

**LACDMH Service Area 7 Administration  
Quality Improvement / Quality Assurance Committee**

**March 19, 2019  
2:00 to 4:00 p.m.**

1. Welcome/Introductions Caesar Moreno, LCSW
2. Review of February 2019 minutes Caesar Moreno, LCSW
3. **Quality Improvement: 2:00 to 3:00 pm** Greg Tchakmakjian, Ph.D.  
Daiya Cunnane, PsyD
  - a. Clinical Risk Management Updates
  - b. Pharmacy Updates
  - c. Policy Updates (*Handout*)
  - d. Cultural Competency Updates
    - i. Integrated Health Multicultural Conference
    - ii. Culturally and Linguistically Inclusive Services P&P
    - iii. CCU Projects Careers in MH
  - e. QI Division Updates:
    - i. Annual test calls study CY 2019 Materials
    - ii. Trends in Consumer Perception Surveys (Provider level data Handout)
4. **Quality Assurance: 3:00 pm to 4:00 pm** Joel Solis, RN
  - a. Medi-Cal Certification Updates
  - b. MR Grants or Audits (Notifications)
  - c. State DHCS Updates
  - d. Training and Operations
    - i. Schedule of Trainings and Presentations
    - ii. QA Knowledge Assessment
  - e. Policy and Technical Development
    - i. NACT Application Updated
      1. Access to Care /NACT Webinar Tuesday March 12
      2. Howard Washington: [hwashington@dmh.lacounty.gov](mailto:hwashington@dmh.lacounty.gov)
    - ii. Proposed Guide to Procedure Code updates
    - iii. Final QA Bulletin 19-01: Psychological Testing Procedure Code Updates
    - iv. Final QA Bulletin: Katie A Subclass and Secure Text Messaging
    - v. Reminder: Medication Consent Requirements
    - vi. Psychiatry Residents Providing E & M Medication Support Services
  - f. Health Information Management (**Directly Operated Only**)
    - i. Proactive efforts to minimize duplicate record creation
    - ii. Record Retention
    - iii. HIM Clinical Record Management and Process Training
    - iv. Effective handling of subpoenas/collection of statutory witness and mileage fees
    - v. Photocopy fees for records (no fees for verbal disclosures)

Next Quality Improvement/Quality Assurance Meeting  
**April 16, 2019 –Gus Velasco Center, Santa Fe Springs**

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| Greg Tchakmakjian Ph.D.- Chair   | (213) 639-6733       | gtchakmakjian@dmh.lacounty.gov |
| Caesar Moreno, LCSW – Co Chair   | (562) 692-0383 x 236 | cmoreno@thewholechild.org      |
| Susan Lam, LMFT, PPSC – Co Chair | (323) 526-4016 x 217 | susanl@alfamilyservices.org    |

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 7  
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

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| <b>Type of Meeting:</b>                 | <b>SA 7 QIC</b>  | <b>Date:</b>  | <b>March 19. 2019</b>     |
| <b>Place:</b>                           | <b>Gus Velasco Neighborhood Center<br/>9255 S. Pioneer Boulevard<br/>Santa Fe Springs, California 90670</b>  | <b>Start Time:</b>  | <b>2:10 PM</b>            |
| <b>Chairpersons:</b>                    | <b>Greg Tchakmakjian, Chair<br/>Rosa Diaz, Co-Chair (Interim)<br/>Caesar Moreno, Co-Chair</b>  | <b>End Time:</b>  | <b>3:35 PM</b>            |
| <b>Members Present:</b>                 | Melanie Cain, Rosa Diaz, Laura Solis, Donetta Jackson, Amarri Simms, Gwen Lo, Wendy Mielke, Erika Frausto, Nicole Santamaria, Mike Ford, Jennifer Mitzner, Elizabeth Hernandez, Arlene Contreras, Irene Juaregui, Cinthia Sanchez, Priscilla Gonzalez, Amanda Soto, Robin Washington, Daiya Cunnane, Javier Nevarez, Annie Choe, Rosa Torres, Cynthia Juarez, Linda Garcia, Gloria Guevara, Brandon Parks, Greg Tchakmakjian, Anthony Thai, Amalia Barroso, Grace Guzman, Laura Padrino, Michelle Lopez-Parker, Justin Andersen Tatiana Rojas  |   |                           |
| <b>Agenda Item</b>                      | <b>Discussion and Findings</b>   | <b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b> | <b>Person Responsible</b> |
| <b>Welcome/Introductions</b>            | Meeting was called to order at 2:10PM  | Introductions were made and new members welcomed,                 | <b>Caesar Moreno</b>      |
| <b>Chair Updates</b>                    |  |   |                           |
| <b>Review &amp; Approval of Minutes</b> | Minutes from February 2019 were reviewed   | Minutes were approved by:<br>Wendy Mielke<br>Tatiana Rojas        | <b>Caesar Moreno</b>      |
| <b>Quality Improvement</b>              | <p><b><i>Clinical Risk Management - Updates</i></b></p> <p>Doris Benosa and Ly Nygo (Clinical Risk Management Team) are open to facilitating presentations to agencies on the Safety Intelligence reporting system, Their most recent trainings have had Program Managers and Supervisors in attendance to review the SI system, answer any questions about the system and troubleshoot any potential challenges with navigating the system. If wish to have them present at your agency, please contact:</p> <ul style="list-style-type: none"> <li>• Doris Benosa: dbenosa@dmh.lacounty.gov or 213-351-6677</li> </ul> |   | <b>Greg Tchakmakjian</b>  |

