

LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH
Service Area II Program Administration
Adult Quality Improvement Committee
January 17, 2019
San Fernando Mental Health Center
10:00 am-12:00 pm
Agenda

Welcome- Introductions & Agency Updates All
 Review and Adoption of November 2018 Minutes* All

Quality Improvement

Clinical Quality Improvement Office of the Medical Director
 Hospital F/U Intensive Care Division*
 Policy Updates* Office of Compliance
 PRO Office of Pt's Rights
 Cultural Competency Update Cultural Competency Unit
 Annual CC Training Plan FY18/19*
 Organizational Assessment**/*
 Test Calls/Access Ctr Calls (1 min) CY 2018* Countywide QID/Access
 Ctr
 Surveys – Fall 2018 Countywide QID
 Fall 2017 Data*/Open-Ended Comments Rpt*/**
 QI Updates/Announcements Countywide QID/All
 Non-clinical PIP – Peer Work Group/Front Ofc Customer Svc Training

Quality Assurance

Audits All
 QA Knowledge Assessment Survey Marc Borkheim, Ph.D.
 Training & Operations Kimber/All
 Documentation Trainings**
 Annual LE QA Report 2019
 QA Policy Updates & Technical Asst Kimber/All
 P & P 302.03/401.01*
 Reasons for Recoupment 2018-2019*
 DHCS SSR Chart Review informal Fdbk
 Katie A Subclass Verification Form*
 Psych Testing Codes Update
 QA Announcements All

Other

How is this information disseminated in your agency All
 Future Agenda Items & Adjournment All

Handout*
 Sent Via Email**

Next Meeting for SA 2 Adult QIC: March 21, 2019 at 10-12 pm

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Adult
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	Service Area 2 Adult Quality Improvement Committee	Date:	January 17, 2019	
Place	10605 Balboa Ave 2nd fl Conference Room	Start Time:	10:00 a.m.	
Chair	Kimber Salvaggio	End Time:	12:00 p.m.	
Co-Chair	None			
Members Present	APCTC - Tiger Doan Child & Family Ctr – Lorena Chavez Didi Hirsch – Samuel Pina DMH PSB Cert – David Lee DMH PSB Countywide QA – Patricia Lopez DMH PSB Countywide QID - LyNetta Shonibare DMH SB 82 - Ramona Casupang DMH SCVMHC - Sabrina Barscheski DMH SFMHC – Diana Garcia DMH Urgent Care – Amy Kress DMH WVMHC – Denisa Suci ECDA – Angie Sanchez El Dorado – Antoinette Cortez Hillview MHC – Julie Jones SFVCMHC, Inc. - Angela Khan SFVCMHC, Inc. - Leslie Di Mascio Tarzana Tx Ctr - Karry Friedman Tarzana Tx Ctr – Sherry Winston Topanga West Guest Home/ ACT Wellness Ctr – Megan McDonald			
Absent Members	DMH PRO - DMH PSB Cultural Competency Unit – IMCES –James Pelk JFS - Dora Escalante Pacific Clinics – Danielle Norman Rancho San Antonio – Harmony Vezina PACS-LA -			
Agenda Item & Presenter	Discussion and Findings	Decisions Recommendations Actions Tasks	Person Responsible	
Call to Order & Introductions	The meeting was called to order at 10:00 a.m.	Introductions were made	K. Salvaggio	
Review of Minutes	Review and Adoption of Nov 2018 Minutes		All	
Agenda Item & Presenter	Discussion & Findings	Decisions Recommendations	Person Responsible	

		Actions Tasks	
CLINICAL QUALITY IMPROVEMENT	<p align="center"><u>QUALITY IMPROVEMENT</u></p> <p>Hospital DC F/U intensive care Division*</p> <ul style="list-style-type: none"> Clinical complaints outcomes 	<u>QUALITY IMPROVEMENT</u>	<p>Provided by OMD – reported by Kimber</p>
Compliance, Privacy & Audit SVCS Bureau	<p>Policy Updates-See Dec 2018 & Jan 2019 handouts</p>		<p>Provided by Compliance Unit-Reported by Kimber</p>
Pt's Rights	<p>No Report</p>		
Cultural Competency	<p><u>CC Training Plan FY 18-19*</u></p> <ul style="list-style-type: none"> Tracking of Annual CC Training SA Reports Memo for DO, LE, Admin Programs Cc plan calendar year – everyone that is in contact with MHS NACT is quarterly Attestation for CW centralized programs or programs like navigation <p><u>Org Assmt to be Completed</u></p> <ul style="list-style-type: none"> 75 questions Capture staff perceptions Gaps of knowledge Data collection to close within 2 weeks 1300 responses currently Included open ended questions Topics/skills found helpful by staff <p><u>Update from CCC from previous year</u></p> <ul style="list-style-type: none"> Would decide on a topic and then collaborate with the unit or bureau PRO Grievance and Appeal form is a good example of their input/work 		<p>Provided by CC Unit-Reported by Kimber</p>
QI Updates & Announcements	<p><u>Fall 2018 CPS</u></p> <ul style="list-style-type: none"> forms rec'd – 15000 last year 14,700 SA4 20% more surveys adult highest 55% returned 		<p>LyNetta Shonibare – Countywide QID/All</p>

