

The Whole Child
DMH SPA 7 Quality Improvement Committee Minutes
November 21, 2023

Type of Meeting:	DMH SPA 7 QIC Meeting	Date:	11/21/2023	
Place:	Microsoft Teams- Virtual	Start Time:	01:37 PM	
Chairpersons:	Caesar Moreno, Co-Chair Michael Olsen, Co-Chair Greg Tchakmakjian, DMH Liason	End Time:	02:50 PM	
Members Present:	<input checked="" type="checkbox"/> Greg Tchakmakjian <input checked="" type="checkbox"/> Caesar Moreno <input checked="" type="checkbox"/> Anna Galindo <input checked="" type="checkbox"/> Gwen Lo <input checked="" type="checkbox"/> Allison Hardey <input checked="" type="checkbox"/> Vy Tran <input checked="" type="checkbox"/> Elizabeth Hernandez <input type="checkbox"/> Quenia Gonzalez <input checked="" type="checkbox"/> Lisa Ngo-Meza <input checked="" type="checkbox"/> Esther Lee <input checked="" type="checkbox"/> Vi Nguyen <input checked="" type="checkbox"/> Daiya Cunnane <input checked="" type="checkbox"/> Hsiang Ling Hsu <input type="checkbox"/> Jennifer Mitzner <input type="checkbox"/> Robin Washington <input checked="" type="checkbox"/> Tania Pineda <input checked="" type="checkbox"/> Amanda Soto <input checked="" type="checkbox"/> Michael D. Olsen <input checked="" type="checkbox"/> Lesly Adams <input type="checkbox"/> Sabrina Santangelo <input checked="" type="checkbox"/> Rocio Luevano <input checked="" type="checkbox"/> Marc Borkheim <input checked="" type="checkbox"/> Martin Alvarez <input checked="" type="checkbox"/> Maria Herrera <input checked="" type="checkbox"/> Jenna Radloff <input checked="" type="checkbox"/> Rosa Torres <input checked="" type="checkbox"/> Antonio Banuelos <input checked="" type="checkbox"/> Lance Lenford <input checked="" type="checkbox"/> Mireya Badillo Vasquez			
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible
Welcome/Introductions	Meeting was called to order at 1:37 PM. Greg Tchakmakjian welcomed everyone in attendance.			Greg Tchakmakjian
Review and Approval of Minutes	Minutes from August 22, 2023 meeting were shared by Caesar Moreno for everyone to review. Approval of minutes given by Vy Tran and second by Michael Olsen.			Caesar Moreno
PRAED Updates for CANS Online Training	Greg Tchakmakjian presented updates for CANS Online Training specifically for domains 18 and 25. Greg explained where to access information. Greg further explained that Domain 18 provides information about caregiver resources and Needs domain. Domain 25 provides information to prepare for certification. Greg shared additional slides on Helpful Reminders for CANS Certification and where to locate online.			Greg Tchakmakjian

<p>Quality Assurance Updates</p> <ul style="list-style-type: none">• QA on the Air• Network Adequacy Certification• EQRO (External Quality Review Organization)• Final QA Bulletin, No. 23-05• Medi-Cal Mobile Crisis Response	<p>Greg informed everyone that there is no meeting in November and next meeting will be held Wednesday, December 27 from 9:00am to 10:00am</p> <p>Michael Olsen reviewed results of the Network Adequacy Certification that took data that was submitted on November 1st. Michael explained that the certification is conducted annually by the Department of Health Care Services to certify the adequacy of our network and ensure that we are following access to services for our clients as Directly operated and Legal Entities. Michael reviewed the findings of the review and stated benchmark of 80% was not met. LA County DMH will be submitting provider and practitioner data to DHCS on a monthly basis for continuous monitoring.</p> <p>Michael Olsen gave an update on EQRO that took place October 16th through the 18th. The review focused on access to care, timeliness of care, quality of care, and outcomes related to care. Michael added that the report and recommendations are still pending.</p> <p>Michael Olsen reviewed Final QA Bulletin No. 23-05 which is the Updated Organizational Provider’s Manual that was released September 14, 2023</p> <p>Caesar Moreno shared that Medi-Cal beneficiaries, in addition to anyone in LA County, may access PRMT, MCOT, and Therapeutic Transportation by calling the DMH Access helpline at 1-800-854-7771 or 988. Elizabeth Hernandez raised a question in the chat. Elizabeth asked if the mobile crisis service can be used by clients that are not enrolled in</p>		<p>Greg Tchakmakjian</p> <p>Michael Olsen</p> <p>Caesar Moreno</p>
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<ul style="list-style-type: none">• Payment Reform and CPT Codes • Access to Care Monitoring	<p>Specialty Mental Health Services. Greg agreed to follow up to QA team to provide accurate answer.</p> <p>Caesar Moreno reviewed slide on Payment Reform and CPT codes and provided the following updates:</p> <ul style="list-style-type: none">• NAPPA/IBHIS claim denials have been corrected (less than 5 discrepancies remain for LE providers due to NPPES issue).• Residential services including crisis and adult residential broken out by age group.• Multiple group services using HCPCS code (H0025, H2017HQ, and H0034HQ) to the same client on the same day may now be claimed without combining the time onto a single claim.• Services in POS 02 or 10 (Telehealth/Telephone with the client/caregiver) must include the address of where the client/caregiver was at the time of the service. If exact address is unknown, can provide major cross-streets or nearby address.• LE Providers may claim all services except for services by students.• New CPT codes have been added: 99238, E+M Inpatient, Discharge 30MIN + LESS and 99239, E+M Inpatient, Discharge OVER 30 MIN. Email will be sent out as soon as CIOB updates the rates.• RNs can now utilize the add-on code 90887:CG• New Taxonomy code added 2084N0400X-Physician, Neurology. <p>Caesar Moreno reviewed Access to Care Monitoring and presented Q2 data (April, May, June 2023) for both directly operated and contracted providers. For routine, discharges, and urgent referrals, 28 plans were requested,</p>		<p style="text-align: center;">Caesar Moreno</p>
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<p>Policy 401.02–Clinical Records Content and Documentation Entry</p> <p>Quality Improvement Updates</p> <ul style="list-style-type: none"> External Quality Review 	<p>included in the clinical record. Examples discussed that should not be part of the chart were APS reports and SCAR reports.</p> <p>Daiya Cunnane shared that the External Quality Review (EQR) will now be moved to QA for the ongoing future. Daiya explained that QI coordinated the Client/Caregiver and Staff Focus groups this year. Daiya stated some of the themes for the Client/Caregiver focus groups included feeling cared for and felt like they were getting good services. Daiya reported on themes from Staff and Supervisors focus groups included feeling overloaded and overwhelmed. Daiya mentioned she will email handout on Best Practices that was created last year that provides many tips on staff wellbeing, building morale, and creating safe environments.</p>		<p>Daiya Cunnane</p>
<p>Other Announcements/Issues</p>			
<p>Adjournment</p>	<p>Meeting was adjourned at 2:50 PM</p> <p>Respectfully Submitted, Anna Galindo, QA/QI Specialist- The Whole Child</p>	<p>Next Meeting: 02/20/2024</p>	<p>Greg Tchakmakjian</p>