



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE
September 21, 2022
1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)
+1 323-776-6996; Conference ID: 691 014 664#

Co-chairs: Emily Ramos (absent), Michele Munde (absent), Courtney Stephens (MHALA)
SA 8 QI/QA Liaison: Ann Lee; **QI Division Lead:** Jennifer Regan; **QA Division Lead:** Mark Borkheim

AGENDA

Please refer to the meeting slides for detailed information for each agenda item.

1.	QA webpage: https://dmh.lacounty.gov/qa/ <ul style="list-style-type: none">❖ QA on the Air❖ CalAIM<ul style="list-style-type: none">• New Criteria to Access SMHS• No Wrong Door• Diagnosis Codes• Documentation Redesign• Peer Support Services• Screening/Transition Tools• Payment Reform• Policy Updates❖ Training & Operations:<ul style="list-style-type: none">• LE Chart Reviews• QA Website Updates• QA Lead Coverage❖ Policy & Technical Development:<ul style="list-style-type: none">• System Review• QA Bulletin 22-08• Access to Care• POS 02/10• STRTP Odds and Ends❖ Upcoming webinars
2.	QI Website – https://dmh.lacounty.gov/qid/ <ul style="list-style-type: none">❖ California External Quality Review – Oct 17-20th❖ Cultural Competency Updates❖ Discussion: Enhancing Employee Well-being❖ QI Workplan Update – CANS Reporting Update❖ Managed Care Program Annual Report – Patients Rights Office❖ Updated Policy 303.03 Procedures

Next SA 8 QI/QA Meeting Info:
October 19 2022, 1:30-3:30 p.m.
[Join Microsoft Teams Meeting](#) or **+1 323-776-6996**; Conference ID: 691 014 664#



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SERVICE AREA 8 QI/QA COMMITTEE MEETING
09/21/2022
1:30PM-3:30PM

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 09/21/2022 meeting recording: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10315
Members Present:	See attached at the end of the minutes.

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Meeting sign-in	Link was provided during the meeting and on the slides to record attendance: https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgZh_AuVvyK5JnyljLC1rbs9URDhXOVFFVUpJRiI0QjJBUIFQWkg1OTNaRC4u		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qa		
Central Monthly QA/QI meeting	Central QA/QI Meeting recording 09/12/2022: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10240 Next Central QA/QI meeting will be held on October 3rd from 10:30am-12:00pm. https://teams.microsoft.com/l/meetup-join/19%3ameeting_M2VmMGI1NTUtNzdkYy00MDVILWI0ZTMtOWQxNDkxZDdjYzQw%40thread.v2/0?context=%7b%22id%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22oid%22%3a%226829d411-dcc3-4715-9a94-fa36ac9c9e4c%22%2c%22IsBroadcastMeeting%22%3atruer%7d&btype=a&role=a		

SA 8 QI/QA Q&A from the 8/17/22 Meeting	Reviewed and discussed questions received via the electronic sign-in.
QA Overview	<p>Credentialing \Re-Credentialing</p> <ul style="list-style-type: none"> ➤ DHCS INFORMATION NOTICE NO.: 18-019 (April 24, 2018): https://www.dhcs.ca.gov/services/MH/Documents/Information%20Notices/IN%2018-019%20PROVIDER%20CREDENTIALING%20AND%20RE-CREDENTIALING/MHSUDS_Information%20Notice_18-019_Final%20Rule_Credentialing.pdf ➤ For all licensed, waived, registered and/or certified providers, the Plan must verify and document the following items through a primary source <ul style="list-style-type: none"> • The appropriate license and/or board certification or registration, as required for the particular providertype; • Evidence of graduation or completion of any required education, as required for the particular providertype; • Proof of completion of any relevant medical residency and/or specialty training, as required for the particular providertype; and • Satisfaction of any applicable continuing education requirements, as required for the particular providertype.
QA on the Air	Next webinar will be held on October 26th from 9am-10am and will focus on Cal-AIM Q&A. September's webinar will be canceled due to on-site System Review
CalAIM Updates	<ul style="list-style-type: none"> ➤ Reviewed the following topics. Please see slides for links to related bulletins and documents <ul style="list-style-type: none"> • new criteria to access SMHS and Medical Necessity • CalAIM No Wrong Door – effective 7/1/22 • Documentation Redesign ➤ Diagnosis Codes Information Notice <ul style="list-style-type: none"> • Please see bulletin: https://file.lacounty.gov/SDSInter/dmh/1126541_QABulletin22-05FirstPointofContacts.pdf ➤ Organizational Providers Manual and DMH Policies: Organizational Providers Manual (and QA Bulletin) should be released in the next 2 weeks ➤ Beneficiary Handbook: DHCS released draft version for feedback

