

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

January 16, 2019

2:00 – 4:00 p.m.

DMH SA 8 Administration
2600 Redondo Ave – 6th Floor
Long Beach, CA 90806

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)
SA 8 QI/QA Liaison: Ann Lee

QUALITY IMPROVEMENT (QI) MEETING

2:00-3:00 p.m.

1.	Welcome/Introductions/Announcement - <i>See attached schedule of meetings 2019</i>
2.	Pharmacy Updates
3.	Patients' Rights Office Updates
4.	Compliance, Privacy, & Audit Services Bureau – Policy Updates
5.	Cultural Competency Updates ➤ CC Organizational Assessment – please go to website and complete if not yet submitted https://alliant.qualtrics.com/jfe/form/SV_5d3CZ8nT7HBi5gx
6.	QID Updates – Lynetta Shonibare (QI Division) ➤ Feedback on potential clinical PIP ideas ➤ EQRO draft report ➤ CPS OEC Summary Report – November 2017
7.	Consumer Participation in SA QICs Stipend (Community Activity Fund) -Will send out approved meeting roster upon receipt of revised version
8.	Announcements -none

*handouts

Next SA 8 QI Committee Meeting Info:

February 20, 2019

2:00-3:00 p.m.

DMH SA 8 Administration
2600 Redondo Ave, 6th floor
Long Beach, CA 90806

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MEETING AGENDA

January 16, 2019

2:00 – 4:00 p.m.

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Long Beach, CA 90806

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)

SA 8 QI/QA Liaison: Ann Lee

QUALITY ASSURANCE (QA) MEETING 3:00-4:00 p.m.	
1.	Welcome/Introductions/Announcements
2.	Audits & Reviews – <ul style="list-style-type: none"> • MR Grant • LE Chart Reviews by QA (Jan/Feb) <ul style="list-style-type: none"> ○ Trinity (January); Hathaway Sycamores (February); St. John’s (February); WISE and Health Agency (February) • DO Check-Ins by QA (Jan/Feb) <ul style="list-style-type: none"> ○ SA 3 FSP/East San Gabriel Valley (January 14th), Antelope Valley Kidz; Connection (January 31st); South Bay (January); EOB Crisis Augustus Hawkins (January); Edelman Child & Family (January); Arcadia MH (February); DMH/DHS Collaboration (February); Valley Coordinated Children’s Services (February)
3.	Medi-Cal Certification Section – For SA 8 sites, please contact Joel Solis. <i>SA 8 Lead: Joel Solis, (213) 251-6883 or jsolis@dmh.lacounty.gov</i> <ul style="list-style-type: none"> • Stay on top of certification and be as compliant as possible
4.	Training and Operations – <ul style="list-style-type: none"> • Schedule of Trainings and Presentations* • Annual QA Report & Written QA Process Form for LEs – Due by Jan 31st • Newly Posted Documents on QA webpage: http://psbqi.dmh.lacounty.gov/QA_Div.html • QA Knowledge Assessment – <i>Marc Borkheim (QA Division) will present quiz at Feb 20th mtg</i>
5.	Policy and Technical Development <ul style="list-style-type: none"> • Access to Care/Network Adequacy Contact List: contact Howard Washington hwashington@dmh.lacounty.gov <ul style="list-style-type: none"> ○ SRL data and submitting via web service for LEs - contact person is Howard • DHCS State System Review FY 18-19 – Chart review portion updates* • Katie A. Subclass Verification Form (in draft) • Psychological Testing Procedure Codes Updates
6.	Health Information Management (HIM) Directly Operated ONLY - None
7.	Upcoming Items: <ul style="list-style-type: none"> • <i>Policy 302.03 Coordination of Care – Finalized. QA Bulletin will be sent out.</i> • <i>Policy 302.07 Access to Care– submitted for review and signatures; not finalized</i> • <i>JV and Meds consent – bulletin in progress</i> • <i>Reasons for Recoupment bulletin in progress</i> • <i>Updating Org Manual; ICC/IHBS/TFC</i> • <i>CFT Tracking Modifier</i>

***handouts**

Next SA 8 QA Committee Meeting Info:

February 20, 2019 3:00-4:00 p.m.

