



SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE
January 19, 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 (absent), 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/>

- ❖ E-Prescribing & Medi-Cal Rx
- ❖ General QA Updates
- ❖ DHCS Updates: CalAIM/Documentation Redesign
- ❖ QA Policy Updates
- ❖ QA Emails Sent Out
- ❖ Training & Operations:
 - Annual LE Report & Written QA Process
 - Collaborative Documentation
 - LE Chart Reviews
- ❖ Policy & Technical Development:
 - QA Bulletin 21-07
 - QA Bulletin 21-08
 - QA Bulletin 21-09
 - Authorization for Services
 - Procedure Code Updates
 - PAVE Enrollment
 - Upcoming Network Adequacy/Access to Care Webinar
- ❖ Upcoming Webinars

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

- ❖ Client Perception Survey Results
- ❖ QIC Survey Check-In

Next SA 8 QI/QA Meeting Info:
February 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
01/19/2022
1:30PM-3:30PM

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 01/19/2022 meeting recording: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9735
Members Present:	See attached at the end of the minutes

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Meeting sign-in	Link was provided during the meeting and on the slides to record attendance: https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgZh_AuVvyK5JnyIjLC1rbs9URDhXOVFFVUpJRiI0QjJBUIFQWkg1OTNaRC4u		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qa		
Central Monthly QA/QI meeting	Central QA/QI Meeting recording 01/10/2022 https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9667 Next Central QA/QI meeting will be held on February 14th, 10:30am-12:00pm. Please use the below link to join the meeting: https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGM0YTq0ZjktZjhmNS00Mjq5LTkwYWQtYWZjNGM3Y2FhOT		

	Y2%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&btype=a&role=a
E-prescribing and Medi-Cal RX Links	<ul style="list-style-type: none"> ➤ Please see slide #6 for all of the links Dr. Sou discussed related to e-prescribing and Medi-Cal Rx ➤ The slides from the Central QA/QI mtg were reviewed and included in today's meeting slides for easy reference
General QA Updates	<ul style="list-style-type: none"> ➤ MR Grant will no longer provide audits for LACDMH as of January 2022 ➤ Diane Guillory has retired. ➤ David Crain will be the lead for Professional Licensing Waivers which will be transferred under QA Policy & Technical Development ➤ Continue using the waiver e-mail address Waivers@dmh.lacounty.gov ➤ The waiver request form has been updated by DHCS ➤ Will be posted shortly on the QA website and sent out soon
DHCS Updates	<ul style="list-style-type: none"> ➤ Discussed 2 draft DHCS Info Notices: “No Wrong Door for Mental Health Services Policy” and “Documentation Requirements for all SMHS...”. Please see slide 29-31. ➤ QA is working on documentation redesign planning – please see slide 32 to input
QA Policy Updates	<ul style="list-style-type: none"> ➤ Reviewed policies 501.02, 401.01, and 303.03 ➤ QA updated the following items in December: <ul style="list-style-type: none"> • QA Bulletin 21-07 CalAIM - An Overview.pdf • QA Bulletin 21-08 Updated Criteria to Access SMHS.pdf • ORGANIZATIONAL PROVIDER'S MANUAL 1-1-22(1).pdf • 21-09 Organizational Provider's Manual Updates(2).pdf
Annual LE QA Report and Written QA Process	<ul style="list-style-type: none"> ➤ For LEs only, please submit your report by the 01/31/2022 due date. ➤ An email with the revised forms was send out last week and is posted on the QA website.

Training & Operations	Collaborative Documentation <ul style="list-style-type: none"> ➤ Upcoming coaching and technical assistance sessions were listed on slide 37 ➤ No general CD trainings this month. Upcoming trainings are being coordinated
Legal Entity (LE) Chart Reviews Update	<ul style="list-style-type: none"> ➤ The People’s Concern will continue through January. ➤ In the process of coordinating additional reviews for February and March ➤ The Chart Review Checklist will be updated to reflect Criteria to Access SMHS and medical necessity for services
Policy and Technical Development	<ul style="list-style-type: none"> ➤ Bulletins: Reviewed and discussed 21-07: Cal AIM – An Overview, 21-08: Updated Criteria to Access SMHS, and 21-09: Organizational Provider’s Manual Updates. <ul style="list-style-type: none"> • Please view the training video that explains the new Criteria to access SMHS https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9640 • Each service must be medically necessary to be reimbursed under Medi-Cal. • Medical Necessity language refers to the service and not the person. ➤ QA On the Air – see slide 47 for info. These meetings will be held to support understanding of the Cal-AIM changes ➤ Authorization for Services <ul style="list-style-type: none"> • Concurrent review is required for Psychiatric Inpatient Hospital Services, Psychiatric Health Facility Services, Crisis Residential Treatment Services (CRTS), and Adult Residential Treatment Services (ARTS) • Prior authorization is required for IHBS, Day Treatment, Day Rehabilitation, Therapeutic Behavioral Services, and Therapeutic Foster Care Services. ➤ Guide to Procedure Codes update – discussed the changes on slide 50.

