

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>			<b>Date:</b>	<b>9/20/23</b>
<b>Place</b>	<b>Microsoft Teams</b> Call-in Number: 323-776-6996; 385317491# Phone Conference ID: 793 730 258# URL: <a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=11211">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=11211</a>			<b>Start Time:</b>	<b>9:30 am</b>
<b>Chairperson Co-Chairs</b>	<b>Dr. Maria Moreno</b> <b>Dr. Margaret Faye</b> <b>Mrs. Gassia Ekizian</b>			<b>End Time:</b>	<b>11:00 am</b>
<b>Members Present</b>	Astrid Topete	Heritage Group Homes, Inc.	Leana Olague	Pacific Clinics	
	Britney Evans	Five Acres	Lisa Dang	Tri City Mental Health	
	Brittany Rodriguez-Yanez	Boys Republic	Lisa Ngo-Meza	Alma Family Services	
	Carlisha Walker	CCR PO South	Lorraine Romero	Victor Treatment Centers	
	Cassandra Gibson-Judkins	Eggleston Youth Centers, Inc	Margaret Faye	Sycamores	
	Cassandra Jones	Haynes Family of Programs	Maria Moreno	SA 3 Admin	
	Catherine Wong	Spiritt Family Services	Maria Serratos	Heritage Group Homes Inc.	
	Chelsea Clifton	Haynes Family of Programs	Melanie Murad	Trinity Youth Services	
	Daiya Cunnane	QI Admin	Michael D. Olsen	Enki	
	David Palmer	Boys Republic	Nadia Ziglari	Prototypes - HealthRight 360	
	Elizabeth Mota	LACDMH-CMMD	Patricia Tyler	Heritage Clinic	
	Fulviu Mihai Fodoreanu	Center for Integrated Family & Health Services	Rachel Villa	Haynes Family of Programs	
	Ivan Bustamante	Foothill Family	Rafael Santoya	Childrens Bureau	
	Jenna Radloff	Hillsides	Rebecca Schaal	Pacific Clinics	
			Rebecca DeKeyser	San Gabriel Children's Center	
	Joanne Chen	DMH CMMD	Robin Washington	DMH QA	
	Joe Bologna	Trinity Youth Services	Rosalba Trias-Ruiz	DMH SA3 Administration	
	John Catania	Social Model Recovery Systems, Inc	Sally Barragan	McKinley	
	Julia Soler	Children's Bureau	Shantele Blackmon	Eggleston Youth services Inc.	

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Presenter & Due Date (if applicable)																
	<table border="1"> <tr> <td data-bbox="401 233 678 310">Keisha Blackshear</td> <td data-bbox="678 233 1134 310">Institute for the Redesign of Learning</td> <td data-bbox="1192 233 1486 310">Simone Beri</td> <td data-bbox="1493 233 2020 310">DMH</td> </tr> <tr> <td data-bbox="401 310 678 354">La Cena L. Jones</td> <td data-bbox="678 310 1134 354">VTC Pomona</td> <td data-bbox="1192 310 1486 354">Sybil Chacko</td> <td data-bbox="1493 310 2020 354">Maryvale</td> </tr> <tr> <td data-bbox="401 354 678 430">Lan NguyễnChawkins</td> <td data-bbox="678 354 1134 430">SSG APCTC Alhambra</td> <td data-bbox="1192 354 1486 430">Vickie Xu</td> <td data-bbox="1493 354 2020 430">DMH</td> </tr> <tr> <td data-bbox="401 430 678 469"></td> <td data-bbox="678 430 1134 469"></td> <td data-bbox="1192 430 1486 469">Viola Guzman</td> <td data-bbox="1493 430 2020 469">Social Model Recovery Systems</td> </tr> </table>	Keisha Blackshear	Institute for the Redesign of Learning	Simone Beri	DMH	La Cena L. Jones	VTC Pomona	Sybil Chacko	Maryvale	Lan NguyễnChawkins	SSG APCTC Alhambra	Vickie Xu	DMH			Viola Guzman	Social Model Recovery Systems		
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<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions by presenting staff.																		
<b>Review of Minutes</b>	Motion to approve the July 2023 meeting minutes by Robin Washington and Michael Olsen.																		
<b>Medi-Cal Certification</b>	<p>Maria reported Renee was not available to present today, however, she did provide a power point presentation with audio to discuss friendly reminders for Medi-Cal certification.</p> <p>On 8/14/23, Maria emailed updated checklists for both LE and DO providers. Please be mindful to select the appropriate checklist, as there is one for Directly Operated (DO) Providers and one for Legal Entity (LE)/Contracted Providers. A friendly reminder with onsite physical plant inspections.</p> <p>With COVID still prevalent, please let me know prior to my scheduled visit if there is knowledge of any positive COVID cases onsite within the past week. Please note that this is also indicated in my calendar invite. There is some updated information regarding the fire clearance requirement for Medi-Cal certification specifically for DO providers. For DO providers, if the inspection requires a fee please reach out to Renee for assistance. Please do not generate or utilize the 850 form to make request for a fire safety inspection. For additional information regarding the fire safety requirement, please review the bulletin. Providers can find</p>	<p><u>QA- MEDI-CAL PROVIDER CERTIFICATION - Department of Mental Health (lacounty.gov)</u></p> <p><u>1064231 Bulletin19-02FireClearanceRequirement 10-25-19 FINAL.pdf (lacounty.gov)</u></p> <p>Contact Renee Lee at <u>RMLee@dmh.lacounty.gov</u></p>	Renee Lee, LMFT																