DMH SA 8 Administration, 2600 Redondo Ave, 6th floor, Long Beach, CA 90806

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE COMMITTEE MEETING MINUTES**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee				Date January 16, 2019
Location	DMH SA 8, 2600 Redondo Ave, 6 th Fl, Long Beach, CA 90806	Start Time & End Time			2:00 – 4:00 p.m.
Co-chairs	Co-Chairs: Emily Ramos (LBMHC), Michele Munde (Star View), Courtney Stephens (absent)				
DMH Representatives					
SA 8 QI/QA Liaison: Ann Lee	QI Division Lead: Lynetta Shonibare	QA Division Lead: Marc Borkheim	Medi-Cal Certification: Joel Solis		
Members Present by Provider Name					
1736 FCC	AADAP Miriam Ruiz	Alafia Ashlei Lien	Alma Family Services Rosa Diaz	Aspiranet Kim Kopenhaver	Bayfront Martin McDermott, Sarah Barakat
California Mentor	Childnet Anaissa Ibrahim	Children’s Bureau Cristina Nolf	Children’s Institute Inc	City of Gardena	Coastal APIFMHC
Community Representative	Counseling4Kids	Crittenton Marcella Briceno	Didi Hirsch Rashauna Fair	Exodus Jamie Chess	For The Child Tiffani Miller
Harbor-UCLA Hermadeep (Honey) Hira	HealthView	Helpline Youth Counseling, Inc Nicole Santamaria	Heritage Clinic	Long Beach Adult Emily Ramos	Long Beach APIFMHC Layhearb Poon
Long Beach Child & Adolescent Program Jeff Baer	Masada Homes Linda Nakamura	MHALA Susan Osborne	MHUCC	Olive Crest	PACS
Personal Involvement Center Valencia Dunn, Cedric Smoots	San Pedro MHC Kathleen Villagomez	Shields For Families Sara Dodd Patricia Carrillo	South Bay Children’s Health Center Daphne King	South Bay MHC, FSP, WC	Special Services for Groups (SSG-OTTP) Debra DeLeon
Specialized Foster Care	Specialized Foster Care (South County)	Specialized Foster Care (Torrance) Della Clayburg	SSG Alliance Hala Masri	Star View Michele Munde, Kathy Saucedo, Mayra Hernandez, Stephanie Canales	Tarzana Quincy Singleton
Telecare Cheryl Malinowski	Tele-Mental	Tessie Cleveland Latrice Bradley	The Guidance Center Elva Gutierrez	TIES For Families Angela Lee	
Review of Minutes	October 2018 minutes are not yet completed. Will be emailed to members upon completion. Reminder that there was no meeting in November due to the holidays. Dark in December.				
Call to Order & Introductions	The meeting was called to order at 2:00 and attendees introduced themselves.				

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE COMMITTEE MEETING MINUTES**

QUALITY IMPROVEMENT (QI)			
Please note: LE=Legal Entity Mental Health Contract Providers, DO=Directly Operated Clinics and Programs			
Agenda Item	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
QUALITY IMPROVEMENT	<p><u>Pharmacy Updates</u> – no update</p> <p><u>Patients’ Rights Office Updates</u> PRO is still working on updated Grievance and Appeals Forms to make modifications recommended by the State per the Final Rule regulations. The project is a collaboration with CIOB and QA.</p> <ul style="list-style-type: none"> ❖ Only need to submit grievances for Medi-Cal beneficiaries <p><u>Compliance Privacy and Audit Services</u> The Policy Updates was discussed.</p> <p><u>Cultural Competency Updates</u></p> <ul style="list-style-type: none"> ❖ CC Organizational Assessment – members were advised to take the online survey if they have not yet completed https://alliant.qualtrics.com/jfe/form/SV_5d3CZ8nT7HBi5gx ❖ So far 1300 responses have been submitted. The CC unit would like more completed so please take the survey. ❖ Last year, the Cultural Competency Committee (CCC) had guest speakers throughout the year to speak on various topics including Patient’s Rights Office and DMH Prevention office for the purposes of obtaining feedback, service planning, and making recommendations. For 2019, will focus on workgroups. <p><u>QI Division Updates</u></p> <ul style="list-style-type: none"> ❖ The QI website is being updated in partnership with CIOB. ❖ Discussed possible clinical PIP ideas ❖ CPS OEC Summary Report –November 2017 was included in the handouts and discussed. ❖ More than 15,000 surveys returned for Fall/November 2018 		

