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 welcomed everyone in attendance.	g Tchakmakjian		Greg Tchakmakjian
Review and Approval of Minutes	Minutes from the March meeting were sho Moreno for everyone to review. Approval of by Elizabeth Hernandez and second by Javie	f minutes given		Caesar Moreno
Quality Improvement (QI) • Provider Feedback Survey (SPA QIC Meetings)	Daiya Cunnane shared that QI is conduc Feedback Survey on the Service Area Qualit Committee meetings. Daiya provided link i added that survey will be open until end encouraged everyone on the call to comple	y Improvement in the chat and d of June and		Daiya Cunnane
Consumer Perception Survey-Preliminary				

Deenense Data Onriga	Daiva Cuppage abared the following information on any	
Response Data Spring 2023	Daiya Cunnane shared the following information on survey	
2023	collection method and number of surveys received for each	
	method:	
	UCLA Electronic Survey- 1, 519	Daiya Cunnane
	LACDMH Electronic Survey- 3,532	
	Paper Survey- 4, 857	
	Total: 9,908	
	Daiya reviewed CPS Survey totals for 2021 through 2023. She	
	explained the total number of CPS 2023 surveys represents	
Countywide CPS	an increase of 26.8 % from Spring 2022 (N=7255) and an	
Spring 2022	increase of 45.7% from Spring 2021 (N=5,382).	
	Lightights were extend by Deivering the dest	
	Highlights reported by Daiya included:	
	-Total surveys completed= 7255	
CANS-IP and PSC-35	-25.8 % increase from Spring 2021	
CANS-IF UNU FSC-35	-80% of surveys completed in English.	Greg Tchakmakjian
		oreg renakmakjian
	Greg Tchakmakjian reviewed slides on CANS-IP and PSC-	
	35. Greg shared DMH website where to access information	
	on CANS and PSC and how to access resources. Greg also	
	reviewed PSC-35 Quick Guide. Greg provided a reminder of	
QA Updates	CANS/PSC Webinar scheduled for 6/22/23 at 10:00am.	
• QA Bulletin 23-04		
		Caesar Moreno
	Caesar Moreno shared and reviewed slide on QA Bulletin	
	-	
Preparing for Payment	23-04 on Payment Reform for Specialty Mental Health	
Reform	Services effective July 1, 2023.	
	Caesar Moreno reviewed additional slides on Preparing for	
 Organizational 	Payment Reform. Slides included information on taxonomy	
Providers Manual	codes that can be used and added into NPPES.	

	Caesar reported there will be updates to Organizational Providers Manual and those updates will include: • Screening/Transition (will be added into the Manual) • Description of "Under the Direction of" • Payment reform including what is claimable/billable.	Caesar Moreno
	Collateral	
IHBS Pre-	Service Component definitions	
Authorizations	Authorization (inpatient, IHBS)	
	Caesar Moreno reviewed slide on Changes to IHBS Pre- Authorization. Caesar explained that changes became effective July 1, 2023, with Payment Reform.	Caesar Moreno
	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	
 Draft QA Bulletin re:New QA Process 	Subsequent pre-authorizations must be requested via Provider Connect.	Greg Tchakmakjian
	Greg Tchakmakjian discussed slide on Draft QA bulletin on	
	New QA Process. Some of the highlights of what each	
	review will include:	
	Data review on access to care timeliness, staffing adaguage, utilization of convisor, and convisor	
	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.	

	 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. 	Greg Tchakmakjian
• QA Knowledge Assessment Survey	 A Final Summary Report Follow up by the QA Unit to ensure all action items are completed. 	Greg Tchakmakjian
• Under Developement	Greg Tchakmakjian reminded everyone to complete QA Knowledge Assessment Survey #6 and provided link.	
Legal Entity Contract Provider Chart Reviews- Highlights of Observations	 Greg Tchakmakjian reported the following are under development: 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. 	Armen Yekyazarian
	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	

Health Information Management: Accessing Medical Records	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.		Greg Tchakmakjian
Other Announcements/Issues	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.		Armen Yekyazarian
Adjournment	Meeting was adjourned at 3: 23 PM Respectfully Submitted, Anna Galindo, QA/QI Specialist- The Whole Child	Next Meeting: 08/22/2023	Greg Tchakmakjian