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| <p><b>Quality Improvement (continued)</b></p> | <ul style="list-style-type: none"><li>• Ly Nygo: <a href="mailto:lyngo@dmh.lacounty.gov">lyngo@dmh.lacounty.gov</a> or 213-351-6673</li></ul> <p><b><i>Pharmacy - Updates</i></b></p> <p>Trends from fiscal year 2017-2018 demonstrated reasons for denials of medication authorizations. These included: use of incorrect forms, forms had missing signatures, listing of incorrect information, no reported medication history, no Med-Cal benefits. In addition, there was limited to no justification for non-formulary drugs. Justification should be clear such as past medications were tried but were not effective, and/or had adverse side effects. It was reminded that medication authorization forms could be found on the DMH intranet if needed for reference.</p> <p><b><i>Cultural Competency</i></b></p> <p><b><u>Integrated Health Multicultural Conference</u></b></p> <p>The Cultural Competency Unit at DMH is in the process of planning/designing an integrated multicultural conference to be held at the Los Angeles Convention Center. The conference will focus on underserved populations/communities that also do not have a specific work group through the cultural competency unit such as, veterans, homeless, and those with foster care needs. There has not been a conference like this in the last 10 years. Once there is more information about the conference, an invitation will go out.</p> <p><b><u>Culturally and Linguistically Inclusive Services P/P</u></b></p> <p>The Cultural Comptency Unit is also reviewing previous policies including the Culturally and Linguistically Inclusive Services P/P. A copy was distributed to the group for review. If anyone has any feedback regarding potential policy revisions, please notify Greg Tchakmajkian.</p> | <p>Handout provided for review.</p> | <p><b>Greg Tchakmajian</b></p> <p><b>Greg Tchakmakjian</b></p> <p><b>Greg Tchakmakjian</b></p> |
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|  | <p><b><u>Cultural Competency Unit – Projects Careers in Mental Health</u></b></p> <p>The Cultural Competency Unit is exploring partnerships with the Department of Public Health and local schools to promote careers in the mental health field and conduct studies to explore and identify potential challenges/barriers to careers in mental health. Part of the study would be looking at the effectiveness of developing mentoring and scholarship programs, and ensuring the ongoing participation of a workforce in mental health.</p> <p><b><i>Policy Updates</i></b></p> <p>Handout was provided with policy updates.</p> <p><b><i>QI Division – Other Updates</i></b></p> <p><b><u>Annual test calls study CY 2019 Materials</u></b></p> <p>In preparation for annual test calls, some changes have been made to the test call survey, for example, there is a new question asking if callers were they instructed how to file a grievance form (beneficiary call).</p> <p>Some reminders to keep in mind with the calls:</p> <ul style="list-style-type: none"><li>• Do not use the term “service area”.</li><li>• Call from a blocked number (if possible)</li><li>• Prepare a fake name in advance</li></ul> <p>SPA 7 test calls from been moved to May 2019. Test call volunteers will be discussed at the April QIC meeting. Also, Consumer Perception Surveys will be conducted in May.</p> <p><b><u>Trends in Consumer Perception Surveys</u></b></p> <p>A handout was provided reviewing trends with the Consumer Perception Surveys and outcomes from November 2017. It has been suggested that there be better means to distribute provider level data, as well as expand measurement and tracking of outcomes to include those providers who do not meet the survey threshold</p> | <p>Handout was provided to group.</p> <p>Handout was provided to group.</p> | <p><b>Daiya Cunnane</b></p> <p><b>Daiya Cunnane</b></p> |
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|                                 | and/or those who do not meet the County average.  |                                       |                      |
| <p><b>Quality Assurance</b></p> | <p><b><i>Medi-Cal Certification</i></b></p> <p>No updates at this time.</p> <p><b><i>MR Grants or Audits (Notifications)</i></b></p> <p>None noted at this time.</p> <p><b><i>State DHCS – Updates</i></b></p> <p>There is continued discussions regarding the connection between mental health and substance use services when it comes to billing and documentation. substance use and documentation (seeking safety)? The Seeking Safety approach was raised as an example. QA Division (Brad Bryant) will speak with the State further about this issue and seek additional clarification regarding State standards.</p> <p><b><i>Training and Operations</i></b></p> |                                       | <p>Caesar Moreno</p> |
|                                 | <p><b><u>Schedule of Training and Presentations</u></b></p> <p>Handout provided noting training and available dates.</p>  | <p>Handout provided to the group.</p> | <p>Caesar Moreno</p> |
|                                 | <p><b><u>QA Knowledge Assessment</u></b></p> <p>Marc Borkheim has shared that he has attended almost every QIC meeting to obtain feedback and reported that the overall feedback has been helpful. QA Division seems ready to begin developing a process for the QA Knowledge Assessment that can then be finalized. More information to come later.</p>  |                                       | <p>Caesar Moreno</p> |

