



SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE
August 17, 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 (Star View), 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.

QA webpage: <https://dmh.lacounty.gov/qa/>

- ❖ QA on the Air
- ❖ CalAIM
 - New Criteria to Access SMHS
 - No Wrong Door
 - Diagnosis Codes
 - Documentation Redesign
 - Peer Support Services
 - Screening/Transition Tools
 - Payment Reform
- ❖ Policy Updates
- ❖ Training & Operations:
 - LE Chart Reviews
 - QA Website Updates
 - QA Lead Coverage
- ❖ Policy & Technical Development:
 - System Review
 - QA Bulletin 22-08
 - Access to Care
 - POS 02/10
 - STRTP Odds and Ends
- ❖ Upcoming webinars

QI Website – <https://dmh.lacounty.gov/qid/>

- ❖ External Quality Review – Fall 2022
 - SAs 3 & 4 will be the focus
 - Review and sessions will be held virtually
- ❖ Cultural Competency Updates
- ❖ Discussion: Enhancing Employee Well-being
- ❖ QI Workplan Update
 - CANS Reporting Update

Next SA 8 QI/QA Meeting Info:

September 21, 2022, 1:30-3:30 p.m.

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SERVICE AREA 8 QI/QA COMMITTEE MEETING
08/17/2022
1:30PM-3:30PM

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 08/17/2022 meeting recording: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10269
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_AuVvyK5JnyljLC1rbs9URDhXOVFFVUpJRlI0QjJBUIFQWkg1OTNaRC4u		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qa		
Central Monthly QA/QI meeting	Central QA/QI Meeting recording 08/08/2022: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10168 Next Central QA/QI meeting will be held on September 12th from 10:30am-12:00pm. https://teams.microsoft.com/l/meetup-join/19%3ameeting_Zjc1MmJkOGYtYTk0My00ZGE4LThhYjktNDEyM2ZkZig5NiVh%40thead.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%3atru%7d&btype=a&role=a		

<p>QA Overview</p>	<p>LE Credentialing Survey – contract providers were encouraged to complete the survey. DMH will begin to check LE credentialing processes since this is a final rule requirement.</p> <p>Professional Waivers: reviewed reminders</p> <ul style="list-style-type: none"> ❖ All current forms to apply for a Professional License Waiver are available at: <ul style="list-style-type: none"> ✓ https://dmh.lacounty.gov/qa/mental-health-professional-licensing-waivers/ ✓ https://file.lacounty.gov/SDSInter/dmh/1111635_DHCS_1739_Mental_Health_Professional_Licensing_Waiver_Request.pdf ❖ Waivers are required for employees only, not interns. ❖ Waiver applications and all applicable documents should be sent to Waivers@dmh.lacounty.gov ❖ There is a revised 05/2022 DHCS 1739 posted on the DHCS site: https://www.dhcs.ca.gov/Documents/DHCS-1739-Mental-Health-Professional-Licensing-Waiver-Request.pdf <p>Knowledge Assessment Survey Presentation was provided by <i>Marc Borkheim, Ph.D., Clinical Psychologist II, DMH Quality Assurance Unit</i></p> <ul style="list-style-type: none"> ○ Previous Surveys available on QA Webpage: https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/ ○ Possible small group discussion – are any providers utilizing the knowledge assessment survey questions as a training tool? <ul style="list-style-type: none"> ❖ Brief Overview <ul style="list-style-type: none"> ○ CalAIM ○ Access To Care/Network Adequacy, NAPPA, Provider Directory, & SRTS
<p>QA on the Air</p>	<p>Next webinar will be held on August 24th from 9am-10am and will focus on Cal-AIM Q&A. September’s webinar will be canceled due to on-site System Review</p>
<p>CalAIM Updates</p>	<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 ➤ Peer Support Services – effective 7/1/22 <ul style="list-style-type: none"> • QA will update NAPPA and IBHIS and the Guide to Procedure Codes to include a new category/discipline for Certified Peer Support Specialist and the new procedure codes

	<ul style="list-style-type: none"> • A QA Bulletin will be issued, and the Org Manual updated ➤ Reviewed the following status updates: <ul style="list-style-type: none"> • Screening/Transition tools – coming 1/2023 • Payment Reform <ul style="list-style-type: none"> ○ DHCS released the Final Billing Manual to be effective 7/1/2023 - 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"> ➤ Reviewed the policies listed below: <ul style="list-style-type: none"> • 401.03 - Clinical Documentation for All Payer Sources – Final/posted. No significant changes • 401.02 - Clinical Records Contents and Documentation Entry – Final/posted. Updated timeliness of progress notes • 302.14 Responding to Initial Requests for Service – review/approval status • 302.01 First Service Contact (in development) • xxx.xx Telehealth & Telephone Services (in development) ➤ Link to Policies: https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main ➤
Training & Operations	<ul style="list-style-type: none"> ➤ Please see slide for upcoming LE Chart Reviews ➤ QA Website – please see slide 19 for planned website updates
	<ul style="list-style-type: none"> ➤
Policy & Technical Development	<p>System Review</p> <ul style="list-style-type: none"> ➤ All documents for the System Review must be submitted by the QA Unit to DHCS by Monday, August 29, 2022. ➤ The QA Unit is in the process of reviewing materials submitted. <p>On-Site Review:</p> <ul style="list-style-type: none"> ➤ There will be a virtual on-site review from Tuesday, September 27, 2022 to Friday, September 30, 2022 in which key personnel from LACDMH will be interviewed. <p>QA Bulletin 22-08: Eating Disorders and Access to Care</p>

