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

Type of Meeting:	DMH SPA 7	Date:	11/21/2023	
	QIC Meeting			
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:	☐ Greg Tchakmakjian ☐ Caesar Moreno ☐ Anna Galindo ☐ Gwen Lo ☐ Allison Hardey ☐ Vy Tran ☐ Elizabeth ☐ Hernandez ☐ Quenia Gonzalez ☐ Lisa Ngo-Meza ☐ Esther Lee ☐ Vi Nguyen ☐ Daiya Cunnane ☐ Hsiang Ling Hsu ☐ Jennifer Mitzner ☐ Robin Washington ☐ Tania Pineda ☐ Amanda Soto ☐ Michael D. Olsen ☐ Lesly Adams ☐ Sabrina Santangelo ☐ Rocio Luevano ☐ Marc Borkheim ☐ Martin Alvarez ☐ Maria Herrera ☐ Jenna Radloff ☐ Rosa ☐ Torres ☐ Antonio Banuelos ☐ Lance Lenford ☐ 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 welcomed everyone in attendance.	g Tchakmakjian		Greg Tchakmakjian
Review and Approval of Minutes	Minutes from August 22, 2023 meeting w Caesar Moreno for everyone to review. Appr given by Vy Tran and second by Michael Ols	oval of minutes		Caesar Moreno
PRAED Updates for CANS Online Training	Greg Tchakmakjian presented updates for Training specifically for domains 18 and 25. where to access information. Greg further Domain 18 provides information about care and Needs domain. Domain 25 provides prepare for certification. Greg shared addit Helpful Reminders for CANS Certification locate online.	Greg explained explained that giver resources information to		Greg Tchakmakjian

Quality Assurance Updates		
Quality Assurance opunies		
• QA on the Air	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	Greg Tchakmakjian
Network Adequacy Certification	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.	Michael Olsen
EQRO (External Quality Review Organization)	Michael Olsen gave an update on EQRO that took place October 16 th through the 18 th . 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.	
• Final QA Bulletin, No. 23-05	Michael Olsen reviewed Final QA Bulletin No. 23-05 which is the Updated Organizational Provider's Manual that was released September 14, 2023	
Medi-Cal Mobile Crisis Response	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	Caesar Moreno

	Specialty Mental Health Services. Greg agreed to follow up	
	to QA team to provide accurate answer.	
Payment Reform and	Caesar Moreno reviewed slide on Payment Reform and CPT	
CPT Codes	codes and provided the following updates:	
	NAPPA/IBHIS claim denials have been corrected	Conservation of the second
	(less than 5 discrepancies remain for LE providers	Caesar Moreno
	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.	
Access to Care		
Monitoring	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,	

	21 plans have been submitted and approved and 7 plans still pending. For psychiatry appointments (DO only), 16 plans were requested, 9 plans were submitted and approved, and 7 plans are outstanding. Q3 (July, August, September 2023) will be available in a few weeks. Caesar explained that QA will notify a provider if timeliness falls between 70–79%. If below 70%, QA will notify provider and will require to submit Corrective Action Plan (CAP). QA will also monitor the average number of days to first offered appt.	
Provider Support and Review	 Marc Borkheim explained that QA Unit's Training and Operations changed team name to Provider Support and Review. Marc Borkheim reviewed types of support available from Provider Support and Review team: Respond to QA related questions. Provide consultation as needed on forms, trainings, QA processes and workflows, assessments and progress notes. Provide information on available QA resources. Post-chart review follow-up 	Marc Borkheim
Policy 501.02- Designated Record Set	To contact Provider Support and Review team, use email: QualityAssurance@dmh.lacounty.gov Greg Tchakmakjian discussed Policy 501.02- Designated Record set that applies to Directly Operated. Greg highlighted that the existence of a Designated Record Set is dependent upon the opening of a clinical record using the LE00019 episode with the exception of DPSS co-located programs. Greg Tchakmakjian reviewed slide on Policy 401.02 and discussed examples of what information should not be	Greg Tchakmakjian

Policy 401.02-Clininical Records Content and Documentation Entry Quality Improvement Updates • External Quality Review	included in the clinical record. Examples discussed that should not be part of the chart were APS reports and SCAR reports. 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.		Daiya Cunnane
Other Announcements/Issues			
Adjournment	Meeting was adjourned at 2:50 PM	Next Meeting: 02/20/2024	Greg Tchakmakjian
	Respectfully Submitted, Anna Galindo, QA/QI Specialist- The Whole Child		