the calls will be assigned to test callers each month by QI according to the following three (3) variables:

1. Time of day (The specific breakdown of after-hours and business-hours calls will vary by month – see schedule below)
 - Calls during regular business hours (Monday-Friday 8:00 AM to 5:00 PM)
 - Calls after hours (Monday – Friday 5:01 PM – 7:59 AM, or on weekends, Friday 5:01 PM – Monday 7:59 AM, and/or holidays).
2. Language
 - At least two (2) calls should be in English
 - The remaining three (3) calls should be in the SA's threshold languages. (Refer to Table 1 for the *Service Area Test Calls Schedule*).
 - At least 1 call a month will be in Spanish
 - For non-Spanish calls, QI will canvas administrative staff for language availability and assign calls accordingly
 - For all non-English calls, the caller will be instructed to request interpreter services. If the caller experiences any issues with interpreter services, QI will inform the ACCESS Center which will provide feedback to the Internal Services Department (ISD).
3. Type of Call
 - Each SA should make one beneficiary problem/complaint related (Patient's Rights Office) call.
 - Each SA should make two crisis scenario calls
 - One (1) call should occur during business hours
 - One (1) call should be made after hours
 - The remaining two (2) calls should inquire about referrals for specialty mental health services

In addition to assigning each call according to the three variables (time of day, language, type of call), QI will provide callers with the following information:

- Date and time to make the call
- Fictitious name to use for the call (emphasizing uncommon names)
- Location for fictitious consumers (address or cross streets)
- Fictitious Medi-Cal number
- Fictitious Social Security number (SSN)
- Specific scenario to use for the call

After test callers complete each test call, the callers will submit their survey forms to the QI unit. The QI unit will review these forms for completeness, follow up if necessary, and will then forward them to the ACCESS Center so that documentation can be verified. Please see the Test Call Study Workflow 2022 for more detailed information.

Training

The QI Unit will coordinate trainings with the test callers each month to review the test call procedures and guidelines. The training will be updated as new issues arise.

Data Availability

The QI team will distribute a trending report that monitors the metrics sent to State as well as the additional questions from the survey (i.e., regarding referral and beneficiary problem/complaint follow-up information) on a monthly basis. Members of the QI and ACCESS teams also have access to the 24/7 Test Call Project List that contains all available data for the Calendar Year.

Service Area Test Calls Schedule Calendar Year 2022

SA	Assigned Month	# Business Hours Calls	# After Hours Calls	Threshold Language(s)
SA 1	March 2022	3	2	Spanish
SA 2	April 2022	2	3	Armenian, Farsi, Korean, Russian, Spanish, Tagalog, and Vietnamese
SA 3	May 2022	3	2	Cantonese, Korean, Mandarin, Spanish, and Vietnamese
SA 4	June 2022	2	3	Armenian, Korean, Russian, Spanish, and Tagalog
SA 5	July 2022	3	2	Farsi and Spanish
SA 6	August 2022	2	3	Spanish

SA 7	September 2022	3	2	Korean and Spanish
SA 8	October 2022	2	3	Cambodian, Korean, Spanish, and Vietnamese