



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

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 2 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

November 18, 2021
10 am – 11:30am

Type of meeting: Virtual Microsoft TEAMS	Meeting Link:																																				
<table border="1"><tbody><tr><td>Amy Kress LCSW</td><td>Olive View Mental Health Urgent Care</td></tr><tr><td>Aubrey Ferman, LMFT</td><td>Rancho San Antonio Boys Home, Inc.</td></tr><tr><td>Cheryl Driscoll</td><td>Hillview MHC</td></tr><tr><td>Daiya Cunnane</td><td>DMH QI</td></tr><tr><td>Dave Mendez</td><td>Rancho San Antonio</td></tr><tr><td>Dora Escalante</td><td>Jewish Family Service</td></tr><tr><td>Elizabeth Pak</td><td>DMH/QOTD/QA/Medi-Cal Certification Team</td></tr><tr><td>Heylee Barriola</td><td>Didi Hirsch Mental Health Services</td></tr><tr><td>Ilda Aharonian</td><td>LACDMH QA Training and Operations Team</td></tr><tr><td>Iliana Martinez</td><td>El Centro de Amistad</td></tr><tr><td>Jennifer Roecklein</td><td>Child & Family Center</td></tr><tr><td>Jesus Romero, Jr.</td><td>SA2 Admin. - DMH</td></tr><tr><td>Julie Jones</td><td>Hillview Mental Health Center Inc</td></tr><tr><td>Katy Ihrig</td><td>SCVMHC</td></tr><tr><td>Kristen Fraley</td><td>Tarzana Treatment Centers</td></tr><tr><td>Marilou Jougilon</td><td>DMH TAR</td></tr><tr><td>Marina Martin</td><td>San Fernando MHC</td></tr><tr><td>Megan McDonald</td><td>Topanga West Guest Home/ACT Health and Wellness</td></tr></tbody></table>	Amy Kress LCSW	Olive View Mental Health Urgent Care	Aubrey Ferman, LMFT	Rancho San Antonio Boys Home, Inc.	Cheryl Driscoll	Hillview MHC	Daiya Cunnane	DMH QI	Dave Mendez	Rancho San Antonio	Dora Escalante	Jewish Family Service	Elizabeth Pak	DMH/QOTD/QA/Medi-Cal Certification Team	Heylee Barriola	Didi Hirsch Mental Health Services	Ilda Aharonian	LACDMH QA Training and Operations Team	Iliana Martinez	El Centro de Amistad	Jennifer Roecklein	Child & Family Center	Jesus Romero, Jr.	SA2 Admin. - DMH	Julie Jones	Hillview Mental Health Center Inc	Katy Ihrig	SCVMHC	Kristen Fraley	Tarzana Treatment Centers	Marilou Jougilon	DMH TAR	Marina Martin	San Fernando MHC	Megan McDonald	Topanga West Guest Home/ACT Health and Wellness	<p>https://web.microsoftstream.com/video/2432781f-3b0c-4445-92d5-d22b7d36b8de?list=studio</p> <p>Members Present</p>
Amy Kress LCSW	Olive View Mental Health Urgent Care																																				
Aubrey Ferman, LMFT	Rancho San Antonio Boys Home, Inc.																																				
Cheryl Driscoll	Hillview MHC																																				
Daiya Cunnane	DMH QI																																				
Dave Mendez	Rancho San Antonio																																				
Dora Escalante	Jewish Family Service																																				
Elizabeth Pak	DMH/QOTD/QA/Medi-Cal Certification Team																																				
Heylee Barriola	Didi Hirsch Mental Health Services																																				
Ilda Aharonian	LACDMH QA Training and Operations Team																																				
Iliana Martinez	El Centro de Amistad																																				
Jennifer Roecklein	Child & Family Center																																				
Jesus Romero, Jr.	SA2 Admin. - DMH																																				
Julie Jones	Hillview Mental Health Center Inc																																				
Katy Ihrig	SCVMHC																																				
Kristen Fraley	Tarzana Treatment Centers																																				
Marilou Jougilon	DMH TAR																																				
Marina Martin	San Fernando MHC																																				
Megan McDonald	Topanga West Guest Home/ACT Health and Wellness																																				

