

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE
July 10, 2018

AGENDA

I. Welcome and Introductions	All
II. Trouble Shooter Roster, Updates	Dara Vines
III. Review of Minutes	All
IV. DMH Updates	Jacque Wilcoxon
V. Quality Assurance	Dara/ David

- Quality Assurance Liaisons' Meeting Minutes, April 9, 2018 and May 14, 2018 (Drafts)
- Documentation Training Schedule, Revised – May 14, 2018 and June 11, 2018
- Special Documentation Presentation Schedule, May 14, 2018 and June 11, 2018
- Legal Entity Contractor Chart Review Information for the Provider (Attachment A), Revised May 29, 2018
- Instructions for Health Agency Notice of Privacy Practices (DO only)
- Clinical Forms Bulletin, No. 18-01, June 11, 2018
- QA Bulletin No. 18-04, Documentation Reminders for Groups, April 16, 2018
- QA Bulletin No. 18-06, May 31, 2018, Network Adequacy: Immediate Opening of Data Submission Period & Submission Guidance;
 - Final Rule: Network Adequacy Frequently Asked Questions
- QA Bulletin No. 18-08, June 29, 2018, Final Rule: Access to Care; Timely Access to Care Requirements
- QA Bulletin No. 18-07, June 15, 2018, Update: MAT Procedure Codes and Documentation;
 - MAT Claiming Guidelines, June 15, 2018
- QA Bulletin No. 18-09, June 29, 2018, Medi-Cal Administrative Activities (MAA) Manual Revisions (DO only)
- State DHCS Updates: MFT/PCC Registered Associates Advertisements
- Professional Licensing Waiver Requirements

VI. Quality Improvement

Dara/David

- Policy/Procedure Update, May 14, 2018 and June 11, 2018
- Patients' Rights Office Updates / COP Logs
 - Request for Change of Provider (200.05 - Attachment 1), Revised April 26, 2018
- Safety Intelligence Updates
 - Clinical Event Notification / Managerial Review Form – See DMH Policy 303.5, ATT. 1, Revised 5/14/18
- Spring 2018 MHSIP (due date)
 - Return Open Ended Comments Surveys to SA5 on or before July 16, 2018
- Federal, State and County Sanctions Lists – Policy 106.4 Attachment 1
- SA5: Access Center Test Calls (September 2018)

VII. Next QIC Meeting

Dara/David

The next Service Area 5 Quality Improvement Committee Meeting will be held on Tuesday, September 4, 2018, from 9:00AM – 11:00AM, at 11303 W. Washington Blvd., Suite 200, Los Angeles, CA 90066.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes**

