

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee (QIC) Meeting Minutes

Type of Meeting:	SA 4 Quality Improvement Committee (QIC)	Date:	August 15, 2017
Place:	600 S. Commonwealth Los Angeles, CA 90026 6 th floor, room A	Start Time:	10:30am
Chair & Co-Chair:	Chair Kary To, Ph.D, LACDMH; Co-Chair – Christina Kubojiri, LMFT, Children's Institute Inc.	Adjournment:	12:00pm
Members Present:	<ul style="list-style-type: none"> • Kanisha McReynolds • Lorne Leach • Evelyn Gutierrez • Sybil Chacko • Arteen Villavueva • Christina Kubojiri • Kary To • Diego Ramirez • Bertrand Levesque • Naomi Arellano • Wendy Rivas • Jae Son • Silvia Yan 	<ul style="list-style-type: none"> • Jenny Sanchez • Lauren Permenter • Michael Olsen • Charlotte Bautista • Sandra Long • Lilia Sheyman • Dora Escalante • Jessica Estrada • Lisa Thigpen • Michelle Culver • Marietta Watson • Lisa Harvey 	<ul style="list-style-type: none"> • Cristina Sandoval • Annie Kim • Carmen Chacon • Ani Sargsyan • Erica Lara • Jessie Marquez • Misty Aronoff • Alexis Orenas • Jacqueline Bravo • Brenda Lopez • Lisa Hirsch Marin • E. Patrick Cortez • Liza J. Vargas
Members Absent:	<ul style="list-style-type: none"> • AIDS project LA • Anne Sippi Clinic • Children's Bureau • Dignity Health • Didi Hirsch • DMH AOT • DMHASOC • DMH TAY • DMH SFC • DMH Downtown mental health • DMH PSB • DMH FSP navigation • Exodus Revocery 	<ul style="list-style-type: none"> • Filipino American Services Group • Gateways Homeless Services • Gateways Hospital • Gateways Percy Village • Hathaway Sycamores • Health Research Association USC • Hillslides • Hollywood Mental Health • JWCH Institute • LAC-USC Medical Center • Korean American Family Services • LAMP Community • LA Gay & Lesbian Center 	<ul style="list-style-type: none"> • Mental Health America • Saban Free Clinic • SSG project 180 LA • SSG Alliance • SSG Silver • SRMT • Travelers Aid Society of LA • United American Indian Involvement • VIP Community Mental Health
Introductions:	Members present introduced themselves.		
Minutes Approval:	No meeting in July - Dark		
Announcements:			

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
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QI Updates

QUALITY IMPROVEMENT UPDATES

Office of Medical Director: No updates

Safety Intelligence:

- New Contact – RN Ly Ngo. New Admin Support – Amanda Durian.
- They will assist with helping providers through transition process
- Webinars will be made available
- Several agencies are already piloting as volunteers
- Tokenless access with C#
- Agencies need to decide who will submit reports – usually managers
- Agencies need to decide which staff will receive notifications of reports
- Projected start is end of September 2017

Pharmacy Benefit Management:

- Dr. Jai is interim Pharmacy Chief – currently the audit criteria is being finalized as they will begin with “desk audits” of 15 pharmacies to ensure proper refills, prescriptions, documentation → Then “on-site” audits will probably follow. They are choosing pharmacies based on: high volume, controlled substances, total volume, OID list (pharmacies with known issues), but they are open to suggestions as well.
- Eligibility process is not ideal as-is. Process is being reviewed. Process reflected in data that is pulled into system 2x per week – currently they are working with CIOB (site staff may be used as work group) for tech/process on sending Magellan information for “just in time eligibility”
- Performance Management & Quality Improvement piece of PBM looking at: Consumer Experience, Clinical Aspects, Cost (member per month), Safety and regulatory (prescribing controlled substances, schedules of prescriptions, lab vendors (pros/cons) contract to address, Clinic administered drugs (how ordered, administered; ex: clinical connect)
- Member discussed issue with Order Connect Vs. Avatar access issue. May be Dr. training issue as there is a way to right click in Avatar to easily drag order connect into the avatar notes the prescription list. PBM is looking into creating sheet or webinar/video. October brings new functions (inbed order connect and avatar) and ease of workflows

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Patients' Rights Office:

- Provider report auto populates based on PRO staff entered data. Review report and submit any missing COP logs for months missing data.
- Logs are due by the 10th monthly to DMH-COP@dmh.lacounty.gov
- At the top should be the previous month not the current month it's being submitted
- When sending – label with SA# on subject line and LE name or provider number
- Ensure you're using the most up to date version of COP log which is now correct in the link (3/2016)

Cultural Competency update:

- Web based training consultant
- Will use examples provided by actual consumers. Examples of times staff were not culturally sensitive. Keep in mind the initial examples are from 15 consumers who attend CCC meetings; however the things noted are from specific sample they are items that are not new (front desk staff/security)

Policy update: handout provided

- 16 policies processed
- 302.15 & 801.10 finalized
- 313.06-313.11 are in very early stages
- 614.06 posted (renamed)

MHSIP survey data Fall 2016: handout provided

- Report reflects provider numbers with 15+ useable surveys submitted. Shaded areas are below county average

Survey on VANS and SRTS referral inappropriateness. Deadline to return Aug 17th. Please respond.