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	information on additional QA Medi-Cal Certification bulletins and documents on the website. Any questions, please email Renee.		
<b>Quality Improvement</b>	Daiya presented information on the upcoming External Quality Review Organization (EQRO) that happens yearly. The dates are October 16 <sup>th</sup> through the 18 <sup>th</sup> . This annual review is conducted by a third-party agency that checks DMH for quality assurance, timely access, and improvements for some of our programs. This year, SA 6 and SA 8 were selected.	Daiya Cunnane at <a href="mailto:dcunnane@dmh.lacounty.gov">dcunnane@dmh.lacounty.gov</a>	Daiya Cunnane, PsyD
<b>Quality Assurance</b>			
<b>QA Bulletins &amp; Clinical Forms Bulletin</b>	<p>Maria provided a recap of all the bulletins that were released.</p> <p><b>For Directly Operated Only</b></p> <ul style="list-style-type: none"> <li>• Updated IBHIS training videos</li> <li>• Updated Discipline Specific Activity Sheets</li> </ul> <p><b>For Legal Entities Only</b></p> <ul style="list-style-type: none"> <li>• <a href="#">CaAIM fee discipline proc v.12.2 - 9-7-2023.xlsx</a></li> <li>• <a href="#">LACDMH CaAIM Primary and Add-On Association List - Final - 9-7-2023.xlsx</a></li> </ul> <p><b>For All:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">ORGANIZATIONAL PROVIDER'S MANUAL Final 9-14-23.pdf</a></li> <li>• <a href="#">QA Bulletin 23-05 Organizational Providers Manual Updates.pdf</a></li> <li>• <a href="#">Collaborative Documentation</a> (Run Time 12:43)</li> </ul>		Maria Moreno, EdD, PSY, MSW, LCSW

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<p><b>Key Findings from DHCS Triennial Chart Review - FY 2021/2022</b></p>	<p>Robin discussed key findings from the DHCS triennial chart year for the fiscal year 2021/2022. These were the 3 key areas where there were findings: Assessments, Med Consents, and ICC and IHBS services.</p> <p>For assessments, these were some of the findings: not always including the date the document was entered into the record, missing the signature of the person providing the service along with their professional degree license or title, and missing co-signatures when required. Some highlights for medication consents: not obtaining a signature by the beneficiary and no documented evidence of verbal consent agreeing to the administration of each prescribed psychiatric medication. Some highlights for ICC/IHBS services: lack of evidence that beneficiaries under the age of 21 received an individualized determination of eligibility and need for ICC services and IHBS and for those receiving ICC services – there was no evidence that a CFT meeting occurred every 90 days. These slides were distributed in the power point presentation so you can read it in more detail.</p>		<p>Robin Washington, LCSW</p>
<p><b>Group Activity</b></p>	<p>Maria opened the group to discuss and get some feedback for “What are the strategies providers are using to reduce travel time while providing accessible care?” Margaret shared some of their experiences at Sycamores. Robin also shared helpful ideas (e.g., bus passes, using transportation services provided by insurance).</p> <p>Participants shared the following ideas:</p> <ul style="list-style-type: none"> <li>Looking at medically necessary services – do they need to be seen in their home or would it</li> </ul>		<p>All</p>

