



**SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE**

**February 16, 2022**

**1:30-3:30 p.m.**

**[Join Microsoft Teams Meeting](#)**

**+1 323-776-6996; Conference ID: 691 014 664#**

**Co-chairs:** Emily Ramos (absent), Michele Munde (Star View), Courtney Stephens (MHALA)

**SA 8 QI/QA Liaison:** Ann Lee; **QI Division Lead:** Jennifer Regan; **QA Division Lead:** Mark Borkheim

**AGENDA**

*Please refer to the meeting slides for detailed information for each agenda item.*

**QA webpage:** <https://dmh.lacounty.gov/qa/>

- ❖ Follow up: E-Prescribing & Medi-Cal Rx
- ❖ QA on the Air Feedback/Survey
- ❖ CalAIM
  - ✓ New criteria to access SMHS – FAQs
  - ✓ Documentation/Redesign
  - ✓ Screening/Transition Tools
  - ✓ Payment Reform/CPT Code Transition
- ❖ QA Emails Sent Out
- ❖ Training & Operations:
  - ✓ Annual LE Report & Written QA Process
  - ✓ Collaborative Documentation
  - ✓ LE Chart Reviews
  - ✓ Training Updates
- ❖ Policy & Technical Development:
  - ✓ Letter Writing for Support Animals
  - ✓ Procedure Code Updates – No Updates
  - ✓ Upcoming Network Adequacy/Access to Care Webinar
  - ✓ DO Chart Reviews Upcoming Webinars
- ❖ Upcoming Webinars

**QI Website –** <https://dmh.lacounty.gov/qid/>

- ❖ SPA 8 CPS Spring 2021 Data Report  
*Jennifer Regan, Ph.D., Clinical Psychologist II, Office of Administrative Operations - Quality, Outcomes, and Training Division*
- ❖ Spring 2022 CPS Provider list – all outpatient providers will be required to participate including STRTPs
- ❖ Client/Family Satisfaction
- ❖ Feedback Data for Central and Service Area Meetings

**Next SA 8 QI/QA Meeting Info:**

**March 16, 2022 from 1:30-3:30 p.m.**

**[Join Microsoft Teams Meeting](#)**

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**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
 SERVICE AREA 8 QI/QA COMMITTEE MEETING  
 02/16/2022  
 1:30PM-3:30PM**

<b>Type of meeting:</b>	Virtual monthly meeting via MS Teams
<b>Meeting Recording:</b>	Link to the 02/16/2022 meeting recording: <a href="http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9865">http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9865</a>
<b>Members Present:</b>	See attached at the end of the minutes

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
<b>Meeting sign-in</b>	Link was provided during the meeting and on the slides to record attendance: <a href="https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgZh_AuVvyK5JnyIjLC1rbs9URDhXOVFFVUpJRiI0QjJBUIFQWkg1OTNaRC4u">https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgZh_AuVvyK5JnyIjLC1rbs9URDhXOVFFVUpJRiI0QjJBUIFQWkg1OTNaRC4u</a>		
<b>QUALITY ASSURANCE</b>			
<b>QA webpage</b>	<a href="https://dmh.lacounty.gov/qa">https://dmh.lacounty.gov/qa</a>		
<b>Central Monthly QA/QI meeting</b>	<b>Central QA/QI Meeting recording 02/14/2022</b> <a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9774">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9774</a>  <b>Next Central QA/QI meeting will be held on March 14<sup>th</sup>, 10:30am-12:00pm.</b> Please use the below link to join the meeting: <a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_Mjk3Njq2MDktNDA5MC00ZDc0LWFkN2MtMzkxNGUxNzJmM">https://teams.microsoft.com/l/meetup-join/19%3ameeting_Mjk3Njq2MDktNDA5MC00ZDc0LWFkN2MtMzkxNGUxNzJmM</a>		