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	<p><u>Consumer Participation in SA QICs Stipend (Community Activity Fund)</u> The CAF provides a stipend of \$25 for DMH consumers and family members to attend approved meetings such as the QIC and Service Area Advisory Committee (SAAC) meetings in the SA that they reside. Ann Lee is the SA 8 CAF liaison. Please contact her if you have any questions at alee@dmh.lacounty.gov or (562) 256-1270.</p>	<p>Will email the approved meeting list upon receipt of revised version</p>	<p>Ann Lee</p>
<p>Announcements</p>	<p>Ann Lee informed the committee that there is now WIFI available in the meeting room and entire 6th floor for client and guest access.</p>		

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QUALITY ASSURANCE (QA)			
Please note: LE=Legal Entity Mental Health Contract Providers, DO=Directly Operated Clinics and Programs			
Agenda Item	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
QUALITY ASSURANCE	<p><u>Audits & Reviews</u> – see agenda</p> <p><u>Medi-Cal Certification Section</u> Joel reminded the committee to stay on top of certification and be in compliance as much as possible.</p> <p><u>Training and Operations</u></p> <ul style="list-style-type: none"> • The schedule of trainings was included in the handouts and reviewed. • The annual QA report and written QA process forms for LEs are due by January 31st. • There are newly posted documents on the QA webpage: http://psbqi.dmh.lacounty.gov/QA_div.html • Dr. Borkheim will present on the QA knowledge assessment at the February 20th meeting. <p><u>Policy and Technical Development</u></p> <ul style="list-style-type: none"> • NACT FAQs will be coming out after final review • SRL <ul style="list-style-type: none"> ○ LEs- SRLs should have been submitting SRL electronically via web service. It's been required for a few years now so really need to get in compliance. Should submit within 30 days after the service request date. Please contact Howard Washington hwashington@dmh.lacounty.gov if not yet setup with a vendor. ○ State is requesting Access to care data (which is in SRL) and data all the way to the first treatment appointment • DHCS State system review FY18/19 Outpatient Chart Review – list of providers selected was included in the handouts. <ul style="list-style-type: none"> ○ Once the names of clients are provided, do not touch the chart. ○ LEs-Make sure EHR includes the submission date on progress note printouts 		

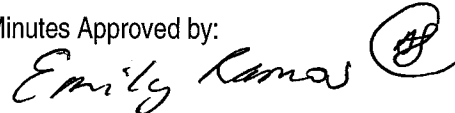
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	<ul style="list-style-type: none"> • Discussed the Katie A. Subclass verification draft form (not included in handouts). Complete form at intake. Form should be filled out for EPSDT clients if they have an open DCFS case. Complete throughout treatment after opening a new client with open DCFS case. • Psychological Testing <ul style="list-style-type: none"> ○ LEs should be holding their psych testing claims ○ DOs can submit their claims ○ New testing codes will have add-on codes. 		
Announcements	The next mtg will be held on February 20, 2019 from 2-4pm at the SA 8 Administration office, 2600 Redondo Ave, 6 th Floor, MultiPurpose Room, Long Beach, CA 90806.		

Minutes Recorded by:


Ann Lee, Ph.D., SA 8 QI/QA Liaison

Minutes Approved by:


Emily Ramos, L.C.S.W., DMH Co-chair