QUALITY IMPROVEMENT			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage	https://dmh.lacounty.gov/qid/		
Spring 2021 Client Perception Survey (CPS) Results	<ul style="list-style-type: none"> ❖ Data received from UCLA, including provider level data <ul style="list-style-type: none"> ➢ Currently completing analysis, consumer and provider reports ➢ QA to present to Liaisons end of January ➢ QA to provide Service Area presentations and data in February ➢ Goal for 2022 –Improving response rate ❖ This year, anticipate a focus on improvement projects related to Client Perception Survey outcomes. 		
Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app).		
NEXT MEETING	The next meeting will be held on February 16, 2022 from 1:30PM-3:30PM.		

Ann Lee PhD

Minutes Recorded by Ann Lee, DMH SA 8 Administration



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

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
01/19/2022
1:30PM-3:30PM**

Members Present:

NAME	AGENCY/PROGRAM
Aaron Icedo	San Pedro Mental Health Center
Amber Tyner	Personal Involvement Center, Inc.
Amy Sutherland	Aspiranet
Ana Ochoa	Alma Family Services
Analia Barroso	Telecare Corp
Angela lee	DMH/TIES for Families-South Bay
Ann Lee	DMH SA 8 Administration (SA 8 QI/QA Liaison)
Anna Galindo	Personal Involvement Center
Annetse Desta	TMS
Belinda Williams	Tessie Cleveland Community Services
Brenda Miranda	Alma Family Services
Brittany White	Personal Involvement Center, Inc.
Carlos Torres	One In Long Beach
Claudia Morales	Pacific Asian Counseling Services
Colette Harley	SHIELDS for Families
Courtney Stephens (co-chair)	MHALA
Cristina Magarin	DMH Contract Management and Monitoring Division
Crystal Maxwell	Rite of Passage
Dalia Diaz	Helpline Youth Counseling Inc
Danielle Lowe	Shields for families
Daphne King	South Bay Childrens Health Center
Darcy Deckman	Aspiranet
David Worden	SHIELDS for Families
Debra DeLeon	SSG-OTTP
Dee Dattaray	Telecare LA Step Down
Tiffany Harvey	Alafia Mental Health Institute
Efrain Marquez	Behavioral Health Services
Elva Gutierrez	The Guidance Center
Erica Julian	SHIELDS For Families
Eugenia Cervantes	DMH support groups in Spanish
Evelyn Nankanja	Dream Home Care Inc.

Gerardo Avila	Exodus Recovery, Inc.
Helen Chang	DMH-Coastal API Family MHC
Jennifer Regan	DMH QI
Jesica Sandoval	AADAP, Inc.
Katherine Webb	Star View Community Services
Kathleen Villagomez	San Pedro Mental Health
Kim Nguyen Pierce	Specialized Foster Care SA 8 Administration
Kristina Castellanos	Starview Community Services
Layhearb Poon	Long Beach API Family MHC
Linda Nakamura	Masada Homes
Marc Borkheim	DMH QA Unit
Maria Llamas	For The Child
Nicolette Bidlingmeyer	1736 Family Crisis Center
Paula Valencia	Star View BHUCC
Queta Allred	Didi Hirsch MHS
Rosa Diaz	Alma Family Services
Roxana Bermudez	Children's Bureau
Ruth Wen	San Pedro MHC
Sarah Monson	ChildNet Youth & Family Services, Inc.
Stephanie Canales	Star View
Susan Osborne	MHALA
Tiffani Tran	Counseling4Kids
Victoria Rodriguez	Dimondale Adolescent Care Facility
Yessica Brown	Crittenton Services