	<a href="https://djh.thread.v2/0?context=%7b%22Tid%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22Oid%22%3a%226829d411-dcc3-4715-9a94-fa36ac9c9e4c%22%2c%22IsBroadcastMeeting%22%3a%22true%7d&amp;btype=a&amp;role=a">Dhj%40thread.v2/0?context=%7b%22Tid%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22Oid%22%3a%226829d411-dcc3-4715-9a94-fa36ac9c9e4c%22%2c%22IsBroadcastMeeting%22%3a%22true%7d&amp;btype=a&amp;role=a</a>
<b>E-prescribing and Medi-Cal RX Links</b>	Quickly reviewed info from last month's mtg. Please see slides and e-prescribing and Medi-Cal Rx links are on slide 20.
<b>QA on the Air Feedback/Survey</b>	<p>Positive feedback for the QA on the Air sessions. Will most likely continue airing about 1x/month. Will be more informal and allow for questions and discussion.</p> <p>Please complete a brief survey to help us decide if QA should move forward with this concept: <a href="https://forms.office.com/g/yNcd4UK1rv">https://forms.office.com/g/yNcd4UK1rv</a></p>
<b>CalAIM Updates</b>	<ul style="list-style-type: none"> <li>➤ Criteria for SMHS training video has been posted on the QA Training webpage: <a href="https://dmh.lacounty.gov/qa/qa-training/">https://dmh.lacounty.gov/qa/qa-training/</a></li> <li>➤ Recent conversation with DHCS regarding children (under the age of 21) who would meet criteria to access SMHS based solely on child welfare involvement, homelessness or juvenile justice involvement. Per DHCS, these children may still be determined not to need the level of care provided by SMHS and may be referred to Non SMHS prior to assessment. DHCS will develop FAQs to address this in writing</li> <li>➤ Reviewed bulletin 21-08 New criteria to access SMHS and medical necessity</li> <li>➤ Discussed upcoming Documentation/Redesign which will be effective July 1, 2022</li> <li>➤ Screening/Transition Tools coming in Jan 1, 2023</li> <li>➤ Payment Reform/CPT Code Transition coming July 1, 2023</li> </ul>
<b>Annual LE QA Report and Written QA Process</b>	<ul style="list-style-type: none"> <li>➤ Received 75% of LE's reports</li> <li>➤ QA will reach out to LEs pending submission</li> </ul>
<b>Training &amp; Operations</b>	<p><b>Collaborative Documentation (CD)</b></p> <ul style="list-style-type: none"> <li>➤ Checkout the <a href="https://dmh.lacounty.gov/qa/qa-training/">Collaborative Documentation - Department of Mental Health (lacounty.gov)</a> webpage for information and feedback on the sessions</li> <li>➤ Coordinating addition trainings and train-the-trainer sessions with MTM (developer)</li> </ul>

<b>Legal Entity (LE) Chart Reviews Update</b>	<ul style="list-style-type: none"> <li>➤ Counseling4Kids starts mid-March</li> <li>➤ In the process of coordinating additional reviews for March-May</li> <li>➤ Currently updating the Chart Review Checklist to incorporate updates to Criteria to Access SMHS and Medical necessity for services</li> </ul>
<b>Policy and Technical Development</b>	<ul style="list-style-type: none"> <li>➤ Letter Writing for Support Animals – discussed AB 468 (see slide 26)</li> <li>➤ Procedure Code Updates – No Updates (see slide 27)</li> <li>➤ Upcoming Network Adequacy/Access to Care Webinar – Next webinar will be held 3/8/22. See slide 29 for the link and past webinar videos. Will be changing to the first Tuesday of the month beginning in April</li> <li>➤ DO Chart Reviews Upcoming Webinars</li> </ul>

QUALITY IMPROVEMENT			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage	<a href="https://dmh.lacounty.gov/qid/">https://dmh.lacounty.gov/qid/</a>		
<b>SPA 8 CPS Spring 2021 Data Report</b> <i>Jennifer Regan, Ph.D., Clinical Psychologist II, Office of Administrative Operations, Quality, Outcomes, and Training Division</i>	Dr. Regan presented the Spring 2021 data for SA 8. Reviewed and discussed with members. <ul style="list-style-type: none"> <li>➤ SA 8 Qualies - Heritage Clinic (OA surveys), Didi Hirsch (Adult surveys), Harbor UCLA (Youth) and Didi Hirsch (Youth) were recognized for top surveys returned in their respective categories! Excellent work to Qualies recipients as well as all the other providers who participated in surveys!</li> </ul>		
<b>Spring 2022 CPS planning</b>	<ul style="list-style-type: none"> <li>➤ Please complete the survey linked on slide 33 by 2/25/2022. Will help QI unit plan for the Spring 2022 surveys.</li> <li>➤ For Spring 2022 CPS Provider list – all outpatient providers will be required to participate including STRTPs</li> </ul>		
<b>Feedback Data for Central and Service Area Meetings</b>	Discussed feedback for service area meetings: <ul style="list-style-type: none"> <li>➤ Suggested topics for breakout room discussions at future meetings</li> <li>➤ Please feel free to send additional ideas to Ann Lee</li> </ul>	Ann Lee will look into breakout room discussions for the March meeting	3/16/22
<b>Change of Provider Logs (COP)</b>	Please continue to submit (LEs email <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> ; DOs continue submitting via online app).		
<b>NEXT MEETING</b>	The next meeting will be held on March 16, 2022 from 1:30PM-3:30PM.		

