

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	August 18, 2022
Place	Online – Teams Meeting	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chair	Open		
Members Present	Adik Parsekhian, Amarilys Reyes, Anabel Aispuro, Araceli Ortiz, Cheryl Davis, Christine Pina, Cynthia Jimenez, Dave Mendez, David Lopez, Diana Dawson, Elizabeth Pak, Erik Sherman, Heather Bowen, Heylee Barriola, Iliana Martinez, Jeanine Caro-Delvalle, Jennifer Mitzner, Judy Cardona, Karina Krynsky, Katherine Smith-White, Kaylee Devine, Kim Peterson, Kimber Salvaggio, Laura Padrino, Luis Pereira, LyNetta Shonibare, Maggie Holland, Mercedes Cortez, Michele Burton, Michelle Rittel, Robin Washington, Sara Klausner, Stephanie Yamada, Susan Dorairaj, Tanya Khanjian, Tyler London, Vicky Rivera Vasquez, 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. Elizabeth introduced the new SA2 Certification staff, Susan Dorairaj. She also thanked everyone who has sent in electronic files. Additionally, she gave a reminder that if she has not reached out to you for on site reviews that took place after the lockdown, please prepare to send the electronic file according to the submission guidelines that were sent a couple of months ago. Please keep the name of the file short so that the file doesn’t get lost or can’t be opened and please only send what the guidelines ask for.		
Review of Minutes: Michelle Rittel	Minutes from June 16, 2022 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: Happening 10/17-10/21/22. It will be a virtual visit and SAs 3 & 4 will be the focus.</p> <p>Compliance, Policy & Audit Services Update: Monthly bulletins with new, revised and deleted policies are posted online and can be reviewed on the DMH website. The June and July 2022 bulletins were briefly reviewed.</p> <p>Enhancing Staff Wellbeing: Reviewed DMH QI presentation. Focus is that enhancing staff wellbeing will enhance the quality of care provided to clients. Kim Peterson from Aviva shared that one of their strategies is to build time into scheduled meetings for staff to have casual conversation/connect with one another, since so much of what they do is now virtual. Cynthis Jimenez from Counseling4Kids shared that one of their strategies is to emphasize and positively reinforce what staff are currently doing and what their strengths are. Luis Periera from San Fernando Child & Family Center shared that they get a volunteer to do picture sharing during their staff meeting. The pictures can't be work related and it helps staff get to know each other better and has improved staff mood. Ideas for staff appreciation and thoughtful team building and open communication were discussed.</p> <p>QI Workplan Update: Dr. Kara Taguchi is working on developing a CANS-50 and PSC-35 aggregate report. The plan is to gather input on report elements from providers, consolidate the CANS-50 and PSC-35 data sets for reporting and work on client level reporting. More information to come.</p>		

Departmental QI Meeting Report, contd.:

Michelle Rittel

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

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Quality Assurance (QA)			
Departmental QA Meeting Report: Michelle Rittel	<p>General QA Updates: Link to the August 2022 QA/QI Central meeting was provided. Upcoming Webinars – Network Adequacy/Access to Care on 9/6/22 and QA/QI Central Meeting on 9/12/22. QA On the Air is on 8/24/22 9-10am and the topic will be CalAIM Q & A. September will be cancelled due to on-site System Review.</p> <p>Legal Entity Credentialing Survey: Survey to be sent out shortly to Executive Directors of each LE. Only one response per LE is requested.</p> <p>State Updates: CalAIM Updates – New Criteria to Access SMHS & Medical Necessity – The training video has been updated.</p> <p>No Wrong Door – QA Bulletin 22-06 issued and was briefly reviewed.</p> <p>Diagnosis Codes Information Notice – QA Bulletin 22-05 issued and incorporated into Documentation training video. QA Bulletin 22-05 was briefly reviewed and the Directly Operated Pilots were listed.</p> <p>Documentation Redesign – Training video is finalized and issued. The link was provided. Please make sure all staff watched the training video in the next month or two. Next Steps were briefly reviewed.</p> <p>Peer Support Services – There are no updates at this time.</p> <p>Screening and Transition Tools – LACDMH is piloting the child tools with several Managed Care Plans – pilot from 6/20-9/16/22. Looking at the usability of the Adult Screening Tool, providing feedback on the State BHIN on the Adult Screening & Transition Tools. Working with Managed Care Plans on referral processes. Looking at adding screening questions to SRL/SRTS.</p> <p>Payment Reform/CPT Codes – DHCS is releasing the Final</p>		