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| <p><b>Quality Assurance<br/>(continued)</b></p> | <p><b><i>Policy and Technical Development</i></b></p> <p><b><u>NACT Application Updated</u></b></p> <p>April is the month that the NACT will be reviewed for certification. It is important that everyone submit their documentation and record their data by the required timelines. The group was reminded that there are monthly webinars that review changes to the NACT as well provide technical assistance. Please contact Howard Washington (<a href="mailto:hwashington@dmh.lacounty.gov">hwashington@dmh.lacounty.gov</a>) to be listed on the webinar invite.</p> <p><b><u>Proposed Guide to Procedure Code Updates:</u></b></p> <p>Proposed changes to procedure codes include:</p> <ul style="list-style-type: none"><li>• Removing authorized designation classifications for nurses from billing description. 90791 90792 Advanced practice nurses (i.e. psychiatric nurses) can bill to codes 90791 and 90792</li><li>• Collateral definition will be expanded to other support persons such as teachers. This change will now make “collateral” consistent with the State definition.</li><li>• Expansion of face to face time to move from only client based to now gathering information from all informants. This will result in adding codes for nurses and other disciplines who gather information like parent partners (non-clinical assessment procedure code).</li></ul> <p><b><u>Final QA Bulletin 19-01: Psychological Testing Procedure Code Updates</u></b></p> <p>This bulletin is now final and was distributed to collaborative for review.</p> | <p>Handout provided to group.</p> | <p>Caesar Moreno</p> |
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| <p><b>Quality Assurance (continued)</b></p> | <p><b><u>Final QA Bulletin: Katie A Subclass and Secure Text Messaging</u></b></p> <p>There will be 2 bulletins coming out regarding the final revision of a new Katie A Subclass form (all providers), as well as a Secure Text Messaging policy (only for DO).</p> <p><b><u>Reminder: Medication Consent Requirements</u></b></p> <p>There have been questions raised concerning whether the exact dosage of a medication must be listed on the Outpatient Medication Review form. It is acceptable if the exact dosage is not listed as it is assumed the doctor is reviewing this information during the session and attesting to this with his/her signature on the form.</p> <p><b><u>Psychiatry Residents Providing Evaluation and Monitoring Medication Support Services</u></b></p> <p>It was raised that psychiatry residents are “moonlighting” outside of their residency program to work for community-based agencies. This has created issues about contract requirements and billing. Ideally, a psychiatry resident must have completed his/her residency program before they can do this. If not, then they must complete their residency program first. Requirements note that a psychiatry resident must be receiving commensurate level of supervision that that they would receive as part of their residency program.</p> <p><b><i>Health Information Management</i></b></p> <p><b>Directly Operated only</b> (but can expand to legal entities):</p> <p>Duplicate record creation. Do a more intensive monitoring of enrollments. Will be putting together training module to review how to address this situation.</p> <p>Training for DMH staff is now monthly for clinical record management (per request for HR). Staff can sign up through learning net.</p> | <p>Handout provided to group.</p> | <p>Caesar Moreno</p> |
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