



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA 6 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date: 1.27.2022
 Time: 10am-12pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	<i>Dr. Erica Melbourne, Dr. Socorro Gertmenian, Kisha Thompson, Jasmine Boyden, Aminah Ofumbi, Andy Vigil, Anna Galindo, Annie Jackson, April Mayorga, Akila Bacon, Barbara Negron, Beatrice Perez, Bianca Vargas, Brittany White, Bosco Ho, Carl Levinger, Chloe Gomez, Coco Satoko Luce, Colette Harley, Dr. Daiya Cunnane, David Worden, Deatra Hundy, Ekaete Ekpo, Elizabeth Echevarria, Enrique Zuniga, Erica Julian, Erika Lopez, Evelyn Gutierrez, Geralyn La Fleur, Gerardo Avila, Ilda Aharonian, Janine Solano, Jennifer Palma, Jennifer, Jenny Rodriguez, Jessica Ayala, Jocelyn Bush Spurlin, Julie Elder, Karina Quintero, Katherine Webb, Laura Aquino, Mandy Sommers, Maria Amezquita, Mariko Yamada, Martin McDermott, Nicole Cuevas, Niloufar Tahery, Robin Moten, Robin Washington, Rocio Rodriguez, Rozell Robinson, Ruby Medina, Sacha Dovick, Sara Van Koningsveld, Shalane Brouchet, Shaun Allen, Sheaton Baskerville, Susana Lutz, Dr. Tiffany Harvey, Victoria Kim, William Barreto, Yvonne Tiffer, Zuneybi Contreras</i>

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Erica Melbourne welcomed everyone and called the meeting to order at 10:00a.m. Newcomers were given the opportunity to introduce themselves and sign-in via electronic sign-in sheet, chat box, over the phone and or by email.	Dr. Erica Melbourne	
Minutes from October 2021	Minutes were emailed to members by Dr. Melbourne.	Barbara Negron motioned the approval of the minutes and Bosco Ho seconded the approval of the minutes.	

<p>COVID 19 Surge in cases/shut down- How are clinics managing?</p>	<p>Dr. Erica Melbourne gave members a moment to share and reflect on the COVID/Racial Inequity issues.</p>		
<p>Quality Improvement</p> <ul style="list-style-type: none"> ● Client Perception Survey Results 2021 ● Spring 2021 CPS & The Qualities for SA6 ● Spring 2022 	<p>Dr. Daiya Cunnane from the Quality Improvement Unit presented on the SA6 Client Perception Survey Results for 2021 as well as The Qualities for SA6.</p> <p>For additional details, please view the report emailed to members by Dr. Erica Melbourne.</p> <p>Dr. Melbourne mentioned the decision was made to only do the CPS Surveys in the Spring, starting in May 2022.</p>	<p>Dr. Daiya Cunnane dcunnane@dmh.lacounty.gov</p> <p>Dr. Erica Melbourne</p>	
<p>Quality Assurance</p> <ul style="list-style-type: none"> ● General QA Updates <ul style="list-style-type: none"> - MR Grant - Diane Guillory <ul style="list-style-type: none"> ● Professional Licensing Waivers- David Crain (waivers@dmh.lacounty.gov) ● DHCS Updates: CalAIM/documentation Redesign <ul style="list-style-type: none"> - DRAFT Info Notices (07.01.2022) <ul style="list-style-type: none"> ● No Wrong Door for Mental Health Services Policy ● Documentation Requirements for all SMHS, DMC-ODS AND DMC Services ● Documentation Redesign Planning- 	<p>Dr. Melbourne mentioned that the E-Prescribing & Medi-Cal Rx will go Live 1/10/22. Dr. Melbourne updated members with information from the Central QA/QI meeting. Dr. Sue did a lengthy presentation about what the psychiatry staff at the agencies need to be aware and mindful of. Dr. Melbourne mentioned she will send the power point from today's meeting, along with the links, bulletins and resources related to E-Prescribing & Medi-Cal Rx. Dr. Melbourne encouraged the providers and or psychiatry staff to attend the recording for the Central QA/ QI meeting.</p> <p>Dr. Melbourne mentioned that the MR Grant will no longer provide Audits for LACDMH, effective January 2022.</p> <p>Dr. Melbourne updated staff with the news of Diane Guillory's retirement. Ms. Guillory handled</p>		