Michelle Rittel	SA2 Administration	Members Present
Sherry Winston	Tarzana Treatment Center	
Tiffany Rabbani	Tarzana Treatment Centers	

AGENDA ITEMS	DISCUSSIONS/RECOMMENDATIONS/ACTIONS OR SCHEDULED TASKS	RESPONSIBLE UNIT/STAFF
QIC Cert/QA/QI Updates	Membership were provided brief updates from the QA Certification and Training units	E. Pak– QA Cert Ilda Aharonian, Ph.D.- QA Unit
Quality Improvement	Quality Improvement	Quality Improvement
Non-clinical PIP Review	Dr. Cunnane provided an in depth presentation and lead a discussion on closing the gap between the access to care beneficiaries receive and what is expected	Daiya Cunnane, Psy.D. – QI Unit
Policy Bulletin	3 rd quarter policy bulletin and link provided to membership	Provided by Compliance, Privacy, & Audit Services - Reported by Kimber
EQRO Review Feedback	EQRO Sept 27-30 <u>What was reviewed:</u> <ul style="list-style-type: none"> • Service Area Sessions – Service Areas 1 & 7 • Adult Consumer Session • Caretaker Session • Line Staff Session • Supervisor Session • Peer Staff Session • Recruitment completed by Service Areas • \$25 Gift Card incentive for consumers and caretakers • Access, Timeliness, Quality, Outcomes 	Provided by K. Gilbert – Reported by Kimber

	<p>PRELIMINARY FEEDBACK:</p> <p><u>The Good</u></p> <ul style="list-style-type: none"> • Highly dedicated staff, creative solutions to deliver service despite staffing shortages and limitations due to pandemic • Cultural Competence work • Expansion of Peer Centers • Consumer Feedback – Consumers felt hope, they felt their providers were supportive, flexible, and accommodating • Positive Feedback on Medication Monitoring • Improvements in Timeliness of Care • QIC Committee notes received praise for depth of discussion • Both Clinical (use of MAT) and Non Clinical (Timeliness) Performance Improvement Projects (PIPS) were deemed active and received high praise <p><u>Areas for Growth</u></p> <ul style="list-style-type: none"> • Timeliness in Psychiatry • Concern for use of UCCs as an interim service and its impact on consumer and quality of care • Better tracking of timeliness in psychiatry • Use of CPS Data for CQI • Treating the System as a whole • QI Opportunities for Growth • Goal to improve use of QI to address needs system wide • Goal to incorporate demonstrations of use of QI in meetings 	
<p>Quality Assurance</p>	<p>Quality Assurance</p>	<p>Quality Assurance</p>
<p>Federal/State Updates</p>	<p><u>CalAIM</u> Medical Necessity/Criteria to Access SMHS Changes to <i>Medical Necessity and Criteria to Access Specialty Mental Health Services will be effective January 1, 2022</i> We have not yet received a final Information Notice from DHCS – several drafts reviewed</p>	<p>Provided by QA Staff (Provided by Brad Bryant, Jen Hallman, Nikki Collier) – reported by Kimber</p>

