

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
 QUALITY ASSURANCE LIAISON'S MEETING MINUTES  
 MONDAY, AUGUST 13, 2018**

<b>Attendees</b>	Aden Michael Ania Ahmadi Barbara Paradise Bertrand Levesque Bethlehem Assefa Bradley Bryant Caesar Moreno Christina Kubiojiri Cindy Ferguson Courtney Stephens Crystal Cianfrini-Perry Cynthia Hurtado Dara Vines David Crain David Tavlin Elizabeth Marsh	Emilia Ramos Erica Melbourne Evelyn Lemus Gail Blesi Gassia Ekizian Greg Tchakmakjian Howard Washington Jasminder Chahal Jennifer Hallman Joel Solis Juanita Olivas Kim Kieu Kimber Salvaggio Lisa Harvey Lisa Thigpen Marc Borkheim	Margaret Faye Michele Munde Michelle Rittel Michelle Young Nikki Collier Patricia Lopez Randolph Faveau Robin Washington Sauntrie Abellera Sonya Wangpuchakane Susan Cozolino Susan Lam Wanta Yu Yen-Jui Lin	
<b>Agenda Item</b>	Discussion and Findings		Decisions, Actions	Presenter
<b>Call to Order</b>	Meeting was called to order at 10:32 a.m.			Bradley Bryant
<b>Introductions</b>	Attendees introduced themselves			Bradley Bryant
<b>Minutes</b>	<b>Minutes</b> <ul style="list-style-type: none"> <li>○ Page 2; MR Grant: August – Los Angeles Child Guidance <b>Center</b> has been changed to <b>Clinic</b></li> <li>○ Minutes were approved by Erica Melbourne and second by Elizabeth Marsh.</li> </ul>			Bradley Bryant
<b>Announcements</b>	Welcome back Erica Melbourne – new SA 6 Chair			Bradley Bryant
<b>Audits/Reviews</b>	<b>MR Grant</b> <ul style="list-style-type: none"> <li>○ August – Los Angeles Child Guidance Clinic</li> <li>○ August – Para Los Niño's</li> </ul>			Bradley Bryant
<b>Medi-Cal Cert Section</b>	None			Norma Cano
<b>State DHCS Updates</b>	None			Diane Guillory
<b>Training &amp; Operations</b>	<b>Schedule of Trainings and Presentations</b> – please see handout <ul style="list-style-type: none"> <li>• Includes scheduled trainings through December, 2018. Please direct any questions or issues regarding registration for non-IBHIS related trainings to Nikki Collier.</li> <li>• Please direct any questions or issues regarding IBHIS documentation trainings to Joshua Lozada.</li> </ul> <b>New Trainings in Development</b> <ul style="list-style-type: none"> <li>• Short version of Understanding Documentation training on the minimum requirements for the documentation and claiming of Specialty Mental Health services.               <ul style="list-style-type: none"> <li>○ Anticipated length – 3 hours</li> </ul> </li> <li>• TCM and Rehabilitation services documentation training.               <ul style="list-style-type: none"> <li>○ Anticipated length – 3 hours</li> </ul> </li> <li>• A short video on how to navigate QA resources.               <ul style="list-style-type: none"> <li>○ Anticipated length – 15 minutes</li> </ul> </li> </ul> <b>QA Contacts List Updates</b> <ul style="list-style-type: none"> <li>• The list needs to be updated.</li> <li>• An email with the current contact list will be sent out to chairs, co-chairs, and liaisons regarding any changes.</li> </ul>			Nikki Collier

<b>Policy &amp; Technical Development</b>	<p><b>Policy and Technical Development: FINAL QA Bulletin 18-10:</b></p> <ul style="list-style-type: none"> <li>• For DO, update to the previous bulletin QA Bulletin #18-01 regarding co-practitioners. Will not be claiming for co-practitioners until IBHIS is updated to send separate claims.</li> <li>• Directive for DO: do not write separate notes for co-practitioners.</li> </ul> <p><b>Clinical Forms Bulletin 18-02: Mental Health Triage and Client Information</b> will be posted online.</p> <ul style="list-style-type: none"> <li>• Triage form: no longer separate forms for adult and child, focus should be on determining risk level, do not need to ask all questions on the form, added questions related to the 0-5 population</li> <li>• Client Information: for DO in IBHIS, this is now two different forms (client contacts and outside providers), allows the tracking of contact information for those involved in the client's care</li> </ul> <p><b>Access to Care and Service Request Log Updates:</b></p> <ul style="list-style-type: none"> <li>• Will be focusing on education around access to care and understanding the use of the Service Request Log and timely access time frames</li> <li>• QA will be scheduling a webinar regarding access to care and the SRL <ul style="list-style-type: none"> <li>○ Tentative Dates for Webinars: September 11<sup>th</sup> (afternoon) and September 12<sup>th</sup> (afternoon) to be recorded.</li> </ul> </li> <li>• Will also begin monitoring access to care throughout the Department</li> </ul> <p><b>Network Adequacy Reminder: -</b></p> <ul style="list-style-type: none"> <li>• It is important that all providers submit network adequacy information via the NACT</li> <li>• LA will potentially have a Plan of Correction related to an inadequate amount of child psychiatrists <ul style="list-style-type: none"> <li>○ This may have been a result of some providers not submitted NACT information</li> </ul> </li> <li>• Updating the NACT to include Provider Directory elements</li> <li>• The next submission will be for October 1<sup>st</sup></li> </ul> <p><b>Co-Occurring Disorders Follow Up Discussion</b></p> <ul style="list-style-type: none"> <li>○ Training &amp; Operations and Policy &amp; Technical Development Units of the QA Division hold weekly meetings to review notes, assessment and treatment plans. Recently reviewed COD notes.</li> <li>○ Issues included lack of clinical formulation supporting the need for COD which leads to the treatment plan and progress note</li> <li>○ Objectives on the treatment plan must always be mental health related</li> <li>○ Currently working on a QA Bulletin with additional information.</li> </ul>		Jennifer Hallman
<b>HIM (DO Only)</b>	None		Bradley Bryant
<b>Upcoming Items</b>	<ul style="list-style-type: none"> <li>• <i>Updating Org Manual; ICC/IHBS/TFC</i></li> <li>• <i>CFT Tracking Modifier</i></li> </ul>		
<b>Next Meeting</b>	<p>The meeting was adjourned at 11:36 a.m.  <b>Next Meeting:</b> September 10<sup>th</sup> 2018, 550 S. Vermont Ave. 10<sup>th</sup> FL 10:30 a.m. – 12:00 noon</p>		