

The Whole Child
DMH SPA 7 Quality Improvement Committee Minutes
June 20, 2023

Type of Meeting:	DMH SPA 7 QIC Meeting	Date:	06/20/2023	
Place:	Microsoft Teams- Virtual	Start Time:	01:36 PM	
Chairpersons:	Caesar Moreno, Co-Chair Michael Olsen, Co-Chair Greg Tchakmakjian, DMH Liason	End Time:	3: 23 PM	
Members Present:	Greg Tchakmakjian, Caesar Moreno, Anna Galindo, Gwen Lo, Cynthia Juarez, , Allison Hardey, Vy Tran, Elizabeth Hernandez, Quenia Gonzalez, Lisa Ngo-Meza, Esther Lee, Analia Barroso, Elizabeth Mota, Vi Nguyen, Daiya Cunnane, Patty Melendrez, Hsiang Ling Hsu, Javier Nevarez, Justin Andersen, Jennifer Barrios, Rocio Luevano, Armen Yekyazarian Jason Carrasco, Esror Mohammad, Jennifer Mitzner, Jeanne Travis, Melanie Cain, Claudia Fierro, Gloria Guevara			
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible	
Welcome/Introductions	Meeting was called to order at 1:36 PM. Greg Tchakmakjian welcomed everyone in attendance.		Greg Tchakmakjian	
Review and Approval of Minutes	Minutes from the March meeting were shared by Caesar Moreno for everyone to review. Approval of minutes given by Elizabeth Hernandez and second by Javier Nevarez.		Caesar Moreno	
Quality Improvement (QI)	Daiya Cunnane shared that QI is conducting a Provider Feedback Survey on the Service Area Quality Improvement Committee meetings. Daiya provided link in the chat and added that survey will be open until end of June and encouraged everyone on the call to complete survey.		Daiya Cunnane	
<ul style="list-style-type: none"> • Provider Feedback Survey (SPA QIC Meetings) • Consumer Perception Survey-Preliminary 				

<ul style="list-style-type: none">• IHBS Pre-Authorizations • Draft QA Bulletin re:New QA Process	<p>Caesar reported there will be updates to Organizational Providers Manual and those updates will include:</p> <ul style="list-style-type: none">• Screening/Transition (will be added into the Manual)• Description of "Under the Direction of"• Payment reform including what is claimable/billable.• Collateral• Service Component definitions• Authorization (inpatient, IHBS) <p>Caesar Moreno reviewed slide on Changes to IHBS Pre-Authorization. Caesar explained that changes became effective July 1, 2023, with Payment Reform.</p> <ul style="list-style-type: none">• Pre-Auth will be for one year.• Must use general P-Authorization on claims.• Valid for any funding sources within Legal Entity• Initial Pre-Auth will be automatically filled when authorized for FSP, IFCCS, or Wraparound• Subsequent pre-authorizations must be requested via Provider Connect. <p>Greg Tchakmakjian discussed slide on Draft QA bulletin on New QA Process. Some of the highlights of what each review will include:</p> <ul style="list-style-type: none">• Data review on access to care timeliness, staffing adequacy, utilization of services, and service effectiveness determined by certain outcome measures.• A pre-chart review data discussion which topics include service usage and pattern, workflow, care coordination, and screener and transition tool usage.		<p>Caesar Moreno</p> <p>Caesar Moreno</p> <p>Greg Tchakmakjian</p>
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<ul style="list-style-type: none">• QA Knowledge Assessment Survey• Under Development <p>Legal Entity Contract Provider Chart Reviews- Highlights of Observations</p>	<ul style="list-style-type: none">• Chart review of clinical documentation including assessments and other evaluative tools (CANS/NET), progress notes, problem lists, medication consents (if applicable), supplemental assessments (IHBS, TBS, TFC)• A post-review discussion between QA Unit and Provider on findings and observations from data and chart reviews.• A Final Summary Report• Follow up by the QA Unit to ensure all action items are completed. <p>Greg Tchakmakjian reminded everyone to complete QA Knowledge Assessment Survey #6 and provided link.</p> <p>Greg Tchakmakjian reported the following are under development:</p> <ul style="list-style-type: none">• Consent in a Mental Health Setting Training Video- anticipated to be available late June/early July.• Collaborative Documentation Training Video- timeframe for completion TBD• Interactive Progress Note Training Module-aimed at being a training tool to assist practitioners. <p>Armen Yekyazarian presented on LE Chart Reviews that were completed over the last 12 months. Armen added that the QA Unit's Training and Operations Team conducted chart reviews of 10 Legal Entity Contract Providers representing approximately 35 individual provider sites. Slides are going to be provided to Greg to share with everyone. Please review slides for more details</p>		<p>Greg Tchakmakjian</p> <p>Greg Tchakmakjian</p> <p>Armen Yekyazarian</p>
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Health Information Management: Accessing Medical Records	<p>Greg Tchakmakjian reviewed steps for Directly Operated providers to access medical records from DMH website. Greg also went over Frequently Asked Questions regarding Medical records. Please refer to the slides for more information. Greg provided information and a link to register for Medical Records Monthly Meeting-Directly Operated only.</p>		Greg Tchakmakjian
Other Announcements/Issues	<p>Caesar mentioned that there was question written on the chat from Elizabeth Hernandez that read, "Has the state released and approved trauma screening tool, which was part of the criteria to access specialty mental health services for clients under 21?" Armen Yekyazarian agreed to follow up with policy and technical development and will contact Elizabeth once he gets an answer.</p>		Armen Yekyazarian
Adjournment	<p>Meeting was adjourned at 3: 23 PM</p> <p>Respectfully Submitted,</p> <p>Anna Galindo, QA/QI Specialist- The Whole Child</p>	Next Meeting: 08/22/2023	Greg Tchakmakjian