	<ul style="list-style-type: none"> ➤ NOABD – Service Delivery form: Finalized –working to finalize updates to NOABD application ➤ Peer Support Services – effective 7/1/22. Reviewed. No changes from last month. <ul style="list-style-type: none"> • A QA Bulletin will be issued, and the Org Manual updated ➤ Screening/Transition tools – coming 1/2023 <ul style="list-style-type: none"> • LACDMH is piloting the child tools with several Managed Care Plans–pilot ends this week • Will be pulling together a workgroup to plan for January 1 implementation • Looking at adding screening questions to SRL/SRTS • See pilot feedback on slide 22 • Payment Reform <ul style="list-style-type: none"> ○ DHCS released the Final Billing Manual https://www.dhcs.ca.gov/formsandpubs/Documents/Billing-Manual-March-2022.pdf ○ 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
Policy Updates	<ul style="list-style-type: none"> ➤ QA Process in Development – reviewed slide 24
Training & Operations	<ul style="list-style-type: none"> ➤ Please see slide 25 for upcoming LE Chart Reviews ➤ QA Website – please see slide 26 for planned website updates ➤ See Summary of Documentation Redesign LE Workgroup sessions: <ul style="list-style-type: none"> • CalAIM Documentation Redesign LE Workgroup Summary.pdf (govdelivery.com) ➤ QA Knowledge Assessment Survey process – feedback survey was distributed through each SA QIC member email group <ul style="list-style-type: none"> • Knowledge Assessment Feedback Survey Link: QA Knowledge Survey QIC Questions (office.com)
Policy & Technical Development	<p>System Review</p> <ul style="list-style-type: none"> ➤ Virtual “On-Site” will be September 27-30 ➤ Categories covered include: <ul style="list-style-type: none"> • Network Adequacy & Availability of Services • Care Coordination & Continuity of Care • Quality Assurance & Performance Improvement • Access & Information Requirements • Coverage & Authorization of Services

	<ul style="list-style-type: none"> • Beneficiary Rights & Protections • Program Integrity • Chart Review –Non-Hospital Services <p>➤ See slide 29 for System Review timeline</p> <p>Waiver Reminders</p> <p>➤ All waiver requests from LE providers must be sent to Waivers@dmh.lacounty.gov in order to prevent delays in waiver processes</p> <ul style="list-style-type: none"> • Do not send waivers to personal email accounts (e.g.jhallman@dmh.lacounty.gov) • As a reminder, Diane Guillory has retired from LACDMH <p>➤ Ensure you are using the checklist, current forms on the QA website https://dmh.lacounty.gov/qa/mental-health-professional-licensing-waivers/</p> <ul style="list-style-type: none"> • Do not save documents as they may be outdated • Ensure a PDF signed document is submitted, not a Word document (instructions posted on-line will) • On the application, ensure fields 1-7 are completed. Leave 8-10 blank (DMH to complete) • If the applicant is out of State but licensed ready, must submit proof they have an exam date pending (field 5 on the form) <p>➤ Please ensure those in your agency responsible for waivers are aware of this!</p> <p>Network Adequacy Certification Submission</p> <ul style="list-style-type: none"> ➤ It appears we have enough practitioners in all areas ➤ Will not meet State benchmark for timely access ➤ See reminders on slide 32
Medical Records (Directly Operated only)	<ul style="list-style-type: none"> ➤ Elements of Valid Authorization – see slide 36 ➤ See slide 37-38 for medical records requests

