LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE
April 20, 2022
1:30-3:30 p.m.

Join Microsoft Teams Meeting
+1 323-776-6996; **Conference ID: 691 014 664#**

Co-chairs: Emily Ramos (Long Beach MHC), 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/ ❖ QA Overview
	QI Website – https://dmh.lacounty.gov/qid/ ❖ QI Overview • Spring 2022 CPS Updates & Preparation • Sexual Orientation Gender Identification Information • PIP concepts ❖ **Small Group Discussion**

Next SA 8 QI/QA Meeting Info:
May 18, 2022 from 1:30-3:30 p.m.
Join Microsoft Teams Meeting
+1 323-776-6996; **Conference ID: 691 014 664#**

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
04/20/2022
1:30PM-3:30PM**

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 04/20/2022 meeting recording: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9982
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_AuVvyK5Jny IjLC1rbs9URDhXOVFFVUpJRII0QjJBUlFQWkg1OTNaRC4u		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qa		
Central Monthly QA/QI meeting	**Central QA/QI Meeting recording 04/20/2022** https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9923 **Next Central QA/QI meeting will be held on May 9th, 10:30am-12:00pm.** Please see slide 3 for the meeting link.		

SA 8 Electronic Signin Survey Questions from the 3/16/22 Meeting	**Q1:** NOABD Reminders
	A: *Please see Clinical Forms Bulletin:* [20-04: NET, ICC Eligibility Form, Supplemental IHBS, TFCS, TBS Assessments, NOABDs](#)
	MH 746 – Notice of Adverse Benefit Determination (NOABD) Denial Notice
	   • PURPOSE: To provide Medi-Cal beneficiaries and/or providers written notification when LACDMH denies a request for a service.
	MH 748 – Notice of Adverse Benefit Determination (NOABD) Service Delivery
	   • PURPOSE: To provide Medi-Cal beneficiaries and/or providers written notification when LACDMH denies a requested service and to explain why a beneficiary's condition does not meet medical necessity criteria
	
	Legal Entities: Please see the below video link for the ***NOABD Provider Application for LE Providers***. This video provides information on what the application is and how LE providers can use it in order to submit NOABD letters to LACDMH as discussed in previous Central QA/QI Meetings.
	   • [http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9090](#)
	   • [1082439_NOABD_ApplicationUsersGuide.pdf (lacounty.gov)](#)
	   • Application access: [https://lacdmhpp.powerappsportals.us/](#) (LE only)
	
	Q2: Since the ICC form is no longer required, where can providers document if ICC is going to be provided?
	A: ICC services should be listed in the Treatment Plan, with the caregivers signing off on the corresponding intervention.
	Related bulletin: [21-02: Updated ICC Eligibility, IHBS Supplemental Assessment and TFCS Supplemental Assessment](#)

QA Overview	A brief overview was provided in order to leave time for the small group discussion in breakout rooms. Please view the slides for additional details. ➢ **Network Adequacy/Access to Care** • Reviewed and discussed SA 8 slide on # of providers accepting new beneficiaries that was presented at the last NA/ATC webinar on 4/5/22 (see slide 37). About 86% of providers reported are accepting new beneficiaries. Will keep a watch on our SA 8 availability.

	• Q: Is the provider directory printable? • A: Unsure. However, if unable to print the entire directory, please print the needed "pages" that contains the info the client needs.
QA on the Air Feedback/Survey	[QA on the Air - Reasons for Recoupment 4-27-22.pdf](#)

CalAIM Updates	➢ Reviewed CalAIM updates
	➢ Discussed Reasons for Recoupment
	➢ Peer Support Services (PSS) will be effective 7/1/2022 (see slide 21)
	    • Co-chair Emily Ramos shared that Peer support services is not mandatory for providers to provide. In order to provide peer support services, staff must get certification licensure program and must pass State test. Will be list of procedure codes that can be billed only if certified and requirements are met.
	    • Will share more details and info once we receive them from the State
	➢ CANS info and training dates – see slides 27-28

Training & Operations	**Knowledge Assessment** – please see slide 24 for survey #5 and links to past surveys and answers **Collaborative Documentation (CD)** ➢ Dr. Borkheim provided an update. Please see the [Collaborative Documentation - Department of Mental Health (lacounty.gov)](#) webpage
Legal Entity (LE) Chart Reviews Update	Please see slide 22 for upcoming chart reviews.

QUALITY IMPROVEMENT			
AGENDA ITEMS	**DECISIONS AND ACTIONS**	**RESPONSIBLE UNIT/STAFF**	**DUE DATE**
QI webpage	https://dmh.lacounty.gov/qid/		
Spring 2022 CPS Updates & Preparation	➢ Legal Entity/Contracted provider staff that need a C Number for the DMH Consumer Perception Survey (CPS) portal MUST submit a C Number request by **April 29.** • C Number needed for newly hired staff or staff new to your agency's CPS team • Your agency's Provider Advocacy Office (PAO) Liaison will need to complete and submit a C Number packet for new C Numbers. • Staff will need to assist with completion and sign the packet. • Once a C Number is received, please set a reminder in your calendar/staff calendars to log in every 25-28 days ➢ Please see slide 48 for the upcoming CPS trainings (LE portal, DO portal, paper survey administration, and UCLA electronic survey) . The links are provided within the slide and has also been emailed out to the committee. Please share this info with staff who are involved with surveys at all levels. There was a demo from another provider at the April 19th portal training for LEs so please review the video. ➢ Sexual Orientation Gender Identification Information -		
Sexual Orientation and Gender Identity (SOGI)	➢ DMH working to improve Sexual Orientation and Gender Identity (SOGI) data collection efforts. Please see links in slides 46-50 for details about these efforts.		
PIP Concepts 2022 & Plan Phase of PDSA Outine	➢ List of preliminary concepts, systemwide issues for potential PIPs were listed on slide 51. Possibly looking at improving detection of eating disorders and treatment services for individuals with this condition. Please feel free to provide feedback to Dr. Regan. ➢ Also see slides 55 regarding PMRT project to lower number of rollover calls and 56 for increasing access to services and penetration rates for API.		

Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov; DOs continue submitting via online app).

SA 8 Small Group Discussion	➢ Discussed the purpose (listed below and on the slides) and benefits of the small group discussion today to make meetings more interactive and a better use of the meeting time. Suggested talking points were provided but members were encouraged to discuss topics that would be most helpful to their work once they get into their breakout rooms. Each co-chair and QI, QA leads assisted in supporting their breakout room.
	➢ Purpose
	    ● Discuss new QA documentation demands and requirements (e.g., QA & CF bulletins, documentation training needs, CalAIM changes) in breakout rooms to facilitate comprehension and addressing questions about documentation requirements
	    ● Share useful practices and concerns, connect ideas, enhance knowledge and expertise (e.g., survey workflow and strategies)
	➢ Benefits of smaller group discussion
	    ● Discover different perspectives to address QA, QI, or survey administration issues
	    ● Opportunity to test and address gaps in your own QA or QI knowledge
	    ● Focus on specific issues/areas of concern in order to develop solutions and strategies
	➢ Talking Points (suggestions only)
	    ● Spring 2022 CPS Survey Strategies
	    ● Is your site going to administer via the LE or DO portal, paper, or UCLA website, or a combination of methods?
	    ● Workflow processes, barriers, workarounds to problem-solve and improve survey returns
	    ● Share how your agency is adjusting to meet the new criteria to access SMHS and documentation requirements
	    ● What topics are you interested in discussing at the next meeting

	➤ A 5-item Poll was conducted at the end of the breakout. There was a lower response rate than the number of participants possibly due to being polled at the end of the meeting and device issues. Results will be shared at the next meeting.
	   1. We solved problems in our small group (Y/N)
	   2. Small group discussion was useful for effective interaction among other agency QA and QI representatives (LIKERT)
	   3. Small group discussions increased my confidence with QA requirements (LIKERT)
	   4. Small group discussion increased my survey administration decision-making or problem-solving abilities (LIKERT)
	   5. I prefer to have small group discussions incorporated into future Service Area 8 QI/QA committee meetings (Y/N)
	➤ Meeting participants experienced some technical issues with audio and getting into the breakout rooms or being kicked out of a room but overall went well for the first effort.
	➤ There was a little time at the end for breakout room participants to report on their small group discussions

NEXT MEETING	The next meeting will be held on May 18, 2022 from 1:30PM-3:30PM.

Minutes Recorded by Ann Lee, DMH SA 8 Administration

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
04/20/2022
1:30PM-3:30PM

Members Present:

NAME	AGENCY/PROGRAM
Aaron Icedo	DMH San Pedro Clinic
Aaron Quiroz	Tarzana Treatment Center
Ana Viana	Star View Behavioral Health Urgent Care
Analia Barroso	Telecare
Angela Lee	DMH-TIES for Families
Ann Lee	DMH SA 8 Administration (SA 8 QI/QA Liaison)
Anna Galindo	Personal Involvement Center
Beatrice Perez	1736 Family Crisis Center
Belinda Williams	Tessie Cleveland Community Services
Brittany Cheong	Helpline Youth Counseling
Brittany White	Personal Involvement Center
Claudia Morales	Pacific Asian Counseling Services
Courtney Stephens (co-chair)	MHALA
Cristina Magarin	DMH CMMD SA 8
Crystal Maxwell	Rite of Passage
Dalia Diaz	Helpline Youth Counseling Inc.
Daphne King	South Bay Childrens Health Center
David Worden	SHIELDS for Families
Debra DeLeon	SSG-OTTP
Dora Anderson	Harbor UCLA
Elizabeth Mota	CMMD/LACDMH
Emilia Ramos (co-chair)	LBMH
Esther Lee	CMMD/DMH
Evelyn Nankanja	Dream Home Care Inc.
Gabriela Rodriguez	South Bay Mental Health Center
Gavin Tochiki	Telecare Corp
Helen Chang	Coastal API Family MHC
Jane Park-Aspe	Children's Institute, Inc
Jennifer Mitzner	Olive Crest
Jennifer Regan	DMH QI
Jesica Sandoval	AADAP, INC.
Joel Solis	QA/ Certification

Katarena Harris	Behavioral Health Services Inc
Kathleen Villagomez	San Pedro Mental Health
Kim Nguyen Pierce	Specialized Foster Care SA 8
Kristina Castellanos	Starview Community Services
Leah Gutierrez	The Guidance Center
Linda Nakamura	Masada
Lourdes Rabello	San Pedro MHC S8
Marc Borkheim (QA Lead)	DMH QA Unit
Maria Llamas	For The Child, Inc
Martin Alvarez	Telecare Corp
Michele Munde (co-chair)	Stars Behavioral Health Group
Nicolette Bidlingmeyer	1736 family crisis center
Paula Valencia	Star View Long Beach BHUCC
Rachel Jordan	Rachel Jordan
Renee Yu	SSG Alliance
Rosa Diaz	Alma Family Services
Ruth Wen	DMH San Pedro Clinic
Sarah Barakat	Bayfront Youth and Family Services
Shanna Whitlow	Didi Hirsch
Susan Osborne	MHALA
Theresa Garcia	SBHG
Tiffani Tran	Counseling4Kids
Tiffany Harvey	Alafia Mental Health Institute
Trista Coleman	Rite of Passage
Victoria Rodriguez	Dimondale Adolescent
Yessica Brown	Crittenton Services