

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Children’s QIC Meeting
QUALITY IMPROVEMENT COMMITTEE MINUTES

Type of Meeting	SA 2 Children’s QIC	Date	October 19, 2023
Place	Online – Teams Meeting	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chair	Open		
Members Present	Alexandria Johnston, Amber Bishop, Angela Kahn, Annet Flores, Araceli Ortiz, Armen Yekyazarian, Azad Galustian, Carolyn Labbe, Claudia Morales, Daiya Cunnane, David Lopez, Dawnn Brown, Diana Dawson, Esror Mohammed, Evelyn Ramos, Guadalupe Ocamo, Gwendolyn Thomas, Heather Bowen, Iliana Martinez, Jaclyn Rivera, Jacqueline Wollin, James Pelk, Jennifer Palma, Karely Gutierrez, Karina Krynsky, Kaylee Devine, Kimber Salvaggio, Laura Padrino, Lezly Zavala, Liliana Lira, Maggie Holland, Mariana Ventura-Hamilton, Michele Burton, Michelle Rittel, Priscilla Peraza, Sara Klausner, Stephanie Ochoa, Terica Roberts, Tiger Doan, Tonya Khanjian, Tracie Andrews, Tyler London, Vicky Shabanzadeh		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:30pm. Introductions were made. There were no announcements.		
Review of Minutes: Michelle Rittel	Minutes from August 17, 2023 meeting were previously emailed for review and approved in the meeting.		

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Quality Improvement (QI)			
DMH QIC Meeting Report: Michelle Rittel	<p>EQRO: Has been going on this week. It is a mandated annual review by an agency contracted with DHCS. The review is focused on Access to Care, Timeliness of Care, Quality of Care and Outcomes of Care. The review consists of focus groups with DMH admin staff, SA (this time 6 & 8) client and provider groups, and review of materials submitted by DMH.</p> <p>CANS-IP and PSC-35: Can be found under For Providers, on the Outcomes page, of the DMH website. The CANS Needs and Strengths flowchart is listed under Resources. The flowchart was reviewed. Also reviewed the Roadmap of the CANS/PSC Webinar Series 2023-2024. List and links for Available Resources was reviewed.</p> <p>Compliance, Policy & Audit Services Update: Bulletins with new, revised and deleted policies are posted online and can be reviewed on the DMH website. 2023 Q3 Policy Bulletin was reviewed. Memo for Directly Operated programs from 8/24/23 was also reviewed.</p> <p>CAPP: The CAPP meeting is an online Teams meeting on the third Tuesday of the month, 11am-1pm. All Parent Partners are strongly encouraged to attend. Please have Parent Partners contact Cristina Rojas to be added to the email distribution list at crrojas@dmh.lacounty.gov</p>		

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Quality Assurance (QA)			
<p>Departmental QA Meeting Report: Michelle Rittel</p>	<p>General QA Updates: Link to September 2023 QA/QI Monthly Central Meeting recording and slides was provided. Next QA On the Air is on 10/25/23 at 9am. Link to meeting was provided.</p> <p>State Updates: CalAIM – Payment Reform/CPT Codes – LE updated CalAIM rates and the new primary and add-on association spreadsheets was sent out. Links to documents were provided. Travel claims may be submitted for designated/approved LE programs. LE providers please continue to hold claims for the following: Certified Peer Support, Multiple groups to the same client by the same practitioner on the same day, Student services, MAT report writing. DO program managers attestations for Direct Care durations were due in September, so please submit if you have not done so. A list of links for the QA On the Air webinars regarding Payment Reform/CPT Codes was provided and reviewed. Links to Payment Reform trainings were also provided. List of Payment Reform/CPT Code Resources for LE providers with links was provided and reviewed. Link to the recording of QA On the Air for September was provided.</p> <p>Audits: None scheduled for SA2 Children’s Providers.</p> <p>Training and Operations: LE Contract Provider Chart Reviews – no reviews scheduled for SA2. They are in the process of coordinating additional reviews for October and November. Collaborative Documentation Online Training – Training is now available and link was provided.</p> <p>QA Website Contacts Updates – List was reviewed.</p> <p>QA Knowledge Assessment Survey Process – Purpose, process, participants and information dissemination were</p>		

Departmental QA Meeting Report, contd.:
Michelle Rittel

reviewed. Full answer rationales and countywide results for Survey #6 are available on the QA website's Knowledge Assessment Surveys page. Survey #7 is in development and will focus on Payment Reform.

Presentation – Dialogue with Providers – Facilitated by Armen Yekyazarian from DMH QA Training and Operations. Questions regarding CalAIM changes were emailed to everyone prior to the meeting to stimulate discussion in the meeting. DMH QA is looking for feedback to better assist providers with current and future changes. Question #1 – What has been the key to your program's success in implementing CalAIM changes over the past 2-3 years? Question #2 – What strategies did you program employ that were most helpful in implementing CalAIM changes? Feedback included creating cheat sheets and guides and having more meetings and trainings to provide information to staff. There has been more training around collaborative documentation. Question #3 – What did your program learn throughout the process of implementing CalAIM? Feedback included changing everything we know about billing/claiming, workarounds for dealing with issues with EHRs in implementing changes, it was difficult to deal with training providers on the new coding/billing processes.

Policy & Technical Development: QA Bulletin 23-05 – Updated Organizational Providers Manual – Bulletin was previously emailed to everyone. Bulletin was briefly reviewed. Updates to the manual were also reviewed.

Network Adequacy & Access to Care: Network Adequacy Certification – Mandated annual certification by DHCS to certify the adequacy of our network and ensure we are in compliance with the State standards for access to services, including network adequacy and timeliness standards. It is focused on Network Capacity and Composition, Time or distance standards, Timely access, Language assistance capabilities, Mandatory provider types, Continuity of Care and Transition of Care, System Infrastructure. Submission is

Departmental QA Meeting Report, contd.:

Michelle Rittel

scheduled for November 1st.
FAQs from the last Network Adequacy/Access to Care webinar were reviewed.
Access to Care Timeliness Monitoring – Thanks to providers who were diligently reviewing their Access to Care data, DMH identified an issue with the Q2 Access to Care percentages and corrected the issue. Eleven providers who had required a CAP no longer need to do it. Access to Care CAPs were due at the end of September. You can request a copy of the report for your program at acesstocare@dmh.lacounty.gov
Screening & Transition of Care Tools – Provider Feedback – Feedback from LEs and DOs was reviewed. Efforts to coordinate with the MCPs were also reviewed.
Discipline/Taxonomies in NAPPA – Practitioners Effective Start Date mismatch between IBHIS and NAPPA – DMH is working to fixing the records.

Health Information Management (HIM): DO only – No Update.

Suggested Items for Nest Meeting:

There were no suggestions.

Handouts:

Managed Care Plan Contact List
QA Bulletin 23-05
SA2 Children’s QIC Power Point for 10/19/23
Minutes for SA2 Children’s QIC 8/17/23

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Next Meeting:	Thursday, April 18, 2024 1:30-3:30pm Location: Online – Teams Meeting		

Respectfully submitted,

Michelle Rittel, LCSW