



SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE

May 18, 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/>

- ❖ Knowledge Assessment Survey Presentation
 - *Marc Borkheim, Ph.D., Clinical Psychologist II, DMH Quality Assurance Unit*
- ❖ Brief Overview
 - CalAIM
 - Access To Care/Network Adequacy, NAPPA, Provider Directory, & SRTS
- ❖ Small Group Discussion Results & Breakout rooms

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

- ❖ Spring 2022 CPS
 - Best practices
 - Dropoff Returns
 - Tally survey due dates
 - Open-ended comments

Next SA 8 QI/QA Meeting Info:

June 15, 2022 from 1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

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LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
05/18/2022
1:30PM-3:30PM

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 05/18/2022 meeting recording: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10022 <ul style="list-style-type: none"> Please note due to a technical glitch most of the slides did not get presented in the recording so please follow along with the actual pdf slides.
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_AuVvyK5JnyIjLC1rbs9URDhXOVFFVUpJRiIQjJBUIFQWkg1OTNaRC4u		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qa		
Central Monthly QA/QI meeting	Central QA/QI Meeting recording 05/09/2022 https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9984 . Next Central QA/QI meeting will be held on June 13th, 10:30am-12:00pm. Please see slide 3 for the meeting link.		

<p>QA Overview</p>	<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? <p>❖ Brief Overview</p> <ul style="list-style-type: none"> ○ CalAIM ○ Access To Care/Network Adequacy, NAPPA, Provider Directory, & SRTS
<p>QA on the Air Feedback/Survey</p>	<p>Next webinar will be held on May 25th from 9am-10am. QA on the Air - Reasons for Recoupment 4-27-22.pdf</p>
<p>CalAIM Updates</p>	<ul style="list-style-type: none"> ➤ New Criteria to Access SMHS and Medical Necessity <ul style="list-style-type: none"> • Still waiting for trauma-screening tool • Medical necessity applies to services • Criteria to Access applies to the person • Bulletins: <ul style="list-style-type: none"> ○ 21-08: Updated Criteria to Access SMHS ○ Bulletins 21-07 & 21-08 FAQs ➤ NOABD update <ul style="list-style-type: none"> • Waiting for DHCS beneficiary handbook • NOABD assessment does not meet criteria to access - making language understandable to client. Will be released shortly. ➤ Diagnosis codes information notice (BHIN 22-013) – please see slide 11 ➤ QA Proposal <ul style="list-style-type: none"> • First Contact with the client may be with whomever can best meet the needs of what the client is requesting/needing (e.g., may be with a case manager) ➤ CalAIM No Wrong Door – coming 7/1/2022. Working on bulletin. See slide 13. ➤ Documentation Redesign – coming 7/1/2022. Drafting QA bulletin and training video and QA roadshows for DO clinics. ➤ Discussed proposed changes for Assessment, Problem List, Treatment, and Progress notes (See slides 15-24). Will update at next meeting. Current

	<p>assessment meets requirements so no need to change form but IBHIS (for DOs) will be updated and more streamlined</p>
<p>Policy & Technical Development</p>	<ul style="list-style-type: none"> ➤ QA Bulletin 22-03: Continuity of Care: <ul style="list-style-type: none"> • If an LA County Medi-Cal beneficiary who qualifies for SMHS is seeing a provider that is not a directly operated or contracted provider of LAC-DMH and would like to request continuity of care, a formal request for Continuity of Care shall be made to the QA Unit (email NetworkAdequacy@dmh.lacounty.gov) or call 213-943-8268 • If a Medi-Cal beneficiary is seeing a provider that is a directly operated or contracted provider of LAC-DMH and either transfers their Medi-Cal to another county of jurisdiction or no longer qualifies for SMHS, the beneficiary may request continuity of care to their new network of care. ➤ Concurrent Review Requirements <ul style="list-style-type: none"> • DMH is planning to implement Concurrent Review requirements for Psychiatric Health Facilities (PHF), Crisis Residential Services and Adult Residential Services beginning in July • We will have a meeting of PHF, CRTTP and the one ARF providers to review the concurrent authorization protocol during the week of May 16. ➤ Procedure Codes Summary of upcoming changes: <ul style="list-style-type: none"> • POS 10 – Telehealth when the client is located at their home • FFPSA codes (QI Assessment and STRTP Aftercare) • H2010 Group codes (Phone & Telehealth) • ECM & Community Support codes (Directly Operated Only) • Neurofeedback codes – still in discussion around adding ➤ Access to Care, NAPPA, Provider Directory, and SRTS <ul style="list-style-type: none"> • Please make sure to update info in NAPPA so the changes can be reflected in real time for the online Provider directory. • Helps to know if we have network adequacy (providers accepting new beneficiaries) • SRL and SRTS – please log dispositions and update in timely manner ➤ Contacts list – added Waivers and SRTS emails on slide 35.

