



SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE
November 17, 2021
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:** LyNetta Shonibare; **QA Division Lead:** Mark Borkheim

AGENDA

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

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| 1. | <p>QI Website – https://dmh.lacounty.gov/qid/</p> <ul style="list-style-type: none"> ❖ Non-Clinical PIP Review <ul style="list-style-type: none"> ➤ <i>Daiya Cunnane, PsyD, DMH Office of Administrative Operations –Quality, Outcomes, and Training Division</i> ❖ EQRO 2021 ❖ Mandated annual review by an agency contracted with DHCS ❖ Review focused on LACDMH’s efforts to improve: <ul style="list-style-type: none"> ➤ Quality of Care ➤ Outcomes of Care ➤ Timeliness of Care ➤ Access to Care ❖ There are identified Key Components for each area ❖ Review focused on Medi-Cal Beneficiaries |
| 2. | <p>QA webpage: https://dmh.lacounty.gov/qa/</p> <ul style="list-style-type: none"> ❖ State Updates (CalAIM & Reasons for Recoupment) ❖ Training & Operations: <ul style="list-style-type: none"> ➤ Collaborative Documentation ➤ LE Chart Reviews ➤ QA Knowledge Assessment Survey ❖ Policy & Technical Development: <ul style="list-style-type: none"> ➤ QA Bulletin 21-05: Updates to Practice from COVID-19 ➤ QA Bulletin 21-06: Updates to Access to Care Policies ➤ QA Bulletin 18-07R: Updates to MAT Documentation & Claiming Guidelines ➤ Reminder QA Bulletin 20-08: PAVE ➤ Reminder: Inactive Procedure Codes ➤ Upcoming Network Adequacy/Access to Care Webinar ➤ Directly Operated Chart Reviews ❖ Upcoming Webinars |

No Meeting in December – Happy Holidays!
Next SA 8 QI/QA Meeting Info: January 19, 2022 from 1:30-3:30 p.m.



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
11/17/2021
1:30PM-3:30PM

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| Type of meeting: | Virtual monthly meeting via MS Teams |
| Meeting Recording: | Link to the 11/17/21 meeting recording: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9564 |
| 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/g/EvyE4H6sJa | | |
| QUALITY ASSURANCE | | | |
| QA webpage | https://dmh.lacounty.gov/qid/ | | |
| Central Monthly QA/QI meeting | Central QA/QI Meeting recording 11/8/2021 https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9564 Next Central QA/QI meeting will be held on December 13th, 10:30am-12:00pm. Please use the below link to join the meeting: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTJjNDU4MmQtZWE1Mi00MTkxLWFkZDMtNDUxOGMwM2Q0MjQ%40thread.v2/0?context=%7b%22id%22%3a%2207597248-ea38-451b-8abe- | | |

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| | a638eddbac81%22%2c%22Oid%22%3a%226829d411-dcc3-4715-9a94-fa36ac9c9e4c%22%2c%22IsBroadcastMeeting%22%3atrue%7d |
| DHCS CalAIM Updates | <p>Medical Necessity/Criteria to Access Specialty MHS</p> <ul style="list-style-type: none"> ➤ Changes to Medical Necessity and Criteria to Access Specialty Mental Health Services will be effective January 1, 2022 ➤ We have not yet received a final Information Notice from DHCS – although we have reviewed several drafts <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) <ul style="list-style-type: none"> ○ SMHS will not be expanded (e.g. ABA, services to treat conditions due to medical condition still not considered SMHS) • Recoupment will be due to Fraud, Waste, and Abuse not technicalities –Reasons for Recoupment will be updated as well ➤ Moderate our response at this time –be particularly mindful of denying access to SMHS at this time (particularly for children) <p>What to expect on January 1, 2022</p> <ul style="list-style-type: none"> ➤ Criteria for accessing SMHS will be different <ul style="list-style-type: none"> • Organizational Provider’s Manual will be updated • Beneficiary Handbook will be updated • Brief training modules will be available <ul style="list-style-type: none"> ○ <i>Existing training modules will be updated as we are able</i> ➤ No assessment form changes <ul style="list-style-type: none"> • Will be done as part of Documentation Reform –July 2022 • NOABD forms will be modified <ul style="list-style-type: none"> ○ Think carefully before denying access to SMHS <p>Draft Reasons For Recoupment</p> <ul style="list-style-type: none"> ➤ Will apply to claims prior to January 1, 2022 <ul style="list-style-type: none"> • Suspect some changes will continue post CalAIM |