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	<p>be better virtually or having them come into the office.</p> <ul style="list-style-type: none"> <li>• When possible, referring out of county clients or client's outside of their service area to an office closer to their residence.</li> <li>• Encouraging clients to come into the office vs staff traveling to their homes.</li> </ul> <p>Challenges/Barriers:</p> <ul style="list-style-type: none"> <li>• Some of the clients have wheelchairs or other mobility issues making it difficult to come into the office.</li> <li>• Technology challenges for older caregivers.</li> <li>• Not cost effective to continue field-based services for programs not allowed to bill for travel time</li> </ul>		
<p><b>Questions from July QIC meeting</b></p>	<p>Robin provided follow up answers the questions from July's QIC meeting. The links and questions are also included the power point that was mailed out by Maria for this meeting.</p> <p><b>Collaborative Documentation Training Video</b> is now available on the QA Website's Training page (<a href="https://dmh.lacounty.gov/qa/qa-training/">https://dmh.lacounty.gov/qa/qa-training/</a>).</p> <p><a href="#">Collaborative Documentation</a> (Run Time 12:43)</p> <p><b>updated Guide to Procedure Codes:</b> <a href="#">Guide to Procedure Codes 7-26-23 Final.pdf</a></p> <p><b>additional tools or examples for the screening tool?</b></p> <p>Refer to bulletin 22-11 and the video below <a href="#">QA Bulletin 22-11 Screening &amp; Transition Tool and Appendix.pdf</a></p>		<p>All</p>

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	<p>Standardized Screeners Training for LACDMH providers  link: <a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10551">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10551</a></p> <p><b>unable to connect with the clients' MCPs.</b>  Email any problems with connecting with the MCP please email: <a href="mailto:Accesstocare@dmh.lacounty.gov">Accesstocare@dmh.lacounty.gov</a></p> <p><b>which MCP a client belongs to?</b>  QA Training Video discussing information on identifying Managed Care Plans can be found at this link:  <a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10551">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10551</a></p> <p><b>incomplete information on the on the SRTS.</b>  Incomplete Screening tools from Access, other problems with the screening tools or process: The best thing to do would be email the date, time when this occurred and send it to:  <a href="mailto:accesstocare@dmh.lacounty.gov">accesstocare@dmh.lacounty.gov</a></p> <p><b>client's not wanting to transition out</b>  The client has the choice to stay with the current provider.</p> <p><b>P-AUTHS?</b>  P-AUTHs are now available Questions: email <a href="mailto:RevenueSystems@dmh.lacounty.gov">RevenueSystems@dmh.lacounty.gov</a></p> <p><b>Psychotherapy for Crisis,90839. must be done in person.</b>  H2011- telehealth, in person</p>		

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	<p><b>examples of writing COS notes?</b>                      See COS Manual-<a href="#">Community Outreach Services (COS) Manual</a> (pgs.8-9)</p> <p><b><u>FIND THE LATEST MANAGED CARE PLAN LIST</u></b>  <b>AT:</b>  <a href="file.lacounty.gov/SDSInter/dmh/1141590_Managed_CarePlan-ContactList.pdf">file.lacounty.gov/SDSInter/dmh/1141590_Managed CarePlan-ContactList.pdf</a>                      If out of date please email: <b>Access to Care</b></p>		
<p><b>Questions/ Announcements</b></p>	<p>No questions were asked</p>		<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>
<p><b>Next Meeting</b></p>	<p>Next Meeting is November 15, 2023 via Microsoft Teams.</p>		

Respectfully submitted by Maria Moreno, EdD, PSY, MSW, LCSW, Department of Mental Health