<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p>	<p>Billing Manual. DMH has an internal workgroup reviewing the Manual in order to provide greater information to providers – looking to conduct a webinar this month. Policy Status was briefly reviewed. Other Items Related to the Implementation of CalAIM – QA Bulletin 22-07 Obtaining Consent was reviewed. Clinical Forms Bulletin 22-01 was reviewed.</p> <p>Audits: None scheduled for SA2 Children’s Providers.</p> <p>Training and Operations: QA Website Planned Updates – Request submitted for the removal of training material and other resources that contain outdated information. Directing to main QA Training page for new CalAIM related documentation requirements. Updated training and other resources will be added to the QA website’s “General Training for Les and Juvenile Justice Halls/Camps” and “Chart Review Requirements” page some time in the near future. Still Soon to Come – Online Trainings In Development – Retention and Release of Clinical Records in a Mental Health Setting and Informed Consent in a Mental Health Setting. Summary of Documentation Redesign LE Workgroup Sessions – will highlight providers’ feedback and questions addressed by the QA Unit. Presentation – LE Workgroup on Documentation Redesign – presented by Robin Washington from DMH QA Training & Operations. CalAIM Documentation Redesign Legal Entity Contract Provider Workgroup Summary was reviewed by Robin Washington. Provider concerns with Documentation Redesign were reviewed, along with responses from DMH QA. Full report will be coming soon.</p> <p>Policy & Technical Development: State System Review – all documents must be submitted by the QA Unit to DHCS by 8/29/22. The QA Unit is in the process of reviewing materials submitted. Virtual on-site review will be 9/27-9/30/22 in which key personnel from LACDMH will be interviewed. QA Bulletin 22-08 Eating Disorders & Access to Care -</p>		
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<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p>	<p>Highlights from the QA Bulletin were reviewed.</p> <p>Access to Care Reminders – No waitlists – when services are requested, an appointment must be offered, even if it is beyond the Access to Care guidelines. Providers must be approved by CMMD before they can say they are at capacity – refer to DMH Policy 302.14 for criteria to request to say you are no longer accepting. You must accept clients until approved by CMMD.</p> <p>POS O2 and 10 – POS 02 and 10 are now available for use. 02 is Telehealth Provided Other than in Patient’s Home and 10 is Telehealth Provided in Patient’s Home. Codes are used based on the location of the client. Telehealth refers to both telephone and telehealth (visual). POS 10 cannot be used with the Home Visit MSS service codes since these codes are used when the practitioner is in the client’s home.</p> <p>Network Adequacy & Access to Care: Access to Care – Not Accepting New Beneficiaries – there has been a decrease in providers showing as not accepting new beneficiaries. Providers were encouraged to review their status in NAPPA. Provider Directory – PDFs are now posted and will be updated every 30 days. Reminder – use “Find Nearby Providers” when you search. Make sure to check “Accessible By” and “Programs”. Link to QI survey was also provided.</p> <p>DMH Policy 302.14 Responding to Initial Requests for Service was reviewed. Emphasis on Dispositions, Screening Requests and Transferring to other providers/navigators.</p> <p>SRTS – New transfer reason – “Transferred to the incorrect location: transferring to the correct location”. Also reminder that there is no requirement to attach referral forms/documents for outpatient services.</p> <p>Health Information Management (HIM): For DO programs only - Accessing Medical Records - Authorization to Release PHI – criteria/requirements were reviewed. Updated Policy 500.08: Uses and Disclosures of Protected Health Information Requiring an Authorization from Legal or Personal Representatives – Criteria for release of a deceased client’s records was reviewed.</p>		
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<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p> <p>Suggested Items for Next Meeting:</p> <p>Handouts:</p>	<p>There were no suggestions.</p> <p>Clinical Forms Bulletin 22-01 QA Bulletin 22-05 QA Bulletin 22-06 QA Bulletin 22-07 QA Bulletin 22-08 SA2 Children’s QIC Meeting Power Point – August 18, 2022 SA2 Children’s OIC Meeting Minutes – June 16, 2022 SA2 Children’s QIC Agenda – August 18, 2022</p>		
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Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Next Meeting:</p>	<p>Thursday, October 20, 2022 1:30-3:30pm Location: Online – Teams Meeting</p>		

Respectfully submitted,

Michelle Rittel, LCSW