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| | <ul style="list-style-type: none"> • Called out that services can be claimed during the Assessment period using Z03.89 <ul style="list-style-type: none"> ○ Does not include Rehab/IHBS, DTI, DR –will be asking why • Potential to no longer have to pay back if amount claimed was less expensive than the correct service (e.g. MHS vs TCM) |
| Network Adequacy/Access To Care Live Meetings | <p>Access to Care/Network Adequacy Webinar was held on October 12th https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9464</p> <p>Meeting recordings are posted on the QA website: Access to Care/Network Adequacy</p> |
| Legal Entity (LE) Chart Reviews Update | <ul style="list-style-type: none"> ➤ Jewish Family Services started first week of November ➤ In the process of coordinating additional reviews for December and January |
| Training & Operations | <p>Collaborative Documentation</p> <ul style="list-style-type: none"> ➤ No trainings scheduled for next month ➤ Currently coordinating multiple dates for 2-hour follow-up Coaching/Technical Assistance sessions in January 2022 <ul style="list-style-type: none"> • Once those dates are set and available to attend an announcement will be sent to providers and dates will posted on the QA website's CD page. <ul style="list-style-type: none"> ○ https://dmh.lacounty.gov/qa/collaborative-documentation/ <p>QA Knowledge Assessment</p> <p>Survey #4 responses and countywide results sent out last week</p> <ul style="list-style-type: none"> ➤ 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 <p>COS Online Training – coming soon. Will be posted on QA trainings webpage</p> |

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| <p>Annual LE QA Report & Written QA Process</p> | <p>See slide 14. Annual LE QA report is due by end of January 2022. Announcement will go out in December. See QA webpage for more forms: QA/ Chart Review Requirements - Department of Mental Health (lacounty.gov)</p> |
| <p>Policy and Technical Development</p> | <p>Triannual Assessment</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. <ul style="list-style-type: none"> • 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 • For client’s receiving medications, an MD note can satisfy the requirements of the Triannual Assessment • For client’s not receiving medications, continue to monitor to ensure the Triannual is completed <p>Note: DMH is still awaiting direction from DHCS to determine what this will look like under CalAIM Documentation Reform</p> <p>Upcoming Procedural Codes Update</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 <ul style="list-style-type: none"> • Neurofeedback with Psychotherapy codes • Qualified Individual (QI) Assessment codes (only for 7171 Continuum of Care provider) ➤ Note: We will also deactivate codes in IBHIS that had previously been removed from the Guide to Procedure Codes (e.g. H2025 & H0002) |

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| | <p>Continuity of Care – discussed situations on slide 17. Bulletin will be released soon.</p> <ul style="list-style-type: none"> ➤ 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 <p><u>21-05: Updates to Practice From COVID-19</u></p> <ul style="list-style-type: none"> ➤ Discussed clarification on Authorization to release PHI per QA bulletin 21-05. ➤ Staff may sign this form on behalf of the client, indicating client provided verbal authorization. Document client gave verbal authorization but is unable to sign the form due to COVID19 and Safer at Home guidance ➤ Please see slide 18. |
| <p>Access to Care/Network Adequacy</p> | <p>Access to Care/Network Adequacy Webinar was held on November 9th. Please view the video for more info: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9550</p> <p>Next webinar will be held on December 14th at 9am. Click this link to join: https://tinyurl.com/2rpc74k9</p> |
| <p>DO QA Check-ins & Chart Reviews</p> | <p>Please see slide 20 for list of clinics being reviewed from November-January. No SA 8 clinics were selected.</p> |

| QUALITY IMPROVEMENT | | | |
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| AGENDA ITEMS | DECISIONS AND ACTIONS | RESPONSIBLE UNIT/STAFF | DUE DATE |
| QI webpage | https://dmh.lacounty.gov/qid/ | | |
| Non-Clinical PIP Review: Closing the Gap Between the Access to Care Beneficiaries Receive and What is Expected | Dr. Daiya Cunnane provided a presentation on the non-clinical PIP review. Please review the meeting recording. Strategies utilized by cohorts and findings were discussed. Michele Munde shared the experience of being involved in this PIP. Star View was interested in finding out if they were looking at the same data as county and developing strategies for monitoring. Dr. Cunnane did note one of the findings learned is that data that providers were tracking did not always match with the data DMH looked at. | | |
| EQRO Review | <p>EQRO - What's in a Review? – <i>Timeliness of Care</i> – What is LA county's monitoring and improvement process</p> <ul style="list-style-type: none"> ➤ Key Component Examples: <ul style="list-style-type: none"> • DMH Collected Data related to timeliness in the following areas: <ul style="list-style-type: none"> ○ First offered appointment ○ First psychiatry appointment ○ Follow up appointments 7 days after hospital discharge ○ Urgent appointments ○ No-shows and cancellations ○ DMH has a methodology to collect the above data; <ul style="list-style-type: none"> ▪ Tracks trends data routinely <p>Develops performance improvement activities when warranted</p> | | |
| Cultural Competency | <p>ASL Videoconferencing Pilot</p> <ul style="list-style-type: none"> ➤ Harbor UCLA is one of the clinics that is participating in this project. | | |
| SA QIC meeting attendance requirement | <p><u>SA QICs</u> – attendance is still part of the DHCS mandate.</p> <ul style="list-style-type: none"> ➤ Please email any feedback on topics you would like to discuss during meetings in order to make the best use of this meeting time and reduce redundancy. | | |