Type of Meeting	Quality Improvement Committee	Date:	July 10, 2018
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	Start Time:	9:00 AM
Chair Co-Chair	Dara Vines, DMH David Tavlin, Step Up On Second	End Time:	11:00 AM
Members Present	Jacquelyn Wilcoxin, DMH; Dara Vines, DMH; David Tavlin, Step Up On Second; Marc Borkheim, DMH – QA; Misty Aronoff, Step Up on Second; Mia Pierson, The People Concern; Cheryl Carrington, Vista Del Mar; Danielle Price, The Help Group; Eloisa Ramos Robles, Exceptional Children's Foundation; Kristi Rangel, Alcott Center; Caitlyn O'Hara, Alcott Center; Patrice Grant, Edelman (Child); Martha Andreani, Providence St. John's; Sherry Nourian, Vista Del Mar; Kelly Delich, Family Service of Santa Monica / Vista Del Mar; Jenna Ness, The People Concern; Anahita Gheyntanchi, Wise and Healthy Aging; Hannah Bobrosky, New Directions for Veterans; Enriqueta Allred, Didi Hirsch; Trish Burkert, Exodus Recovery; LyNetta Shonibare, DMH – QI;		
Excused/Absent Members	Monica Martocci, CLARE Foundation; Brenda Del Castillo, CLARE Foundation; Marina Eckhart, Didi Hirsch; Ruby Quintana, DMH; Michael Lyles, DMH; Lee James Gossett, Didi Hirsch; Kristine Santoro, Didi Hirsch; Aminah Ofumbi, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Miriam Gonzalez, Didi Hirsch; Amanda Sanchez, Didi Hirsch; Jose Haro, Didi Hirsch; Maria Tan, DMH – OASOC; Nilsa Gallardo, Edelman - Adult; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Kumi Tsuda, Exodus Recovery; Jeanette Aguilar, Exodus Recovery; Jonathan Figueroa, Exodus Recovery; Dana Hernandez, New Directions; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Megan McGrath, New Directions; Yvette Willock, Pacific Clinics; Matthew Rohr, New Directions for Veterans; Sharon Greene, St. John's CFDC; LaCheryl Porter, St. Joseph; Lance Moore, Step Up on Second; Jeanine Caro-Delville, The Help Group; Fanny Huang, UCLA Ties For Families; Nancy Tallerino, Vista Del Mar; Dyan Colven, Vista Del Mar; Anastasia Bacigalega, WCIL; Jennifer Levine, WISE & Healthy Aging; Jackeline Estrada, The People Concern; Sara Nouri, Alcott Center; Matthew Lyon, St. Joseph Center; Brenda Pitchford, UCLA Ties for Families; Anahita Saadatifaed, Homes for Life Foundation; Mandy Sommers, St. Joseph Center; Linnea Fuchs, Exceptional Children's Foundation; Theodore M. Cannady, DMH; Stephanie Yamada, PACS; Aminah Ofumbi, Didi Hirsch; Robert Dobbs, Edelman (Adult); Libby Hartigan, SHARE!		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 AM.	Introductions were made.	Dara Q/C Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for May 1, 2018.	Final approved Minutes for March 6, 2018 were distributed to providers and will post to the QI website.	Q/C Membership Dara
DMH Updates	<p>The Trouble Shooter Roster was updated.</p> <p>Jacquie Wilcoxon provided a DMH update: 1) DMH has initiated an expansion of Full Service Partner (FSP) for children. While SA5 already has a number of child outpatient programs, there was a significant need for intensive mental health services. The expansion will improve the range of children's mental health services available in SA5. 2) The DMH Prevention Unit will also begin providing consultations to schools within our service area and across the county. 3) Jacquie announced the addition of Keris Jän Myrick, M.B.A., M.S., as the Discipline Chief for Peer Services. She will be responsible for development/oversight with regards to mental health advocates. There is still a vacancy with regards to the Discipline Chief for Psychologists. 4) The state has put into place new "timely access" rules. DMH is continuing to look at ways to improve capacity. 5) Lastly, Jacquie reported on the success of the SA5 "Summer Celebration" held on June 8th which focused on our Health Neighborhoods. It was also an opportunity to honor Dr. Robin Kay, who was in attendance.</p>		Dara Jacquie Wilcoxin


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Quality Assurance	<ul style="list-style-type: none"> • Quality Assurance Liaisons' Meeting Minutes, April 9, 2018 and May 14, 2018 • Documentation Training Schedule, Revised – May 14, 2018, June 11, 2018 and July 9, 2018 Providers were asked to direct questions/concerns regarding the training schedules to Nikki Collier, QA Division. • Special Documentation Presentation Schedule, May 14, 2018, June 11, 2018 and July 9, 2018 • Legal Entity Contractor Chart Review Information for the Provider (Attachment A), Revised May 29, 2018 Dara reviewed document. SA5 QIC members entered into a discussion of ways to strengthen their chart review outcomes. Marc Borkheim (QA Liaison) reminded providers to use the revised med consent form, clearly document when a service is rendered and fully document functional impairments. David provided additional feedback, including advising that LEs document client “responses” when utilizing “active listening” and other passive clinical techniques. 	<p>Copies of the QA Liaisons' Meeting Minutes for 4/9/18 and 5/14/18 were distributed to providers</p> <p>Copies of the QA Documentation Training Schedule for 5/14/18, 6/11/18 and 7/9/18 were distributed to providers</p> <p>Copies of the Special Documentation Schedule for 5/14/18, 6/11/18 and 7/9/18 were distributed to the providers</p> <p>Copies of Attachment A were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Directly Operated Providers</p> <p>Providers</p>