	<p><u>Fall 17 CPS Data & Open-ended Comments Summary Rpt *</u></p> <p><u>Non-clinical PIP</u></p> <ul style="list-style-type: none"> ○ Peer work group – standardized protocols, etc ○ Front Ofc Customer Satisfaction Training – 90 min training in March will be filmed – 25 slots for each date 		
<p>QA Knowledge Assessment Survey Presentation*</p> <p>Audits</p> <p>Medi-Cal Certification</p> <p>State DHCS* Updates</p> <p>Training & Operations*</p>	<p style="text-align: center;"><u>QUALITY ASSURANCE</u></p> <p>Dr. Borkheim facilitated a discussion and received feedback on Countywide QA's proposed QA Knowledge Assessments. These QA Quiz's will consist of 10 questions about a sample documentation that will be out periodically via survey software. The data collected through these surveys will allow the QA Division to know what are areas that need to be emphasized in trainings, as well as allow individual agencies to ensure they are accurately using QA guidelines.</p> <p>El Dorado stated they recently had a COA Audit</p> <p>No Report</p> <p>Group discussion of informal audit feedback*</p> <p><u>Training & Operations*</u></p> <ul style="list-style-type: none"> ● Trainings – see handout* ● Annual LE QA Report 2019 due Jan 30 <p><u>QA Policy and Technical Development*</u></p> <ul style="list-style-type: none"> ● P & P 302.03 401.01 discussed ● Coor of care and maintenance of records policy done bulletin coming – 	<p style="text-align: center;"><u>QUALITY ASSURANCE</u></p>	<p>Marc Borkheim – Countywide QA</p> <p>Provided PSB QA – reported by Kimber</p> <p>Provided by PSB-QA staff reported by Kimber</p> <p>Provided by PSB-QA staff reported by Kimber</p>

<p>QA Policy Updates & Technical Asst.</p>	<p>next day note if it goes beyond 5 days & level 1 & 2</p> <ul style="list-style-type: none">• FY 18/19 Reasons for Recoupment*<ul style="list-style-type: none">○ CI - included dx required? No and no medical nec○ Client plan – ct sig and/or legal rep or reason – no longer a recoup – but if a pattern of bx it will become a recoup - will focus on medical necessity #4 approved ct plan in place before service delivery○ #6 void and replace process changed – no combined services getting rehab vs tcm vs psychotherapy - if they audited us and they found it we could correct no longer – progress note mismatch with the claim is now a recoupment – under claim no recoup○ #12 claim for a group activity – not properly apportioned – no problem if we under claim○ #13 service activities group○ #15 b applicable added defin of MHS○ No Day Tx or In Pt chgs○ Psych test code chging jan 1st federal cpt codes○ Org manual updates coming <p><u>Access to care</u></p> <ul style="list-style-type: none">○ Is you agency on the list to receive invite – Howard Washington○ HWashington@dmh.lacounty.gov <p><u>Katie A subclass verification form*</u></p> <ul style="list-style-type: none">○ Added in a yes and no○ Chg fill out for epsdt clients & open child welfare case○ Done at intake and/or open child welfare or out of service <p><u>Psych testing codes update</u></p> <ul style="list-style-type: none">○ LE's hold claims○ New codes have add ons and most situations must use an add on code○ Our system is not set up to use add on codes○ May not use add on codes at all but if you have Medicare or medi-medi need		
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	to know it doesn't impact negative financially		
Announcements	<ul style="list-style-type: none"> • Homeless Connect Day • Homeless Count 01/22/19 8-11 pm • Stats on recent SA2HST were provided to the group 		
Handouts	<ul style="list-style-type: none"> ➤ Draft of November 2018 Meeting Minutes ➤ Handouts from the Mang'd Care Div CCT ➤ Dec 2018 & Jan 2019 Policy Updates ➤ Annual CC Train'g Plan FY 18-19 ➤ Hard copy email 01/14/19 Request to Complete Cultural Competence Org Assmt Survey ➤ CPS Fall 2017 Provider Level Data ➤ CPS Fall 2017 Open Ended Comments Summary Rpt ➤ QA Division Doc Train'g Sch'd v. 01/14/19 ➤ P & P 302.03 & 401.01 ➤ DHCS Reasons for Recoupment FY 2018-2019 		
Next Meeting	➤ March 21, 2019		

Respectfully Submitted,

Kimber Salvaggio