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| | <ul style="list-style-type: none"> ➤ Providers may voluntarily present about any QI or QA projects they are implementing, types of data being collected and monitored at their agencies. ➤ Will discuss topics of interest at future meetings |
| Change of Provider Logs (COP) | Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app). |
| NEXT MEETING | No meeting in December. The next meeting will be held on January 20, 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
11/17/2021
1:30PM-3:30PM**

Members Present:

| NAME | AGENCY/PROGRAM |
|------------------------------|---|
| Aaron Icedo | San Pedro Mental Health Clinic |
| Aaron Quiroz | Tarzana Treatment Centers |
| Amber Tyner | Personal Involvement Center, Inc. |
| Aminah Ofumbi | Didi Hirsch |
| Amy Sutherland | Aspiranet |
| Ana Viana | Stars Behavioral Urgent Care Center |
| Angela Lee | DMH TIES for Families-South Bay |
| Ann Lee | DMH SA 8 Administration (SA 8 QI/QA Liaison) |
| Anya Juvasvat | Dream Home Care, Inc. |
| Brittany White | Personal Involvement Center, Inc. |
| Chad Brinderson | DMH Specialized Foster Care SA 8 |
| Colette Harley | SHIELDS for Families |
| Colette James | SHIELDS for Families |
| Courtney Stephens (co-chair) | MHALA |
| Cristina Magarin | DMH Contract Management and Monitoring Division |
| Daiya Cunnane | DMH QI |
| Dalia Diaz | Helpline Youth Counseling Inc. |
| Daphne King | South Bay Childrens Health Center |
| Darcy Deckman | Aspiranet |
| Debra DeLeon | SSG-OTTP |
| Della Clayburg | Specialized Foster Care - South County |
| Denise Shook | BHS-Inc. |
| Dora Anderson | Harbor 6859 and 7738 |
| Efrain Marquez | BHS-Inc. |
| Ekaete Ekpo | Exodus Recovery, Inc |
| Elizabeth Mota | DMH Contract Management and Monitoring Division |
| Elva Gutierrez | The Guidance Center |
| Erica Julian | SHIELDS for Families |
| Esther Lee | DMH Contract Management and Monitoring Division |
| Gabriela Vasquez | South Bay Mental Health Center |
| Geralyn La Fleur | Wraparound, Personal Involvement Center |

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| Gerardo Avila | Exodus Recovery, Inc. |
| Helen Chang | DMH-Coastal API Family MHC |
| Gerardo Avila | Exodus Recovery, Inc. |
| Jane Park-Aspe | Children's Institute, Inc |
| Jennifer Mitzner | Olive Crest |
| Jesica Sandoval | AADAP, Inc. |
| Karina Quintero | Shields for Families |
| Katarena Harris | BHS,Inc |
| Katherine Webb | Star View Community Services |
| Kathleen Villagomez | San Pedro Mental Health |
| Kathy Saucedo | SBHG |
| Kim Nguyen Pierce | DMH Specialized Foster Care SA 8 |
| Layhearb Poon | Long Beach APIFMHC |
| Linda Nakamura | Masada Homes |
| Lourdes Rabello | |
| LyNetta Shonibare | DMH – QI Unit |
| Marc Borkheim | DMH QA Unit |
| Maria Llamas | For The Child |
| Martin Alvarez | Telecare LAOA |
| Michele Munde (co-chair) | Stars Behavioral Health Group |
| Pastora Salazar | For The Child |
| Paula Valencia | Star View BHUCC |
| Renee Yu | SSG Alliance |
| Rosa Diaz | Alma Family Services |
| Ruth Wen | DMH San Pedro |
| Sarah Barakat | Bayfront Youth and Family Services |
| Sarah Monson | ChildNet |
| Stephanie Canales | Star View |
| Stephanie Yamada | Pacific Asian counseling services |
| Susan Osborne | MHALA |
| Terri Cassick | Diminondale |
| Tiffani Tran | Counseling4Kids |
| Tiffany Harvey | California Institute of Health and Social Services Inc./ Alafia Mental Health Institute |
| Victoria Rodriguez | Dimondale Adolescent |
| Yessica Brown | Crittenton Services |