

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 20, 2022	
Place	Online – Teams Meeting	Start Time	1:30pm	
Chairperson	Michelle Rittel	End Time:	3:30pm	
Co-Chair	Open			
Members Present	Abigail Fonseca, Amailys Reyes, Araceli Ortiz, Armen Yekyazarian, Cindy Luna, Cinthya Lopez, Claudia Morales, Daiya Cunnane, Dave Mendez, David Lopez, Elizabeth Pak, Emily Fittleberg, Heylee Barriola, James McEwen, Jeanine Caro-Del Vaile, Jennifer Mitzner, Karely Gutierrez, Karina Krynsky, Kaylee Devine, Kim Peterson, Kimber Salvaggio, Laura Padrino, Maggie Holland, Mercedes Cortez, Michele Burton, Michelle Rittel, Roman Shain, Sheryl Lesner, Stephanie Ochoa, Tanya Khanjian, Victoria Shabanzadeh, Vierre Stevenson, Wanta Yu			
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.			
Review of Minutes: Michelle Rittel	Minutes from August 18, 2022 meeting were previously emailed for review and approved in the meeting.			

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
DMH QIC Meeting Report: Michelle Rittel	<p>EQRO: Happening 10/17-10/21/22. It will be a virtual site visit. Purpose and process of EQRO was briefly reviewed.</p> <p>Quality Assessment and Performance Improvement (QAPI) Work Plan Updates Presentation: Daiya Cunnane from DMH QI presented on the Work Plan Year to Date. The purpose of the Work Plan and status of Work Plan goals were reviewed.</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 August 2022 bulletin was briefly 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>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Assurance (QA)			
Departmental QA Meeting Report: Michelle Rittel	<p>General QA Updates: The link for the September 2022 Central QA/QI meeting recording and slides was provided. The next QA On the Air will be Wednesday, October 26, 2022 at 9am. The September QA on the Air was canceled.</p> <p>Credentialing requirements were reviewed. Link to DHCS Information Notice was provided.</p> <p>State Updates: CalAIM Updates – QA Bulletin 22-09 Organizational Providers Manual Updates was previously emailed and reviewed in the meeting. CalAIM requirements have been added to the Organizational Providers Manual. Summary of changes to the manual was reviewed and everyone was encouraged to review Chapters 1, 2 & 3.</p> <p>Screening and Transition Tools – DMH is piloting the child tools with several Managed Care Plans. DMH will be pulling together a workgroup to plan for January 1 implementation. They are looking at adding screening questions to the SRL/SRTS. Feedback from the pilot of the child tools was reviewed.</p> <p>Payment Reform/CPT Codes – DHCS released Final Billing Manual. DMH has an internal workgroup that is reviewing the Manual in order to provide greater information to providers – looking to conduct a webinar once the workgroup has reviewed the entire Manual.</p> <p>Audits: None scheduled for SA2 Children’s Providers.</p> <p>Training and Operations: New QA Lead and Knowledge Assessment Survey Follow Up – presented by Wanta Yu. The new QA Lead for SA2 is Armen Yekyazarian. Wanta will be transitioning him in to the position. Knowledge Assessment Survey Follow Up and recommendations were reviewed and</p>		

Departmental QA Meeting Report, contd.:
Michelle Rittel

additional feedback was requested. Suggestions were made regarding the including the Problem List in the Knowledge Assessment.

New QA Process in Development – The process and tools will be the same for DO and LE. There will be three parts to the review – Data Review, Workflow Discussion and Chart Review.

No LE chart reviews currently scheduled for SA2.

QA Website Updates – Training materials and other resources that contain outdated information were removed. The site now directs to the main QA Training page for new CalAIM related documentation requirements. Updated training and other resources will be added to the site soon. Updated QA contacts by Service Area is posted.

Policy & Technical Development: Waiver Reminder – All waiver requests from LEs must be sent to waivers@dmh.lacounty.gov . Please do not send waiver requests to personal email accounts. Reminder – Diane Guillory has retired from DMH. You need to ensure you are using the checklist and current forms on the QA website – link was provided with the slides by email. Please do not save documents – go to the website when you need them. Make sure you submit a PDF and not a Word document. Complete fields 1-7 on the form. Leave 8-10 blank for DMH to complete. If applicant is out of state but licensed ready, you must submit proof they have an exam date pending. Make sure you make staff at your agency responsible for waivers aware of this information.

Network Adequacy & Access to Care: If you are not attending the Network Adequacy/Access to Care meeting, you are strongly encouraged to do so. Please email networkadequacy@dmh.lacounty.gov to be added to the meeting invitation/ mailing list.

Network Adequacy Certification Submission - We appear to have enough practitioners in all areas, but it appears we won't meet the State benchmark for timely access.

<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p>	<p>Access to Care – Thank you to QA representatives that have been responsive to DMH Access to Care emails. They are continuing to see providers transferring records due to “at capacity” although the Provider Directory shows they are accepting. This leads to delays in accessing care. Reminders – Data in NAPPA is critical for State and LACDMH reporting: it must be accurate and NAPPA has been modified to account for modifications needed for State reporting and ease of use/reporting.</p> <p>Access to Care Monitoring – emails regarding Access to Care for April-June have gone out. For DO only – will also be monitoring Psychiatry Timeliness based off data elements in the Assessment form re: need for psychiatry. Reminder – NOABDs need to be issued if you are unable to provide a timely appointment, including if a referral is marked “urgent” and the client is not seen in 48 hours.</p> <p>NAPPA Updates – brief review of update email that was sent out on 9/30/22. NAPPA Update instructions were reviewed. Practitioner Enrollment Data Collection form was also reviewed.</p> <p>Health Information Management (HIM): HIM information is for DO programs only. The link to register for the Medical Records Monthly Meeting was provided.</p> <p>Elements of Valid Authorization for disclosure of PHI were reviewed.</p> <p>Medical Records Requests Processing Time and Format was reviewed.</p> <p>Charging for Copies of Records – Applying for Public Benefit Programs was reviewed.</p>		
---	---	--	--

<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p> <p>Suggested Items for Nest Meeting:</p> <p>Handouts:</p>	<p>There were no suggestions.</p> <p>NAPPA Update Instructions 9-20-22 Practitioner Enrollment Data Collection Form QA Bulletin 22-09 SA2 Children’s QIC Meeting Power Point for 10/20/22 Minutes from SA2 Children’s QIC meeting on 8/18/22</p>		
---	--	--	--

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Next Meeting:</p>	<p>Thursday, December 15, 2022 1:30-3:30pm Location: Online – Teams Meeting</p>		

Respectfully submitted,

Michelle Rittel, LCSW