<p>https://forms.office.com/g/XOB AWEXYOK</p> <ul style="list-style-type: none"> ● QA Policy Updates <ul style="list-style-type: none"> - 501.02 Designated Record Set - 401.01 Clinical Records Maintenance - 302.03 Coordination of Care ● QA Emails Sent Out <ul style="list-style-type: none"> - 12.16.21: Reminder re: QA/QI Monthly Central Meeting - 12.21.21: QA Bulletin 21-07 CalAIM- An Overview and QA Bulletin 21-08 Updated Criteria to Access SMHS - 12.27.21: QA Bulletin 21-09 Updates to Organizational Providers Manual & link to training video (http://lacountymediahost.Gran ius.com/MediaPlayer.php?clip id=9640) - 1.4.22: Survey ● Training & Operations <ul style="list-style-type: none"> - Annual LE Report & Written QA Process Due 1.31.22 - Collaborative Documentation <ul style="list-style-type: none"> ▪ (Wanta Yu wyu@dmh.lacounty.gov) - LE Chart Reviews ● Policy & Technical Development <ul style="list-style-type: none"> - Final QA Bulletin 21-07: CalAIM Overview 	<p>the Professional Licensed Waivers as well as the Medi-Cal Audits. David Crain and his team from Policy and Technical Development Is now responsible for the Professional Licensed Waivers and Audits. Staff should continue to use the waiver email address, waivers@dmh.lacounty.gov.</p> <p>Dr. Melbourne mentioned that the waiver request form has been updated by DHCS.</p> <p>Dr. Melbourne informed members about the DHCS Updates and the CalAIM/Documentation Redesign. A DRAFT Info notice was sent out regarding the changes that will go into effect July 1, 2022. The State is accepting feedback, so DMH is providing feedback to the state dealing with No Wrong Door for Mental Health Services Policy, Documentation Requirements for all SMHS, DMC-ODS and DMC Services and Documentation Redesign Planning. Please complete the survey, if interested in providing feedback for the Documentation Requirements. Dr. Melbourne mentioned that the Documentation Redesign Planning is proposing that there be an expanded role to CANS in the role of assessments and how CANS may serve as the assessment for clients under 21. Dr. Melbourne mentioned that the need for treatment plan requirements will be removed. Dr. Melbourne also mentioned increasing the use and reliance on the problem list. Dr. Melbourne informed members that the progress notes must describe the service provided and support the procedure code used and the Progress notes will also have completion timelines set by DHCS. Day treatment programs</p>		
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<ul style="list-style-type: none"> - Final QA Bulletin 21-08: Updated Criteria to Access SMHS http://lacountymediahost.Granius.com/MediaPlayer.php?clipid=9640 - Final QA Bulletin 21-09: Organizational Providers Manual Updates - Other Updates Coming Soon <ul style="list-style-type: none"> ▪ QA on the Air- QA ON THE AIR.pdf - Authorization for Services - Procedure Code Updates - PAVE Enrollment - Access to Care/Network Adequacy 	<p>will have to do daily notes as opposed to weekly notes.</p> <p>Dr. Melbourne mentioned the updates with policy 501.02, which is the Designated Record Set as well as Policy 401.01, Clinical Records Maintenance and Policy 302.03, Coordination of Care. Policy 501.02 was updated on December 23, 2021, with the Reorganization in the purpose and policy section. Policy 401.01 was updated December 27, 2021 reinforcing all providers have an EHR that meets the requirements as documented in the Organizational Provider's Manual. Policy 302.03 had minor edits to Coordination of Care.</p> <p>Dr. Melbourne mentioned that a significant amount of QA emails were sent out. There was a reminder sent out on December 16, 2021 regarding the QA/QI Monthly Central meeting. An email was sent out on December 21, 2021 regarding the QA Bulletin 21-07 CalAIM which included an overview and QA. Bulletin 21-08, Criteria to Access SMHS was also updated. On December 27, 2021, an email was sent out about QA Bulletin 21-09 which included updates to the Organizational Providers Manual and link to the training video. There was a survey sent out on January 4, 2022, for those who attended the Departmental Central QA/QI meeting as well their services area QA/QI meetings.</p> <p>Dr. Melbourne mentioned that a reminder was sent out regarding the requirement for the Annual LE Report and Written QA Process which is due on January 31, 2022. There was a supplemental form that needed to be filled out as</p>		
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	<p>well. Please send any questions to the QA mailbox, qualityassurance@dmh.lacounty.gov.</p> <p>Dr. Melbourne informed members that the Department is moving forward with the Collaborative Documentation. There are many trainings offered. If anyone is interested in attending the trainings, please contact Wanta Yu, wyu@dmh.lacounty.gov.</p> <p>Dr. Melbourne mentioned the updates and changes with the LE Chart Review checklists. Providers will receive a new copy of the Chart review checklist once the edits and changes have been.</p> <p>Dr. Melbourne mentioned the updates and went over the Final QA Bulletins for the CalAIM Overview, bulletin 21-07; Criteria to Access SMHS, QA Bulletin 21-08, as well as the Organizational Providers Manual Update to QA Bulletin 21-09.</p> <p>Dr. Gertmenian went over the Authorization for Services:</p> <ul style="list-style-type: none">- Psychiatric in-patient hospital services- Psychiatric Health Facility Services- Crisis Residential Treatment Services- Adult Residential Treatment Services <p>DMH is working towards implementing concurrent reviews for all providers for the four services mentioned.</p> <p>Dr. Gertmenian went over the updates for the Guide to Procedure Codes.</p>		
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	<p>Dr. Gertmenian discussed the PAVE Enrollment as well as the Access to Care/ Network Adequacy with members.</p>		
<p>Questions/Announcements</p>	<p>If you're having any trouble locating information, please email: EMelbourne@dmh.lacounty.gov and/or Socorrog@wellnestla.org Dr. Gertmenian and Dr. Melbourne answered questions for members.</p> <ul style="list-style-type: none"> ▶ General QA: QualityAssurance@dmh.lacounty.gov ▶ IBHIS/Documentation: ibhiserrorcorrection@dmh.lacounty.gov ▶ Training for DO: QADOTraining@dmh.lacounty.gov ▶ Requests for additional telehealth and/or telephone procedure codes: Su Kim sjkim@dmh.lacounty.gov ▶ Network Adequacy & Access to Care: (new email coming soon) NetworkAdequacy@dmh.lacounty.gov ▶ Policy Updates: Compliance@dmh.lacounty.gov 		

NEXT MEETING: Date: February 24, 2022, Time: 10am-12pm, via Microsoft Teams