

12:35:52 From Robert Levine : ok, im on phone
12:36:32 From Crystal Perry : Great, Robert!
12:36:36 From kadibi : Hello. This is Dr Adibi from T.H.E clinic La brea
12:43:55 From Anna Gorman, LA County DHS : Glad you are all here! Type in your clinic in the chat so we know who is here!
12:44:05 From Shirley Sotelo : ChapCare
12:44:09 From ewang : Hello, Northeast community Clinic is present
12:44:13 From Tiffany Kwong HCHC : Herald Christian Health Center
12:44:16 From Norma : Northeast Valley Health Corporation
12:44:17 From Angie Sandoval : White Memorial Community Health Center
12:44:18 From Dr. Reyes : Hi! Dr. Reyes from Central City Community Health Center
12:44:22 From Brooke Ashford : Central Neighborhood Health Foundation
12:44:22 From Baty, Iliniza M. : Venice Family Clinic
12:44:27 From BH BH : Saban Community Clinic
12:44:27 From Jessica King, NEVHC (she/her/ella) : Northeast Valley Health Corporation
12:44:28 From Dr. Tiffany Saucer, LCSW. : Achievable Health Center
12:44:32 From dfuentes : Kedren Community Care
12:44:36 From Maricela Madrigal : Via Care Community Health Center
12:44:38 From Elizabeth Ramos : Via Care Community Health Center
12:44:38 From AMendoza-BII : Benevolence Industries
12:44:53 From Alyssa De los Santos : Bartz- Altadonna Community Health Center
12:45:05 From Jessica Cardoza : Comprehensive Community Health Centers
12:45:07 From Vivian Sauer : CCHC
12:45:17 From Derrick Butler : Dr. Derrick Butler T.H.E. Health and Wellness Center (T.H.E. Clinic)
12:45:27 From Debra Barber : Will we have access to the presentation slides?
12:45:31 From Karla Arnold : To Help Everyone Health and Wellness Center
12:45:34 From Chris Ifekwunigwe : South Central Family Health Center
12:45:34 From Jason Rivas, Arroyo Vista Family Health Center : Arroyo Vista Family Health Center
12:45:45 From nvandamme : WIilmington CC
12:45:55 From Jaclyn Richards : Family Health Care Centers of Greater Los Angeles
12:46:01 From Debra Rosen : Can you perform the screening electronically, then review the results with the patient
12:46:06 From Laura : St.Johns Well child & Family Center
12:46:09 From Anna Gorman, LA County DHS : Great turnout! For the presentation, we have Anna Gorman (me) and Francia Nava from MHLA and Robert Levine from DMH.
12:46:22 From Desiree : Altamed Health Services
12:46:26 From Susan Cho : Westside Family Health Center
12:46:28 From Paul Gregerson : Paul Gregerson from JWCH Institute
12:46:33 From Kerry Deeney : BHS Family Health Center
12:46:39 From Anna Gorman, LA County DHS : Yes on the slides - we will put up on the MHLA website on the mental health page.
12:46:47 From Maria : UMMA Community Clinic

12:47:50 From Amanda Hills, Samuel Dixon Family Health Center : Samuel Dixon Family Health Center, Inc.

12:48:22 From Sean Boileau : Dr. Sean Boileau, Behavioral Health Services Director, APLA Health

12:48:27 From Zares Soto : AltaMed Health Services

12:48:34 From John Hoh : Asian Pacific Health Care Venture, Inc.

12:48:50 From Ken Bachrach : Ken Bachrach - Tarzana Treatment Centers

12:49:15 From Dianne : Dianne Bohorquez, Harbor Community Health Centers

12:54:42 From Angelica Figueroa : If client declined/refused to complete the PHQ-9 and/or GAD-7, do we need to complete MH709 note to chart this?

13:00:19 From St. John's Well Child & Family Center : Do we then, in this case, add the H2014 when there is a follow up and no PHQ-9 for whatever reason?

13:00:46 From Anna Gorman, LA County DHS : If you are providing services - submit a H2014.

13:01:04 From Tiffany Kwong HCHC : Do we have to screen patients that come to our clinic for dental services only, not medical services?

13:01:44 From Anna Gorman, LA County DHS : No requirement on screening when they come in for dental services - but if you have them there, it might be a good opportunity to catch them.

13:02:48 From Tiffany Kwong HCHC : Got it. Thanks!

13:05:08 From Ariel Peterson, Venice Family Clinic (she/her) : We would love to hear from clinics who are doing the screening during the primary care visit and how they are handling the questions about protective/risk factors. Our MAs are already so busy with the current screenings, that we are worried that this will cause delays.