Training & Operations

Collaborative Documentation (CD) webpage:

➤ <https://dmh.lacounty.gov/qa/collaborative-documentation/>

QUALITY IMPROVEMENT			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage	https://dmh.lacounty.gov/qid/		
Spring 2022 CPS	Shared info regarding surveys: <ul style="list-style-type: none"> ➤ Best practices – please download at: CPS Best Practice Handout.pptx ➤ Dropoff Returns ➤ Tally survey due dates ➤ Open-ended comments 		
Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app).		
SA 8 Small Group Discussion	<ul style="list-style-type: none"> ➤ Shared the results of the SGD poll questions (please see slides 43-47) ➤ Went into four breakout rooms for the small group discussion. ➤ There was time at the end for small group discussion reporting out: <ul style="list-style-type: none"> • One breakout room discussed what was learned from experiences of administering surveys. • Another topic discussed was anticipation of documentation redesign and preparing staff for upcoming changes • Thinking about shift in processes considering travel time for field based providers • One workgroup shared valuing reviewing central QA mtg content again at the SA 8 meeting to reinforce the information discussed and ask questions • Great to learn at SA mtgs about other providers and how they are implementing changes 		
NEXT MEETING	The next meeting will be held on June 15, 2022 from 1:30PM-3:30PM.		

Ann Lee PhD

Minutes Recorded by Ann Lee, DMH SA 8 Administration



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
05/18/2022
1:30PM-3:30PM**

Members Present:

NAME	AGENCY/PROGRAM
Aaron Icedo	San Pedro Mental Health Center
Ana Viana	Stars Behavioral Urgent Care Center
Angela Lee	TIES for Families-South Bay
Ann Lee	DMH SA 8 Administration (SA 8 QI/QA Liaison)
Antoinette Washington	South Bay Mental Health Center
Brittany Cheong	Helpline Youth Counseling Inc.
Brittany White	Personal Involvement Center Inc.
Carmen Solis	Alma Family Services
Chad Brinderson	Specialized Foster Care SA 8
Colette Harley	SHIELDS for Families
Courtney Stephens (co-chair)	MHALA
Cristina Magarin	DMH CMMD SA 8
Dalia Diaz	Helpline Youth Counseling, Inc.
Daphne King	South Bay Childrens Health Center
Debra DeLeon	SSG OTTP
Ekaete Ekpo	Exodus Recovery, Inc.
Elva Gutierrez	The Guidance Center
Esther Lee	CMMD/DMH
Evelyn Nankanja	Dream Home Care
Gabriela Vasquez	South Bay Mental Health Center
Geralyn La Fleur	Personal Involvement Center Inc.
Helen Chang	Coastal API Family MHC
Jamie Johnson	Dimondale
Jane Park-Aspe	Children's Institute, Inc
Jeff Baer	DMH LBCAP
Jennifer Mitzner	Olive Crest
Jennifer Regan (QI Lead)	DMH QI
Jesica Sandoval	AADAP, INC.

Joel Solis	QA/ Certification Unit
Kathleen Villagomez	San Pedro Mental Health
Kim Romo	Tarzana Treatment Centers
Kristina Castellanos	Starview Community Services
Layhearb Poon	Long Beach APIFMHC
Linda Nakamura	Masada Homes
Lourdes Rabello	San Pedro MHC
Marc Borkheim (QA Lead)	DMH QA Unit
Michele Munde (co-chair)	Stars Behavioral Health Group
Nicolette Bidlingmeyer	1736 Family Crisis Center
Paula Valencia	Star View BHUCC Long Beach
Renee Yu	SSG Alliance
Rocio Rodriguez	Bayfront Youth and Family Services
Ruth Wen	San Pedro Mental Health
Sarah Monson	ChildNet Youth & Family Services, Inc.
Shanna Whitlow	Didi Hirsch
Stephanie Canales	Stars Behavioral Health Group
Susan Osborne	MHALA
Tiffany Harvey	CIHSS/Alafia Mental Health Institute
Victoria Rodriguez	Dimondale Adolescent
Yessica Brown	Crittenton Services