

*County of Los Angeles – Department of Mental Health
SA 4 Program Administration*

**Service Area 4
Child & Adult
Integrated Quality Improvement Committee**

*November 20, 2018
10:30am - Noon*

*695 S. Vermont Ave. ROOM 712
Los Angeles, CA 90005*

🌀 Agenda 🌀

- ❖ Introductions & Minutes review 10:30 – 10:40am
- ❖ Announcements:

■ **LACDMH QI Updates** 10:41-11:00 am

- ▶ Consumer Perception Survey period was: November 5-9, 2018. Surveys and Tally Sheets due to Sylvia M Guerrero and Wendy Rivas by Nov 13 or 14th. You should have scheduled a drop off date/time. Reminders.

■ **LACDMH QA Updates** 11:01 – Noon

- ▶ State DHCS updates – Feb 4-8, 2019
- ▶ Training Update – See handout.
- ▶ Annual Legal Entity QA reports due by end of January 2019
- ▶ Network Adequacy update – upcoming webinars
- ▶ ACCESS to Care Webinar will occur monthly for 6 months (questions, scenarios, issues)
- ▶ DMH QA Bulletin 18-11: Updates to Included Diagnosis List
- ▶ Child Abuse Reporting Electronic System (<https://reportChildAbuseLA.org>)
- ▶ November 2018 – SRL data from EHRs need to be submitted to DMH
- ▶ New DMH QA web page coming soon

■ **Miscellaneous/Questions**

- ▶ Questions/Discussion

Next meeting will be January 15, 2019 (December is Dark)

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:	November 20, 2018
Place:	695 S. Vermont Ave RM 712 Los Angeles, CA. 90026	Start Time:	10:30am
Chair & Co-Chair:	Chair Wendy Lopez, LACDMH; Co-Chair – Christina Kubojiri, LMFT, Children’s Institute Inc		
Members Present:	<ul style="list-style-type: none"> • Kanisha McReynolds • Michele Burton • Evelyn Gutierrez • Arleen Villanueva • Christina Kubojiri • Samuel Pina • Bertrand Levesque • H. Baumgarten • Rosa Ruiz • Devanne Hernandez • Lauren Permenter • Erika Frausto • Jonathan Figueroa • Jennifer McKirdy-Corletto • Maria Rubic • Karin Bonwitt • Joseph Marquez • Dora Escalante • Rebecca Yu • Eunice Jeon • MaryEllen Braaten • Lisa Harvey • Cristina Sandoval • Adriana Gamez • Ana Viana • Katherine Guerra • Christina Ho • Alma Guevara • Elizabeth Mour • Reza Khosrowabadi • Misty Aronoff • Jazmin Hernandez 		
Members Absent:	<ul style="list-style-type: none"> • AIDS project LA • Alma Family Services • Anne Sippi Clinic • Asian Pacific Counseling • Behavioral Health Services • Child Family Guidance Center • Childrens Bureau • Dignity Health • DMH AOT • DMH ASOC • DMH Downtown Mental Health • DMH TAY • DMH SFC • DMH PSB • DMH PRO • DMH Specialized Foster Care • Filipino American Services Group • Gateways Hospital • Gateways Homeless Services • Gateways Percy Village • Gateways Forensic Residential Services • Hathaway Sycamores • Health Research Association USC • JWCH Institute • LAMP Community • LAC-USC Medical Center • LA Child Guidance Center • Mental health America • Saban Free Clinic • Northeast Mental Health Center • Pacific Clinics • SSG Alliance • SSG Project 180 LA • SRMT • SSG Silver • Telecare • Travelers Aid Society of LA • United American Indian Involvement 		
Introductions:	Members present introduced themselves.		
Minutes Approval:	No revisions indicated for October 2018 QIC minutes.		
Announcements:			

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>QI Updates Christina Kubojiri</p> <p>QA Updates Christina Kubojiri</p>	<p><u>Quality Improvement updates:</u></p> <ul style="list-style-type: none"> • Consumer Perception Survey period was: November 5-9, 2018. Surveys and Tally Sheets due to Sylvia M Guerrero and Wendy Rivas by Nov 13 or 14th. You should have scheduled a drop off date/time. <p><u>Quality Assurance Updates:</u></p> <ul style="list-style-type: none"> • Site Certifications @ school site discussion. Members expressed finding frustration with not being able to control school sites especially when needing to obtain school fire clearances that satisfy the certification requirement. Often what the provider obtains is not the exact fire clearance that is needed. • When multiple providers are providing services at a school, coordination is needed among providers and the school or people are overlapping work/efforts. <ul style="list-style-type: none"> ○ Reminder School linked (staff provide service at the school infrequently and not consistently – may respond to a case-by-case crisis, etc) vs. School based (no hard state definition is available, but school based is when staff are consistently going to provide services at a school, scheduled days and times) • System Review Feb 4-8, 2018: <ul style="list-style-type: none"> ○ List of documentation going to be requested by the state is still not received. If your agency has any records chosen, please be responsive and timely in providing needed documents and follow up. ○ Diane Gillery is leading the systems review under Brad Bryant. • Trainings – Additional January trainings for IBHIS & Documentation will be updated on training list next month. <ul style="list-style-type: none"> ○ DMH QA is now receiving the HR New Hire lists monthly in order to better capture training needs of new staff. • Annual Legal Entity QA reports due by 1/30/19 <ul style="list-style-type: none"> ○ There are areas, such as the annual CC training, that is captured through NACT, so they will be removing this from the annual QA report requirement. ○ Prior years legal entities did not have to re-submit their report if nothing had changed, but it's been awhile since reports were required to be updated. All legal entities will need to update their annual report and submit to DMH by the end of Jan 2019. • There will be a new platform for a QA website 		