13:08:27 From Ariel Peterson, Venice Family Clinic (she/her) : Is the diagnosis code only for prevention services or also screening? If for screening, what would the code be for people who are in prevention or not eligible for prevention?

13:09:17 From Anna Gorman, LA County DHS : Will check on the diagnosis code for screening. DMH has some possible diagnosis codes for services, which they can share.

13:11:08 From Ariel Peterson, Venice Family Clinic (she/her) : Thanks Anna!

13:11:56 From Anna Gorman, LA County DHS : Yes anyone can administer the questionnaire. Those who provide services must be trained (but no clinical requirement). In deciding whether should be referred for prevention or treatment, it is recommended that staff consult with clinical staff (perhaps mental health lead if clinician).

13:13:03 From Angelica Figueroa : Quick question, for those patients that refused the screeners, do we NOT submit a score?

13:13:07 From Dev Hernandez : I am also interested in more info about Dx requirements

13:13:12 From Angelica Figueroa : So that we are just charting?

13:13:55 From Ariel Peterson, Venice Family Clinic (she/her) : Thanks Anna! I would like to hear how other clinics are handling consulting with clinical staff. It seems pretty difficult to incorporate that, especially when doing the screening by phone.

13:16:39 From Anna Gorman, LA County DHS : Angelica, if the screening process is not completed (ie no PHQ-9) please do not submit a H0002. But hopefully you can encourage them to do the screening process.

13:17:02 From Angelica Figueroa : Thank you Ana!

13:21:40 From Derrick Butler : Would any of the clinics presenting be willing to share their contact info to allow for further questions?

13:21:55 From Anna Gorman, LA County DHS : Again on H2014, you may or may not have a PHQ-9 score, depending on how frequently you are administering the PHQ-9 during the prevention services.

13:22:50 From Anna Gorman, LA County DHS : Our presenters -- please type in your contact information if you are willing so others can learn from you.

13:23:06 From Angelica Figueroa : Hi Derrick, sure. Here is my contact information Angelica Figueroa, LCSW Director of Behavioral Health at ParkTree Community Health Center. Angelica.Figueroa@ParkTreeCHC.org

13:25:46 From Ariel Peterson, Venice Family Clinic (she/her) : For Comprehensive Community HC, are you using the H0002 code when the PHQ9 is done or when the detailed screening is done? It sounds like it is happening in two parts

13:26:40 From Angelica Figueroa : we are having trouble with our mic

13:28:42 From Jessica Cardoza, MSW - CCHC : Ariel, Yes it is happening in two parts, but we do not bill the H0002 code until the detailed screening is completed with the patient.

13:29:17 From Jessica Cardoza, MSW - CCHC : For CCHC my contact information is Jessicac@cchccenters.org. I would be more than happy to answer any other questions.

13:29:44 From Anna Gorman, LA County DHS : The H0002 should be submitted for the full screening process.

13:32:03 From Anna Gorman, LA County DHS : These are great questions. Please feel free to type more!

13:33:10 From Baty, Iliniza M. : I love the concept of screening during enrollment, but we are such a huge clinic we have LOTS of health insur enrollment staff.

13:33:24 From Baty, Iliniza M. : Trying to think about how to streamline the implementation

13:33:50 From Ariel Peterson, Venice Family Clinic (she/her) : Just want to put a plug that it would be great for these visits to count as part of our MHLA 24 month look back since it's part of our contract and demonstrates that patients are engaged with us. Thanks! :)

13:34:34 From Angelica Figueroa : 1.) Behavioral Health Case Manager

13:34:38 From Amanda Hills, Samuel Dixon Family Health Center : MSW Interns

13:34:40 From Jason Rivas, Arroyo Vista Family Health Center : Behavioral Health Case Manager

13:34:41 From San Fernando Community Health Center : CM, MSW, LCSW

13:34:44 From Shirley Sotelo : LCSWs

13:34:47 From Vivian Sauer : MSW interns

13:34:47 From Baty, Iliniza M. : Tx is from LCSW

13:34:48 From St. John's Well Child & Family Center : MHLA Prevention Specialists

13:34:48 From Dianne : case managers

13:34:50 From Kerry Deeney : case manager

13:34:50 From WHCC : BH Navigator

13:34:53 From Zares Soto : Case Manager

13:34:53 From Sean Boileau : We're using our Quality Improvement Interns.