PIP update:

- ISR – intensive service recipients has been approved. Overall goal to decrease hospitalizations and focus on d/c planning – clinical
- Interventions: Interventions to ISR with COD issues. Unengaged ISR's not addressed in last 6 months. There are COD run groups within programs (in conjunction with UCLA) in order to track engagement, will include multiple outcome measures, and main goal to decrease hospitalizations
- Prioritization of access to crisis stabilization beds. Looking at process of

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sending requests and prioritizing. If no requests, beds will not be held. Given to first come/first serve need. Hopefully more on this by Sept 25th

- Access PIP continues – will continue tracking - 1 year of data

Recommended increase sample size (number of calls) reviewed by supervisors; however with scheduling needs of high demand programs this was not realistic

New process chooses supervisors available first for the weekly supervision. 5 calls are chosen, but only the ones not meeting the 4 criteria are reviewed

QUALITY ASSURANCE UPDATES

Announcements: Brad Bryan on vacation; SA5 has a new QIC chair starting

SA6 is in need of a chair/co-chair. Need by Nov

Audit update:

Auditor Controller – St. Anne's 9/19

MR Grant – none noted

SA8 agency just had MR Grant review and had following finding:

- Salary employee versus time card – staff claiming more than the 8 hour work day. They had issue with how salary employee doesn't mark partial hours worked
- Timecards didn't match units of service
- Was indicated actual hours need to be added for salaried as well, but this leads into HR issues
- Agency showed them Travel Time bulletin, but it did not help them in this matter
 - o F/U being made by Jen Hallman – Compliance review will be shared when we know the outcome

Medical certifications – no updates. Gathering info and updates to come next month

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Shawn Collins – SBS visited another service area and they found it useful

State DHCS – change of MFT titles to cut down confusion with the term "intern"

- Change in industry standard as they are aligning things which means

	<ul style="list-style-type: none"> • updates to come for manuals, code guides, bulletins, etc • Most likely taxonomies stay the same as this is federal • BBS committee will be looking at exempt settings (BOP maybe also) to ensure staff are used appropriately for scope of practice Exempt = DMH, schools, govt agencies (non-profit and charitable) <p>Reminder: Waivering of unlicensed psychologists (letter 10-03)</p> <ul style="list-style-type: none"> • 5 years is 5 years even if split among multiple agencies • Can lead to scope of practice and claiming issues (recoupment) a links to the State/auditors • There are no extensions to 5 yr waiver. Bulletin to come <p>Final Rule priorities – State/Feds</p> <ul style="list-style-type: none"> o Medicaid managed care final rule – bill passed as of July 1st o Has to do with Fed code of regulations 438 – passed at federal level o Some processes won't go into effect until 2018 – state is behind which puts county somewhat behind. o Systemic implementations: <ul style="list-style-type: none"> • Update of policies on beneficiary information/communication • Postings, posters of beneficiary info • Grievance/appeal forms • Font sizes • Affects medical records (going from keeping records 7 years to 10 years a longer in some cases • NOA new terminology • Access & timeliness • Compliance <p>Training updates:</p> <ul style="list-style-type: none"> ▪ Supervisors' doc trainings D/O – postings through end of year. Talks about making this mandatory trainings ▪ Dec 12 – Housing training – B Levesque ▪ COS trainings moving to larger rooms ▪ Potential mini presentation of treatment plans by B. Levesque – to simplify 		
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	<p>CTP during QIC member meetings</p> <p>DRAFT - MAT Bulletin reviewed with members</p> <p>Community Outreach Services Manual Revisions reviewed</p> <p>Determining if a Service is Billable to Medi-Cal Speciality Mental Health Service reviewed</p> <p>Organizational Providers Manual Updates reviewed</p> <p>Physician Assistants & Advanced Practice Pharmacists Added to A Guide to Procedure Codes reviewed</p> <p>Clinical Forms Bulletin – D/O applicable only: Juvenile Medication Consent – legal form but can use as template. Provider Communication form for Forensic consults which apply only to D/O Member asked for clarification on what makes a “forensic fellow”? Info will be provided when obtained.</p> <p>QA Contacts for providers needed at Legal Entity level (for agency as whole): Main QA contact person and then can add 2 additional contacts. Will also use these contacts when come audits. Hoping to have an electronic self-updating system in the future, but for now send info to David Crain: Dcrain@dmh.lacounty.gov</p> <p>There's a current Draft chapter for ICC/HBS on Therapeutic Foster Care.</p> <p><u>QUESTIONS</u></p>		
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Next Meeting: September 19, 2017; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026

Respectfully Submitted



Christina Kuboff, EMFT – Clinical QA Coordinator,
 Children's Institute, Inc.
 SA4 Co-Chair