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Quality Assurance	<ul style="list-style-type: none"> • <u>Instructions for Health Agency Notice of Privacy Practices (DO only)</u> Dara provided a brief overview of the Health Agency Notice of Privacy Practice (NPP) and instructions as they pertain to directly operated clinics. • Clinical Forms Bulletin, No. 18-01, June 11, Dara reviewed the <u>Updated Forms (Health Agency Notice of Privacy Practices and Acknowledgement of Receipt MH 601E and MH 601S)</u> and <u>New Forms (MH 728 Health Information Exchange (HIE) – Change of Sharing Status and MH730 Medication Consent and Treatment Plan Form)</u> contained in the bulletin. LE providers had questions regarding MH730 which is an IBHIS Form for DO only. They wanted to know if they can adapt key elements from the Medication Consent and Treatment Plan form to their own eHR systems. • QA Bulletin No. 18-04, Documentation Reminders for Groups, April 16, 2018 Dara and David reviewed the documentation reminders for direct service groups. David discussed that a single progress note can be written when co-practitioners are involved as long as the intervention of each is clear and the name/identification of each is included in the note. 	<p>Copies of the document were distributed to providers</p> <p>Copies of the Clinical Forms Bulletin No. 18-01 were distributed to providers</p> <p>Copies of the QA Bulletin No. 18-04 were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	<ul style="list-style-type: none"> • Policy/Procedure Update, May 14, 2018 and June 11, 2018 • Patients' Rights Office Updates / COP Logs <ul style="list-style-type: none"> ○ Request for Change of Provider (200.05 - Attachment 1), Revised April 26, 2018 <p>All of the directly operated clinics have been trained on the new COP application and will be utilizing it fully by August 1, 2018. Trainings will be rolled out to the LE providers next. Will be notified within the next 1-2 months.</p> • Safety Intelligence Updates <ul style="list-style-type: none"> ○ Clinical Event Notification / Managerial Review Form – See DMH Policy 303.5, ATT. 1, Revised 5/14/18 <p>All Clinical Event Notifications should be reported using the online process as of July1, 2018. A hard copy of the Clinical Event Notification/Managerial Review form was given providers as a tool to support the online process.</p> • Spring 2018 MHSIP (due date) <ul style="list-style-type: none"> ○ Return Open Ended Comments Surveys to SA5 on or before July 16, 2018 <p>Dara reminded providers that their MHSIP "Open Ended Comments Surveys" are due by July 16, 2018.</p> 	<p>Policy/Procedure Update dated 5/14/18 and 6/11/18 were distributed to providers</p> <p>Copies of Policy No. 200.05 and the Request For Change of Provider forms were distributed to providers</p> <p>Copies of the Clinical Event Notification / Managerial Review forms were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	<ul style="list-style-type: none"> Federal, State and County Sanctions Lists – Policy 106.4 Attachment 1 SA5: Access Center Test Calls (September 2018) Dara and Jacquie elicited volunteers among the provider agencies willing to participate in the September Access Center Test Calls. External Laboratory Testing, Policy/Procedure No. 306.09, May 7, 2018 Dara reviewed the policy which states that external laboratory studies must be ordered through LACDMH contracted vendors or authorized services. Providers asked how they would determine if a service is LACDMH approved and if there is an available list. 	<p>Copies of 106.4 – Attachment 1 were distributed to providers</p> <p>Copies of the Service Areas Test Calls Schedule (CY 2018) were distributed. Dara will email instructions to select providers in August</p> <p>Copies of Policy/Procedure 306.9 were distributed. Dara and David will follow-up on whether there is a list of LACDMH approved services vendors</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>SA5 Sub-Committee Members</p>
Next Meeting	<ul style="list-style-type: none"> The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 4, 2018 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM. 	<p>The Sub-Committee will be reconvening on 9/4/18</p>	<p>SA5 Sub-Committee Members</p>

Respectfully Submitted,


 Dara L. Vines, Ph.D.


 David Tavlin, MFT