



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

June 21, 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. | QA webpage: https://dmh.lacounty.gov/qa/ <ul style="list-style-type: none"> ❖ SA 8 QI/QA Announcement ❖ Meeting recordings and upcoming meetings links ❖ Training & Operations ❖ QA on the Air ❖ CalAIM ❖ Policy & Technical Development: ❖ Upcoming webinars |
| 2. | QI Website – https://dmh.lacounty.gov/qid/ <ul style="list-style-type: none"> ➤ Consumer Perception Survey (CPS) 2023 Feedback ➤ Provider feedback on SA QICs ➤ CANS/PSC webinar – held today June 22, 2023 morning ➤ Request for Change of Provider Logs – Reminders <ul style="list-style-type: none"> ➤ STRTPs are included and should be following the policy |

Next SA 8 QI/QA Meeting Info:

June 21, 2023, 1:30-3:30 p.m.

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**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
06/21/2023
1:30PM-3:30PM**

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 06/21/2023 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_AuVvyK5JnyljLC1rbs9URDhXOVFFVUpJRlI0QjJBUIFQWkg1OTNaRC4u		
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 6/12/2023: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10812 Next Central QA/QI meeting will be held on July 10 th from 10:30am-12:00pm.		

QA Updates	QA coverage: (Wanta Yu will provide coverage in Dr. Borkheim's absence today) ❖ Chart Reviews ➤ Wanta Yu, LCSW, Training Coordinator/QA Lead, DMH Quality, Outcomes, and Training Division ❖ Knowledge Assessment	Please contact Ann Lee if you have any topics you would like to discuss during the QA slot	
QA on the Air	Next webinar: 6/28/2023 - Topic: CPT Codes Transformation /Payment Reform Part III. Please see the slide 6 for QA on the Air videos and next webinar link.		
Bulletins	DRAFT QA BULLETIN re New Quality Assurance Unit		
CalAim Updates	Please see below links to draft copies of the list of CalAIM procedure codes, CalAIM rates per procedure code and discipline, and a list of CalAIM disciplines prepared by the DMH CIOB Revenue Systems team. • CalAIM fee discipline proc v.2.xlsx • LACDMH CalAIM CPT Codes and Descriptions v.1.3.5.xlsx • CalAIM Disciplines.xlsx • QA Bulletin 23-04 CalAIM Payment Reform.pdf • Guide to Procedure Codes 7-1-23 Final.pdf • Procedure Codes Guide 7-1-23 with Track Changes.pdf Coming Soon: Organizational Providers Manual Updates Effective 7/1/2023 Changes to IHBS Pre-Authorization		
Access To Care/Network Adequacy	Upcoming - Network Adequacy/Access to Care Webinar 8/1/2023 at 9:00-10:00am ➤ Providers must continue to ensure NAPPa is updated on a regular basis and all practitioner's information is kept up to date ➤ DMH is currently working to submit NAPPa data to the State on a monthly basis		

Training & Operations And Policy & Technical Development	➤ LE Chart Reviews - Please see slide 25 ➤ Annual QA Report and Written QA Processes – see slide 26 ➤ Clinical Forms Bulletin <u>22-02: New, Updated & Obsolete Forms</u> – reviewed the bulletin ➤
Health Information Management (HIM) Updates	➤ Reviewed Records Retention Policy 401.01 for D.O. clinics. ➤ 500.08: Uses and Disclosures of Protected Health Information Requiring an Authorization from Legal or Personal Representatives ➤
Q&A	➤ 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	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. 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 August 16, 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
06/21/2023
1:30PM-3:30PM

Members Present:

What is your full name? (First and Last)	Clinic/Program/Agency Affiliation (if applicable)
Lourdes Rabello	S8 San Pedro MHC
Jesica Sandoval	AADAP, Inc.
David Calvillo	South Bay Mental Health Center
Amy Sutherland	Aspiranet
Layhearb Poon	Long Beach APIFMHC
Roxana Bermudez	Children's Bureau-Long Beach Quality Assurance
Rosa Diaz	Alma Family Services
Myan Le	LACDMH QI
Vannessa Martin	Dignity Community Care dba California Hospital Medical Center
Teri Pailsen	LBCAP
Elizabeth Mota	CMMD-LACDMH
Wanta Yu	LACDMH QA
Ulyssa Benavides	Counseling4kids
Crystal Maxwell	Rite of Passage, ATCS
Stephanie Garcia	SV BHUCC
Roberta Del Angel	Star View/SBHG
Jaclyn Rivera	
Belen Williams	San Pedro MHC
Evelyn McDonough	Alma Family Services
Jennifer Palma	Counseling4kids
Tiffany Harvey, PsyD	Alafia Mental Health Institute 7655
Helen Chang	DMH Coastal API Family MHC
cheryl malinowski	telecare MHUCC
Elizabeth Luevano	Bayfront Youth and Family Services
Della Clayburg	DMH SFC South County
Elva Gutierrez	The Guidance Center
Kellie Gardner	ChildNet
Liliana Lira	Counseling4kids
Shirley Del Aguila	Counseling 4 Kids/Outpatient
Krystal Cervantes	

Esther Lee	CMMD LACDMH
Courtney Olsen	Bayfront Youth and Family Services
Alejandra Muñoz	TCCSC
Lucy Mojica	Masada homes
Patricia Tyler	Heritage Clinic