13:34:54 From Tiffany Kwong HCHC : MSW Interns, CM

13:34:57 From Marina : Case managers screening and services

13:34:57 From Martha Nunez : Fellows

13:34:58 From Dev Hernandez, Eisner Health : case managers (BA level) and Health Education

13:34:58 From Maria : case manager

13:35:00 From St. John's Well Child & Family Center : MSW Interns

13:35:01 From Susan Cho : LCSW, CHW/MA

13:35:04 From Angie Sandoval : Behavioral Health Case Manager

13:35:06 From Liliana Chavez (Bartz-Altadonna) : BH Assistant

13:35:07 From Joon Suh - Kheir Clinic : LCSWs

13:35:08 From Baty, Iliniza M. : screening is by staff, msw interns and LCSW on call

13:35:08 From Romana Crespo-Belarde : Beh. Health Case Mgr.

13:35:10 From Lummy Galbusera, Central Neighborhood Health : LCSW, LMFT

13:35:11 From rrodri : CHW/MA

13:35:12 From Elizabeth Ramos : BSW, MSW Interns, and community health workers

13:35:15 From Kerry Deeney : medica; assistant

13:35:31 From Franne, TCC Family Health : LCSW, BSW, Case Managers

13:35:38 From srivera : Yes

13:35:38 From Amanda Hills, Samuel Dixon Family Health Center : yes

13:35:38 From rrodri : Yes!

13:35:39 From St. John's Well Child & Family Center : Yes

13:35:39 From Marina : We have them screen with PRAPARE as well

13:35:40 From Shirley Sotelo : death, job loss, financial insecurity, severe anxiety

13:35:44 From Baty, Iliniza M. : Absolutely

13:35:44 From Joon Suh - Kheir Clinic : Yes

13:35:44 From Lummy Galbusera, Central Neighborhood Health : Yes daily

13:35:45 From Jason Rivas, Arroyo Vista Family Health Center : ye

13:35:45 From Shirley Sotelo : ptsd re-triggered

13:35:45 From Elizabeth Ramos : yes

13:35:46 From Jessica Cardoza, MSW - CCHC : yes

13:35:47 From Dev Hernandez, Eisner Health : yes! lots of loss

13:35:48 From Martha Nunez : Yes stressors over fear of losing job

13:35:49 From Vivian Sauer : concrete needs such as food and employment

13:35:49 From Tiffany Kwong HCHC : yes, loss of jobs

13:35:57 From rrodri : family loss, job loss, food insecurity

13:35:58 From Angelica Figueroa : Covid, job loss, deaht

13:35:58 From Maria : employment

13:36:02 From Maria : covid

13:36:07 From Baty, Iliniza M. : Loss, grief, stress, online schooling, housing, food, employment

13:36:19 From St. John's Well Child & Family Center : We are focusing on calling MHLA COVID positive patients and screening as well

13:36:23 From Shirley Sotelo : individual over the phone

13:36:36 From Amanda Hills, Samuel Dixon Family Health Center : individuals

13:36:37 From Jessica Cardoza, MSW - CCHC : Individual

13:36:37 From Angelica Figueroa : Individual

13:36:38 From Dev Hernandez, Eisner Health : individual

13:36:40 From St. John's Well Child & Family Center : Individual

13:36:40 From Elizabeth Ramos : We do both. Individual and group.

13:36:41 From Joon Suh - Kheir Clinic : individual

13:36:41 From srivera : Individual

13:36:44 From Sean Boileau : Individual

13:36:44 From Baty, Iliniza M. : individual. pts are more interested in individual

13:36:45 From Vivian Sauer : individual

13:36:46 From Martha Nunez : Individual

13:36:46 From Marina : 1:1

13:36:46 From delenes-sancho : Individual

13:36:47 From Lilita Chavez (Bartz-Altadonna) : individual

13:36:48 From Amanda Hills, Samuel Dixon Family Health Center : groups are very difficult

13:36:49 From Dianne : individual

13:36:51 From San Fernando Community Health Center : INDIVIDUAL TELEVISIT

13:36:52 From vs : individual

13:36:54 From Susan Cho : Tried group will be moving onto individual

13:36:55 From Hong Quach : individual

13:36:58 From Tiffany Kwong HCHC : individual

13:36:58 From Dr. Enriquez : East Valley Community Health Center

1) Full-time MSW Social Workers and MSW Social Work Interns

2) Covid19 is definitely a frequent stressor identified (ie. unemployment, isolation, financial strain, worry regarding family getting infected).

3) Individual via telehealth

4) Challenges: visual learners find it a little more difficult to absorb information at times

Opportunities: patients feel safer at home when engaging in prevention services.