	<ul style="list-style-type: none"> •Criteria is becoming less stringent •Movement towards expansion of who needs/deserves SMHS (e.g. those with trauma, child welfare involvement) <p>SMHS will not be expanded (e.g. ABA, services to treat conditions due to medical condition still not considered SMHS)</p> <ul style="list-style-type: none"> •Recoupment will be due to Fraud, Waste, and Abuse not technicalities –Reasons for Recoupment will be updated Moderate our response at this time –be particularly mindful of denying access to SMHS at this time (particularly for children) <p>Medical Necessity/Criteria to Access SMHS What to expect on January 1, 2022: Criteria for accessing SMHS will be different Organizational Provider’s Manual will be updated Beneficiary Handbook will be updated Brief training modules will be available <i>Existing training modules will be updated as resources allow</i> No assessment form changes Will be done as part of Documentation Reform –July 2022 NOABD forms will be modified <u>Think carefully before denying access to SMHS</u></p> <p><u>DHCS System Review</u> Draft Reasons for Recoupment Will apply to claims prior to January 1, 2022</p> <ul style="list-style-type: none"> •Suspect some changes will continue post CalAIM •Called out that services can be claimed during the Assessment period using Z03.89 <p>Does not include Rehab/IHBS, DTI, DR –will be asking why</p> <ul style="list-style-type: none"> •Potential to no longer have to pay back if amount claimed was less expensive than the correct service (e.g. MHS vs TCM) 	
Training & Operations	<p><u>QA Knowledge Assessment Surveys</u></p> <ul style="list-style-type: none"> • Survey #4 responses and countywide results sent out last week 	<p>Provided by Nikki Collier – Reported by Kimber</p>

- Will be posted soon on the Knowledge Assessment page of the QA Website
- <https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/>
- Please let us know recommendations for the theme for the next and upcoming surveys
- Future plans to come out to SA QICs to discuss issues raised by surveys and get feedback

Collaborative Documentation Training Update

- No CD Trainings scheduled for next month (December)
- Currently coordinating multiple dates for 2-hour follow-up Coaching/Technical Assistance sessions in January 2022
- Once those dates are set and available to attend an announcement will be sent to providers and dates will be posted on the QA website's CD page.
- <https://dmh.lacounty.gov/qa/collaborative-documentation/>

Online Training Updates Update

- Online Community Outreach Services (COS) Training currently in development
- Highlights COS requirements
- Provides examples
- Survey to test knowledge and confirm completion
- Anticipated to be available by next week

Annual LE QA Report & Written QA Process

- Announcement for Legal Entity Contract Providers to submit their Annual QA Reports and Written QA Processes will go out next month
- Due annually by the end of January
- Forms available on QA Webpage under Chart Review Requirements

<p>Policy & Tech Development</p>	<p><u>Triannual Assessments</u></p> <ul style="list-style-type: none"> • Purpose of the Three Year (Triannual) Assessment is to re-evaluate the client, re-establish medical necessity and ensure the client continues to need Specialty Mental Health Services. • Ensures the clinical record is aligned with the most updated information & can call out misleading information • Refer to the Organizational Provider’s Manual for a list of required data elements of the assessment <ul style="list-style-type: none"> •Current symptoms, behaviors, impairments and diagnosis are required •<i>For client’s receiving medications, an MD note can satisfy the requirements of the Triannual Assessment</i> •For client’s not receiving medications, continue to monitor to ensure the Triannual is completed • Note: DMH is still awaiting direction from DHCS to determine what this will look like under CalAIM Documentation Reform <p><u>UPCOMING CODES MANUAL UPDATES</u></p> <ul style="list-style-type: none"> •In the process of revising the Guide to Procedure Codes •Expected release is late November •Updates include: <ul style="list-style-type: none"> ◦Medication group SC and GT codes ◦Neurofeedback with Psychotherapy codes ◦Qualified Individual (QI) Assessment codes (only for 7171 Continuum of Care provider) <p>Note: We will also deactivate codes in IBHIS that had previously been removed from the Guide to Procedure Codes (e.g. H2025 & H0002)</p> <p><u>Continuity of Care</u></p>	<p>Provided by Jennifer Hallman – Reported by Kimber</p>
---	--	--

An option for Medi-Cal beneficiaries who meet medical necessity for SMHS & who have changed MHP/BHP to continue care with their existing provider for a period of up to 12 months if a request is made and specific criteria are met	
--	--

- Discussed different scenarios and facilitated Q & A

QA Bulletin 21-05 –

Clarification on Authorization to Release PHI

Clarification: Staff may sign this form on behalf of the client, indicating client provided verbal authorization

Electronically Signed & Respectfully Submitted by:

Kimber Salvaggio

SA 2 Adult QIC Chair

NEXT MEETING: January 20, 2022

10 am Via Teams