- Discussed and reviewed. See slide 24

Access to Care Reminders were reviewed:

- No waitlists –when a client/collateral requests services, an appointment must be offered even if it is beyond the access to care timelines
- Providers must be approved by CMMD before they can say they are at capacity – refer to DMH Policy 302.14 [Responding to Initial Requests for Service](#) for criteria to request to say you are no longer accepting, you must accept clients until approved by CMMD

Place of Service (POS)

- Now available for use:
 - POS 02 –Telehealth Provided Other than in Patient’s Home
 - POS 10 –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 (99341-99350, 99324-99328, 99334-99337) since these codes are used when the practitioner is in the client’s home

STRTP:

- STRTP Treatment Plan –made slight modifications to the “old” DMH Client Treatment Plan form for use by STRTPs
- STRTP Aftercare Services Procedure Codes –for aftercare services, an HV modifier is needed. Codes are all set up; providers have 3 months to begin using
- Email notification coming out this week

Upcoming webinars – N/A

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 ➤ Review and sessions will be conducted virtually ➤ 		
Discussion: Employee Well-being Strategies	Members discussed strategies their agency used to lift and strengthen employee well-being and increase team morale.		
QI Workplan Update	Develop a CANS-50 and PSC-35 aggregate report <ul style="list-style-type: none"> ➤ Gather input on report elements from providers ➤ Consolidate the CANS-50 and PSC-35 data sets for reporting ➤ Trainings: <ul style="list-style-type: none"> • Will offer training to D.O. on October 4th • Then will offer training to contract providers 		
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 September 21, 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
08/17/2022
1:30PM-3:30PM**

Members Present:

NAME	AGENCY/PROGRAM
Aaron Icedo	DMH San Pedro clinic
Amy Sutherland	Aspiranet
Angela lee	DMH TIES for Families
Ann Lee (SA 8 QI/QA Liaison)	DMH SA 8 Administration
Antoinette Washington	South Bay Mental Health Center
Anya Juvasvat	Dream Home Care, Inc.
Beatrice Perez	1736 Family Crisis Center
Belinda Williams	Tessie Cleveland Community Services
Brittany Cheong	Helpline Youth Counseling Inc.
Cedric Smoots	Personal Involvement Center
Claudia Morales	PACS
Colette Harley	SHIELDS for Families
Courtney Olsen	Bayfront Youth & Family Services
Courtney Stephens (co-chair)	MHALA
Cristina Magarin	DMH CMMD SA 8
Dalia Diaz	Helpline Youth Counseling Inc.
Darcy Deckman	Aspiranet
David Worden	SHIELDS for Families
Della Clayburg	DMH SFC South County
Elva Gutierrez	The Guidance Center
Esther Lee	CMMD DMH
Evelyn Nankanja	Head of Service
Gabriela Vasquez	South Bay Mental Health Center
Gavin Tochiki	Telecare Corp
Helen Chang	DMH-Coastal API Family MHC
jennifer mitzner	Olive Crest
Jennifer Regan	DMH QI Unit
Jocelyn Aguilar	For The Child
Joel Solis	DMH Medi-Cal Certification Unit
Kristina Castellanos	Starview Community Services
Layhearb Poon	Long Beach APIFMHC

Linda Nakamura	Masada Homes
Lourdes Rabello	San Pedro MHC
Marc Borkheim	DMH QA Unit
Mayra Perez	Alma Family Services
Michael Bray	Shields for Families
Michele Munde (co-chair)	Stars Behavioral Health Group
Nicolette Bidlingmeyer	1736 Family Crisis center
Patricia Tyler	Heritage Clinic
Paula Valencia	Star View BHUCC, Long Beach
Ruth Wen	DMH San Pedro clinic
Sarah Monson	ChildNet Youth & Family Services, Inc.
Shanna Whitlow	Didi Hirsch
Stephanie Hoffman	SSG/OTTP
Theresa Garcia	Starview
Tiffani Miller	For The Child
Tiffany Harvey	Alafia Mental Health Institute (CIHSS)
Yessica Brown	Crittenton Services