13:36:59 From Amy Dzhgalian - AICHC : individual

13:37:19 From Angelica Figueroa : Doing this remotely: Challenge is buy-in from client

13:37:25 From Baty, Iliniza M. : we tried grp with no pt participation and so are focusing on indiv

13:37:32 From AMendoza-BII : individual

13:37:37 From Amanda Hills, Samuel Dixon Family Health Center : people have difficulty accessing internet

13:37:38 From Shirley Sotelo : remotely: no show has significantly dropped

13:37:41 From Martha Nunez : Pt's might seem distracted through the phone

13:37:47 From Norma : challenge: many patients do not have email access

13:37:50 From Dev Hernandez, Eisner Health : individuals do not have privacy at home....everyone is home

13:37:58 From Susan Cho : Group sessions would be ideal in-person

13:38:00 From Shirley Sotelo : challenges; visual learners, can't go over hand outs together

13:38:00 From Baty, Iliniza M. : opportunity is that it is much easier for pts to engage in phone call w/o 2 hr bus trip/and less fear for covid exposure

13:38:04 From Joon Suh - Kheir Clinic : easily distracted

13:38:04 From Elizabeth Ramos : Many patients do not have a private space to talk

13:38:07 From Marina : Telephone screening has been very successful. But little buy in for actual engagement in service

13:38:07 From Jason Rivas, Arroyo Vista Family Health Center : Challenge: getting patients to come into the clinic to pick up packets / mail has been impossible

13:38:34 From AMendoza-BII : Privacy, Lack of resources, internet BAD, phones are crazy at the clinic

13:38:41 From Ariel Peterson, Venice Family Clinic (she/her) : We have CareMessage and are texting pts a link to the handouts

13:38:45 From Alyssa De los Santos : challenge: difficult to use worksheets remotely and bad phones

13:39:09 From Ariel Peterson, Venice Family Clinic (she/her) : We posted the handouts on our website that pts can only access with the link

13:39:29 From delenes-sancho : Patient do not have computers, no email, for many MHLA Hispanics patients computer screens may represent a barrier.

13:39:58 From Baty, Iliniza M. : we still can mail hard copy to pts that prefer

13:40:41 From Amanda Hills, Samuel Dixon Family Health Center : EMPATHY--doing the techniques with the clients

13:41:05 From Marina : I'd love to hear how some are having more success to get clients to take us up on the Prevention Services.

13:41:13 From Ariel Peterson, Venice Family Clinic (she/her) : Do you provide MI training?

13:41:38 From Anna Gorman, LA County DHS : Such amazing participation here - thank you.

13:41:44 From Angelica Figueroa : Behavioral health Case manager

13:41:46 From WHCC : BH Navigator

13:41:46 From Amanda Hills, Samuel Dixon Family Health Center : MAs and MSW interns

13:41:47 From St. John's Well Child & Family Center : Can you provide MI training to Prevention Service providers...

13:41:48 From Marina : Case Managers

13:41:50 From Liliana Chavez (Bartz-Altadonna) : MA

13:41:50 From Susan Cho : CHW/MA

13:41:53 From srivera : MA

13:41:54 From Sean Boileau : Same; our QI interns... they were the only two bilingual staff available who had the bandwidth to do it.

13:41:55 From Dianne : MAs

13:42:02 From San Fernando Community Health Center : Case Management or clinician during visit

13:42:03 From Vivian Sauer : MAs

13:42:08 From Amy Dzhgalian - AICHC : Care Coordinators

13:42:12 From Dev Hernandez, Eisner Health : MA then PCP

13:42:13 From Laura : On some occasions we can send a printed copy to patients of their choice, or Msg

13:42:14 From Dr. Enriquez : East Valley Community Health Center

Engaging

1) Warm hand off consultations from medical providers and outreach to patients for PHQ9 and GAD7 screening tool administration that is due.

Screening

1) Full Time MSW and MSW Interns

13:42:18 From Dr. Enriquez : 2) 1) Full Time MSW and MSW Interns

13:42:19 From delenes-sancho : We try to engage pt when outreach has activities such as food distribution and when doing COVID testing

13:42:21 From Marina : MAs screen PHQ2 and send + to Case Managers

13:42:23 From Romana Crespo-Belarde : MAs and Case Manager when a patient has not come in.