*Ann Lee PhD*

Minutes Recorded by Ann Lee, DMH SA 8 Administration



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SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING  
02/16/2022  
1:30PM-3:30PM**

**Members Present:**

<b>NAME</b>	<b>AGENCY/PROGRAM</b>
Aaron Icedo	DMH San Pedro Clinic
Amy Sutherland	Aspiranet
Ana Viana	Star View Behavioral Health Urgent Care
Angela Lee	DMH-TIES for Families
Ann Lee (Liaison)	DMH SA 8 Administration (SA 8 QI/QA Liaison)
Anna Galindo	Personal Involvement Center
Annetse Desta	TMS
Beatrice Perez	1736 Family Crisis Center
Brittany White	Personal Involvement Center
Cheryl Malinowski	Telecare MHUCC
Claudia Morales	Pacific Asian Counseling Services
Colette Harley	SHIELDS for Families
Courtney Stephens (co-chair)	MHALA
Dalia Diaz	Helpline Youth Counseling Inc.
Danielle Lowe	SHIELDS for Families
Daphne King	South Bay Childrens Health Center
David Worden	SHIELDS for Families
Debra DeLeon	SSG-OTTP
Della Clayburg	DMH SFC South County
Efrain Marquez	Behavioral Health Services Inc.
Ekaete Ekpo	Exodus Recovery, Inc.
Elva Gutierrez	The Guidance Center
Esther Lee	CMMD/DMH
Eugenia Cervantes	Dmh Support Groups In Spanish
Evelyn Nankanja	Dream Home Care Inc.
Gabriela Vasquez	South Bay Mental Health Center
Gerardo Avila	Exodus Recovery, Inc.
Helen Chang	Coastal API Family MHC
Heylee Barriola	Didi Hirsch Mental Health Agency
Jamie Johnson	Dimondale Adolescent Facility
Jeff Baer	Long Beach Child and Adolescent Program

Jennifer Mitzner	Olive Crest
Jennifer Regan (QI Lead)	DMH QI Unit
Jesica Sandoval	AADAP, Inc.
Jonathan Figueroa	Exodus Recovery
Katherine Webb	Star View Community Services
Kathleen Villagomez	San Pedro Mental Health
Kim Nguyen Pierce	SA 8 SFC Admin
Kristina Castellanos	Starview Community Services
Layhearb Poon	Long Beach APIFMHC
Linda Nakamura	Masada Homes
Lourdes Rabello	San Pedro MHC S8
Makesha Jones-Chambers	DMH Contract Management and Monitoring Division
Marc Borkheim (QA Lead)	DMH QA Unit
Martin Alvarez	Telecare Corp
Michele Munde (co-chair)	Stars Behavioral Health Group
Nicolette Bidlingmeyer	1736 family crisis center
Pastora Salazar	For The Child
Paula Valencia	Star View BHUCC
Roxana Bermudez	Children's Bureau- SPA 8
Ruth Wen	DMH San Pedro Clinic
Sarah Barakat	Bayfront Youth and Family Services
Sarah Monson	ChildNet Youth & Family Services, Inc.
Sukeda Day	DMH
Susan Osborne	MHALA
Tiffani Tran	Counseling4Kids
Tiffany Harvey	Alafia Mental Health Institute
Victoria Rodriguez	Dimondale Adolescent
Yessica Brown	Crittenton Services