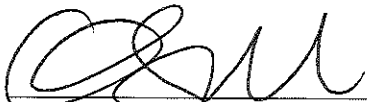
Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>QA Updates</p> <p>Christina Kubojiri</p>	<ul style="list-style-type: none"> ○ Prior links won't go directly to the LACDMH manuals as before, it will take you to LAC DMH homepage and you need to look under the For Providers tab ○ All QA documents will be housed on one QA page – coming soon ● DMH QA Bulletin – Included Diagnosis list updates <ul style="list-style-type: none"> ○ Some of these changes are result of conversations with the state started years ago. ○ DMH may be removing the “allowable” diagnosis construct to decrease confusion between included and allowable lists <ul style="list-style-type: none"> ▪ A member indicated some allowable diagnosis were removed last year, but should be included diagnosis for clients. In this case a heat ticket should be requested to add the valid diagnosis back to your client that was mistakenly removed. ● Discussion occurred about last claims being denied when the dx is changed to an excluded dx as of the same date as the discharge. <ul style="list-style-type: none"> ○ Jen Hallman said she was contacting agencies regarding this. As long as documentation is clear about the reason for change of diagnosis at end of treatment, documentation is okay. ○ Some agencies change to non-included dx the day after the last billable claim to avoid denials. ● NACT Webinar is scheduled to occur for Legal entities and Directly Operated. <ul style="list-style-type: none"> ○ Directly Operated – November 27th 2-3:30pm ○ Legal Entities – November 28th 2-3:30pm ○ Additional information will be provided for the webinar access <ul style="list-style-type: none"> ▪ NACT should be updated in real time on-going. ● There will be an on-going NACT/Access to Care webinar occurring monthly to address continued questions and agencies following different rules. <ul style="list-style-type: none"> ○ Will begin December 2018 (D/O and LE’s combined webinar) ○ Scenarios will be presented and discussed, how to handle, questions ○ 6 months expected monthly webinar at regular date and time (TBD) ○ They will be recorded and posted for review ○ FAQ draft is currently in process regarding NACT/Access To Care (~15 pages) ○ Question about when the clock starts from referral source: <ul style="list-style-type: none"> ▪ Clock technically starts when client is in agreement of services <ul style="list-style-type: none"> ● This is in the state’s business document rules which may be finalized Mid 2019. 		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
	<ul style="list-style-type: none"> ▪ Having a “blanket policy” not to accept meds only clients is not recommended. It is not okay to make receiving one type of service contingent upon another. • ICC/IHBS expansion: <ul style="list-style-type: none"> ○ Anabel Rodriguez is working with prevention bureau currently. ○ Establishing how to distinguish services being provided to lower level of care versus intensive ▪ Mental Health Rehabilitation Specialist (MHRS) criteria reminder: <ul style="list-style-type: none"> ○ BA degree + 4 years clinical experience <ul style="list-style-type: none"> ▪ Additional +2 years education if does not have the 4 years experience ○ What focus does the BA degree need to be in? <ul style="list-style-type: none"> ▪ Should be consistent with the clinical experience needs at some level (ex: human resources or social services). Someone asked of criminal justice would suffice and the answer was yes. • November – SRL data from EHRs need to be submitted to DMH. No further info discussed on how that data is submitted or issues with EHR vendor barriers. • Children’s Institute, Inc. provided a brief presentation on their QI/QA process. Talked about their review of charts, forms used, New Hire Trainings occurring monthly as well as Core Practice Model, Assessment Training, and Intern specific trainings. Showed examples of our New Hire Manuals and examples available as resources to our staff. - Christina Kubojiri • Volunteers obtained to provide a brief presentation on their agency’s QI/QA process: January 2019 – Children’s Bureau; February 2019 – St. Anne’s. • Discussion occurred regarding several agencies looking for recommendations for translation services. Reminded members a list of DMH used translation services was also provided at a prior meeting. 		

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Next Meeting: January 15, 2019; 550 S. Vermont Ave, Los Angeles, CA 90005, 9th Fl, Conference Room

Respectfully Submitted



Christina Kubojin, LMFT – QA Supervisor, Children’s Institute, Inc.
SA4 Co-Chair