13:42:25 From AMendoza-BII : MA initiating questionnaire, handing to PCP, then automatically scheduling with LCSW

13:42:34 From Dr. Enriquez : 3) Challenges: telehealth tech issues

13:42:58 From delenes-sancho : MA and case managers

13:43:15 From Jason Rivas, Arroyo Vista Family Health Center : LCSWs are doing the questionnaires, mixed bag with providers. Then case managers provide the services

13:43:17 From San Fernando Community Health Center : barriers: technology

13:43:40 From Debra Rosen : Can we start with the PHQ2?

13:44:09 From Anna Gorman, LA County DHS : You can absolutely use PHQ 2 but it can't be a substitute for PHQ 9 .

13:44:18 From Anna Gorman, LA County DHS : Z13.3 screening diagnosis code

13:44:19 From Susan Cho : We've minimized our services from 6 sessions to 4 sessions, is there a minimum number of sessions required?

13:44:33 From Anna Gorman, LA County DHS : Again - screening code Z13.3

13:44:58 From Anna Gorman, LA County DHS : No minimum on number of sessions required. There are recommendations based on the curriculum, however.

13:45:07 From Norma : Will the slides for today's presentation be emailed?

13:45:27 From Dr. Enriquez : East Valley Community Health Center

We have been using Z65.5 (Exposure to Disaster, War, or Other Hostilities) for Covid19 related stress.

13:45:57 From Dev Hernandez, Eisner Health : we have 4,000 plus MHLA participants, and hundreds screened during PCP visits each month....we only have so many staff and slots...how are others managing meeting the needs (ie: waitlist?)

13:46:08 From Dianne : Can you further describe what the intense screening includes when it follows the administration of the PHQ 9

13:47:28 From Amanda Hills, Samuel Dixon Family Health Center : Waitlist

13:48:02 From Anna Gorman, LA County DHS : Slides will be up on the MHLA website.

13:48:25 From Mika Aoki : we can always do screening with bigger # if we're submitting PHQ9 only. challenges comes with 2ndary screening where it requires someone talking to the

patient and assessing directly. as others said, we don't have that much manpower. it will not be at that level of primary care number.

13:48:33 From Alice Wang : The site visit template said MHPS should be offered to age 26 and above. Is it not 18 and above?

13:48:35 From Dorothy Duodu-Addo : For MHLA patients who refuse services or decline to complete screenings how often should be rescreen them?

13:49:18 From Dorothy Duodu-Addo : ex- it should be every time they come into the clinic, quarterly, once a year ?

13:49:31 From Anna Gorman, LA County DHS : Mika the follow-up questions shouldn't take too long, but we understand staffing issues.

13:49:37 From Derrick Butler : Can we use the PRAPARE screener to complete the additional questions?

13:49:41 From Jason Rivas, Arroyo Vista Family Health Center : Our BH program is new so we're only have 2 case managers, 2 LCSWs. We've spent majority of time calling MHLA participants to gather interest so just sort of feels like we're not being the most efficient. Any suggestions?

13:51:38 From Dorothy Duodu-Addo : For MHLA patients who refuse services or decline to complete screenings how often should be rescreen them?

ex- it should be every time they come into the clinic, quarterly, once a year ?

13:52:19 From AMendoza-BII : Does the robo-call state it is a requirement for the MHLA program?

13:52:54 From AMendoza-BII : ok thank you!

13:53:04 From Ariel Peterson, Venice Family Clinic (she/her) : We agree that staffing challenges make it difficult to ask the other questions

13:55:14 From St. John's Well Child & Family Center : For clinicians conducting Initial assessments, can they add the H002 code if they are administering the PHQ-9 ?

13:55:17 From Alice Wang : what demographic data do we need to submit to one-e-app for MHPS participants?

13:56:17 From Dr. Ana : Will you please repeat the info regarding MHLA clients needing to be age 26 or above?

13:57:59 From BH BH : Would it be possible to have a list of the follow up questions on the MHLA website?

13:58:23 From Marcy Chavez : Is this recorded and will it be shared?

13:58:40 From Dr. Enriquez : East Valley Community Health Center

kvillalta@evchc.org

Kevin Villalta, MSW

13:58:44 From Vivian Sauer : VivianSauer Vivians@cchccenters.org

13:58:50 From Angelica Figueroa : Thank you Ana, Robert, and the entire MHLA DMH team! I'm off to another meeting.

13:58:59 From Anna Gorman, LA County DHS : THANK YOU!!

13:59:11 From AMendoza-BII : Thank you!

13:59:12 From Dr. Adibi T.H.E. Clinic : Thank you!

13:59:13 From Marcy Chavez : Thank you

13:59:13 From Ariel Peterson, Venice Family Clinic (she/her) : Thank you!