QUALITY IMPROVEMENT			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage	https://dmh.lacounty.gov/qid/		
California External Quality Review – Fall 2022	<ul style="list-style-type: none"> ➤ SAs 3 & 4 will be reviewed ➤ October 17-20th. ➤ Review consists of focus group sessions and review of materials submitted by LACDMH ➤ Virtual Focus Group Sessions <ul style="list-style-type: none"> • 10 Service Area Sessions (typical) • 12 Administrative Sessions (typical) ➤ 100% Virtual Review –Highly Streamlined ➤ Reviewed what’s in a review (see slides 48-50) <p>For past reviews, visit: https://calegro.com</p>		
Patients Rights	<ul style="list-style-type: none"> ➤ Patient’s Rights keeps track of data and reviews. Reviewed slides 51-56: <ul style="list-style-type: none"> • Number and type of grievances • Total number of NOABD by month for FY 2021-22 • Reasons for Request for Change of Provider for FYs 20-21 and 21-22 • Number of Conservatorships • Denial of Rights and Seclusions 		
Quality Assurance Performance Improvement (QAPI) Work Plan: Year to Date Review	<ul style="list-style-type: none"> ➤ Reviewed slides 57-62 ➤ Discuss Service Equity, Culture-specific services, and accessibility of services: <ul style="list-style-type: none"> • What are potential evaluation questions • What outcomes of interest and example indicators are you interested in learning about? • What resources would be helpful toward implementation 		
Policy 303.03 Procedures for Elder/Dependent Adult Abuse and Neglect	<ul style="list-style-type: none"> ➤ Updated the procedures for Policy 303.03 Reporting Suspected Elder/Dependent Adult Abuse and Neglect <ul style="list-style-type: none"> • Requiring electronic reporting for non-emergent issues. 		

	<ul style="list-style-type: none"> • Updated procedures only. There are no POLICY specific changes • New phone numbers – see procedures • For immediate response, call the Elder Abuse Hotline at (877) 477-3646 • For any consultation on reporting, please call (888) 202-4248 for an APS Intake Social Worker during regular working hours Monday through Friday 8:00 am to 5:00 pm. • Additional updates will be coming
Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app).
NEXT MEETING	The next meeting will be held on October 19, 2022 from 1:30PM-3:30PM.

Ann Lee PhD

Minutes Recorded by Ann Lee, DMH SA 8 Administration



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SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
09/21/2022
1:30PM-3:30PM**

Members Present:

NAME	AGENCY/PROGRAM
Aaron Icedo	San Pedro mental health
Angela Lee	TIES for Families- South Bay
Ann Lee (SA 8 QI/QA Liaison)	DMH SA 8 Administration
Annetse Desta	Telemental Health and Consultation
Belinda Williams	Tessie Cleveland Community Services
Brittany Cheong	Helpline
Camille Do	DMH
Carina Hernandez	Star View
Cheryl Malinowski	Telecare MHUCC
Claudia Morales	Pacific Asian Counseling Services
Colette Harley	SHIELDS for Families
Courtney Olsen	Bayfront Youth and Family Services
Courtney Stephens (co-chair)	MHALA
Crystal Maxwell	Rite of Passage
Cynthia Sarmiento	Bayfront Youth and Family Services
Danielle Lowe	Shields For Families
Daphne	
Debra Deleon	SSG-OTTP
Elizabeth Luevano	Bayfront Youth and Family Services
Elva Gutierrez	The Guidance Center
Evelyn Nankanja	Dream Home Care STRTP
Gavin Tochiki	Telecare Corp
Helen Chang	DMH-Coastal API Family MHC
Jennifer Mitzner	Olive Crest
Jennifer Regan	DMH QI
Jocelyn Aguilar	For The Child
Joel Solis	DMH Medi-Cal Certification Unit
Kim Romo	Tarzana Treatment Center
Kristina Castellanos	Starview Community Services
Linda Nakamura	Masada Homes
Lourdes Rabello	San Pedro MHC

Marc Borkheim	DMH QA Unit
Maria Llamas	For The Child
Nicolette Bidlingmeyer	1736 Family Crisis Center
Pastora Salazar	For The Child
Patricia Tyler	Heritage Clinic
Paula Valencia	Star View BHUCC, LB
Rachel Sanchez	ChildNet Youth and Family Services
Renee Yu	SSG Alliance
Roxana Bermudez	Children's Bureau
Ruth Wen	San Pedro mental health clinic
Theresa Garcia	Star View
Tiffany Harvey	CIHSS, Inc./Alafia Mental Health Institute
Trista Coleman	Rite of Passage
Victoria Rodriguez	Dimondale Adolescent
Yessica Brown	Crittenton Services