



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

September 20, 2023

1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

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

Co-chairs: Emily Ramos (LBMHC), Michele Munde (Star View),
Courtney Stephens (MHALA)

SA 8 QI/QA Liaison: Ann Lee; **QI Division Lead:** Daiya Cunnane; **QA Division Lead:** Mark Borkheim

AGENDA

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

- | | |
|----|--|
| 1. | <p>QA webpage: https://dmh.lacounty.gov/qa/</p> <ul style="list-style-type: none">❖ Meeting recordings and upcoming meetings links❖ QA on the Air<ul style="list-style-type: none">❖ Policy & Technical Development:• QA Bulletin 23-05: Organizational Providers Manual Updates• Payment Reform• Screening and Transition<ul style="list-style-type: none">❖ QA Updates /Training & Operations• LE Chart Reviews• Collaborative Documentation• QA Contacts Website Updates• QA Knowledge Assessment❖ Upcoming Webinars |
| 2. | <p>QI Website – https://dmh.lacounty.gov/qid/</p> <ul style="list-style-type: none">❖ General Updates<ul style="list-style-type: none">○ Network Adequacy Certification○ External Quality Review○ Request for Change of Provider Logs – Reminders○ STRTPs are included and should be following the policy |

Next SA 8 QI/QA Meeting Info:

October 3, 2023, 1:30-3:30 p.m.

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



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
05/17/2023
1:30PM-3:30PM**

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 05/17/2023 meeting recording: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10912
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			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QA webpage	https://dmh.lacounty.gov/qa		
Central Monthly QA/QI meeting	Central QA/QI Meeting Recording 2/13/2023: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10594 Next Central QA/QI meeting will be held on March 13 th from 10:30am-12:00pm.		

QA Updates	Dr. Borkheim presented the proposal to have a QA time slot each month as a forum to discuss challenges agencies face regarding QA process. Time can be used for brainstorming, troubleshooting, and addressing QA topics of interest and be more interactive. Please email Ann Lee for topic suggestions.	Please contact Ann Lee if you have any topics you would like to discuss during the QA slot	
QA on the Air	Next webinar: 2/22/2023 - Topic: CPT Codes Transformation /Payment Reform Part III. Please see the slide 6 for QA on the Air videos and next webinar link.		
Bulletins	QA Bulletin 23-01 Organizational Providers Manual Updates.pdf <ul style="list-style-type: none"> Reviewed the changes in the manual per Cal-AIM <p>Draft QA Bulletin 23-02: Will be sent to the committee once it is finalized</p> <p>QA Bulletin 22-10 Guide to Procedure Code Updates.pdf – may not be posted yet so please use the link in the slide.</p> <p>Guide to Procedure Codes Final 12-20-22.pdf (Effective January 1, 2023. Please use this version and discontinue using any previous versions you may have downloaded)</p>		
CalAim Updates	<p><u>Screening and Transition Tools – effective 1/1/2023</u></p> <ul style="list-style-type: none"> Reminded attendees of training videos and tools as listed in the Bulletin 22-11. Shared the links from the QA email subscription sent on 1/30/23 Shared the link to the QA bulletin and provided links to the documents referenced: 22-11: Screening & Transition Tool and Appendix 		
Access To Care/Network Adequacy	<ul style="list-style-type: none"> Currently under a plan of correction with DHCS Need to improve Access to Care quickly All providers are expected to assist in improving access to care Please join our next webinar to continue the discussion 		

	<p>SA 8 Discussion:</p> <ul style="list-style-type: none"> • Adult provider shared regarding utilization of the SRTS to track referrals and dispositions for access to care/timeframe monitoring. Working on not leaving referrals open without a disposition due to continuing to work on reaching client. Educating staff to close out referral by putting in disposition since • A child agency shared concern regarding accuracy and the discrepancy in the timeframes listed in the Access to Care emails vs actual date of receipt of referral at the agency. • A small child provider shared strategies to improve access to care by creating an assessment team which has reduced time waiting time for assignment to a practitioner
<p>Training & Operations</p> <p>And</p> <p>Policy & Technical Development</p>	<ul style="list-style-type: none"> ➤ LE Chart Reviews - Please see slide 25 ➤ Annual QA Report and Written QA Processes – see slide 26 ➤ Clinical Forms Bulletin 22-02: New, Updated & Obsolete Forms – reviewed the bulletin ➤
Health Information Management (HIM) Updates	<ul style="list-style-type: none"> ➤ Reviewed Records Retention Policy 401.01 for D.O. clinics.
Q&A	<ul style="list-style-type: none"> ➤ Provider asked other providers to share any guidance for the No surprises/Good Faith estimate act. Another provider shared that they do not pass on the costs/fees to indigent clients. ➤ Question about using the nursing assessment procedure code T1001 and how to utilize nursing staff. A large adult contract provider that has nursing staff uses this code for new clients.

QUALITY IMPROVEMENT			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage and updates	https://dmh.lacounty.gov/qid/		
New DMH Stakeholder process	MHSA unit is attending community stakeholder meetings in order to inform about the MHSA planning process and obtain stakeholder input.		
Consumer Perception Survey	<p>The CPS training environment is now live. When requesting access to the CPS, will be given link to the portal. Use fake names and not actual real client names when testing the application.</p> <ul style="list-style-type: none"> The selected provider list has been sent out. All D.O. and LE providers are selected (unless exempted). 		
Change of Provider Reports and Logs - reminders	Please continue to submit logs by the 10 th of every month. (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app). Quarterly reports will be sent out by Patients Rights Office.		
Safety Intelligence (SI)	Online reporting of clinical incidents. Contract providers need to have a "C" number to access the SI. For technical assistance or advisement, please contact Ly Ngo or Vanessa Jenkins. Their contact info is included in the slides.		
NEXT MEETING	The next meeting will be held on March 15, 2023 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
09/20/2023
1:30PM-3:30PM**

Members Present:

What is your full name? (First and Last)	Clinic/Program/Agency Affiliation (if applicable)
Alejandra Munoz	TCCSC
Anya Juvasvat	Dream Home Care
Belinda Williams	Tessie Cleveland Community Services
Carina Hernandez	Star View community Services
cheryl malinowski	telecare mhucc
Claudia Morales	PACS LA
Courtney Olsen	Bayfront Youth and Family Services
Cynthia Sarmiento	Bayfront Youth & Family Services
Daiya Cunnane	DMH QI
Daphne King	South Bay Childrens Health Center
David Worden	SHIELDS for Families
Debra DeLeon	SSG-OTTP
Della Clayburg	SFC South County
Efrain Marquez	Behavioral Health Services
Elva Gutierrez	The Guidance Center
Evelyn McDonough	Alma Family Service
Geralyn La Fleur	Personal Involvement Center
Helen Chang	DMH Coastal API Family MHC
Jaclyn Rivera	Counseling4Kids
Jane Park-Aspe	Children's Institute
Jeannie Thompson	BHS, Inc
jennifer mitzner	olive crest
Jennifer Palma	Counseling4Kids
Julie Leevarinpanich	LBAP
Linda Nakamura	Masada Homes
Patricia Tyler	Heritage Clinic

Rosa Diaz	Alma Family Services
Roxana Bermudez	Children's Bureau Quality Assurance
Ruth Wen	San Pedro MHC
Sarah Monson	ChildNet
Shirley Del Aguila	Outpatient Counseling4Kids
Stephanie Canales	Stars Behavioral Health Group
Tiffany Harvey	California Institute of Health and Social Services, Inc./Alafia Mental Health Institute
Ulyssa Benavides	Counseling4kids
Vannessa Martin	CA Behavioral Health Clinic