

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

March 20, 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
2.	Clinical Risk Management Update
3.	Pharmacy Updates
4.	Patients' Rights Office Updates
5.	Compliance, Privacy, & Audit Services Bureau – Policy Updates*
6.	Cultural Competency Updates <ul style="list-style-type: none">➤ Integrated Health Multicultural Conference➤ Culturally and Linguistically Inclusive Services Policy & Procedures➤ CCU Projects Careers in MH
7.	QID Updates <ul style="list-style-type: none">➤ Annual Test Calls Study CY 2019 Materials*➤ State and County Outcomes Performance Report – Spring 2018➤ Trends in Consumer Perception Survey (CPS) Provider-level data➤ CALQIC 2019
8.	Announcements -none

**handouts*

Next SA 8 QI Committee Meeting Info:

April 17, 2019

2:00-3:00 p.m.

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

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QUALITY ASSURANCE (QA) MEETING 3:00-4:00 p.m.	
1.	Announcements QA webpage: http://psbqi.dmh.lacounty.gov/QA_Div.html
2.	Audits & Reviews – <ul style="list-style-type: none">• MR Grant• LE Chart Reviews by QA (March/April)<ul style="list-style-type: none">○ Rosemary/Victor Children’s Center (March)○ LAC-USC Outpatient• DO Check-Ins by QA (March/April)<ul style="list-style-type: none">○ Augustus Hawkins (March), American Indian Counseling Center (March), HOME (March), Coastal API (April), San Antonio (April), EOB Crisis Rio Hondo (April)
3.	State DHCS Updates - No updates
4.	Training and Operations – <ul style="list-style-type: none">• Schedule of Trainings and Presentations*• QA Knowledge Assessment – <i>Marc Borkheim (QA Division)</i>
5.	Policy and Technical Development <ul style="list-style-type: none">• NACT Application Updated – Access to Care/Network Adequacy webinar was held March 12th. Please contact Howard Washington hwashington@dmh.lacounty.gov to get on his webinar contact list.• QA Bulletin 19-01: Procedure Code Changes For Psychological & Neuropsychological Testing*• Proposed Guide to Procedure Codes Update• Reminder: Medication Consent Requirements• Clinical Forms Bulletin 19-01: Katie A Subclass Verification, Secure Text Messaging*• Psychiatry Residents Providing E&M MSS
6.	Medi-Cal Certification Section SA 8 Lead: <i>Joel Solis, (213) 251-6883 or jsolis@dmh.lacounty.gov</i>
7.	Health Information Management (HIM) Directly Operated ONLY <ul style="list-style-type: none">• Proactive efforts to minimize duplicate record creation – ID and address verification, intake staff education, etc• Record retention• HIM Clinical Record Management and Process Training, now monthly• Effective handling of subpoenas/collection of statutory witness and mileage fees for clinicians’ deposition appearances• Photocopy fees for records. Absolutely no fees for verbal disclosures.
8.	Upcoming Items: <ul style="list-style-type: none">• <i>Updating Org Manual; ICC/IHBS/TFC</i>• <i>CFT Tracking Modifier</i>

*handouts

Next SA 8 QA Committee Meeting Info: April 17, 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
					March 20, 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 (MHALA)				
DMH Representatives					
SA 8 QI/QA Liaison: Ann Lee	QI Division Lead: Lynetta Shonibare	QA Division Lead: Marc Borkheim	Medi-Cal Certification:		
Members Present by Provider Name					
1736 FCC Demitri Richmond	AADAP Miriam Ruiz	Alafia	Alma Family Services	Aspiranet	Bayfront Martin McDermott
California Mentor Irasema Sandoval	Childnet Leia Miranda	Children’s Bureau Seung Won Hong	Children’s Institute Inc	City of Gardena	Coastal APIFMHC Helen Chang
Community Representative	Counseling4Kids	Crittenton Marcella Briceno	Didi Hirsch Rashauna Fair	Exodus Jamie Chess	For The Child Tiffani Miller, Pastora Salazar
Harbor-UCLA Hermandeeep (Honey) Hira	HealthView	Helpline Youth Counseling, Inc Nicole Santamaria	Heritage Clinic Emma Hernandez	Long Beach Adult Emily Ramos	Long Beach APIFMHC
Long Beach Child & Adolescent Program Jeff Baer	Masada Homes Linda Nakamura	MHALA Courtney Stephens Susan Osborne	MHUCC	Olive Crest Jennifer Mitzer	PACS Raj Augustine
Personal Involvement Center Brittany White	San Pedro MHC Kathleen Villagomez	Shields For Families Laurel Fox	South Bay Children’s Health Center Daphne King	South Bay MHC, FSP, WC Jennifer Bailey	Special Services for Groups (SSG-OTTP) Debra DeLeon
Specialized Foster Care	Specialized Foster Care (South County) Laia Vicens-Fuste	Specialized Foster Care (Torrance) Della Clayburg	SSG Alliance Hala Masri	Star View Michele Munde, Kathy Saucedo	Tarzana
Telecare	Tele-Mental	Tessie Cleveland Latrice Bradley	The Guidance Center Elva Gutierrez	TIES For Families Angela Lee	
Review of Minutes	February minutes are not yet completed. Will be emailed to members upon completion.				
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, CP=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>Clinical Risk Management Updates</p> <ul style="list-style-type: none"> One hour presentation recently at SFVCMHC re: Safety Intelligence. SA co-chairs may contact Doris Benosa or Le Ngo to schedule a presentation for SA QICs <p>Pharmacy Updates</p> <ul style="list-style-type: none"> Pharmacy services office is conducting clinical monitoring of Prescription Drug Prior Authorization (PA) requests for FY 2017-2018. During This period, 450 PA requests were received; 50% approved and 50% requests denied due to missing key information/mandatory fields (e.g., rationale for medication, no diagnoses, no MD signature, missing client identifiers) or using incorrect/old PA form. Requests were also denied due to clt had alternative insurance coverage or not located in IBHIS. Pharmacy services provides same day response and clear reasons for denials. Providers are advised to check IBHIS/Avatar for accuracy of client info and submit PA request forms completed accurately to help streamline approval process. <p>Patients' Rights Updates</p> <ul style="list-style-type: none"> Discussed that SAs have not received Change of Provider reports for several months so unable to follow up with providers if there are missing logs. Not sure if providers are receiving confirmation receipts via email. Date unknown for when LE's will go live with the online reporting system 	Ann Lee will contact to schedule for a future meeting.	

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
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Compliance – Policies Updates

- Telemental Health Services completed - DO only
- A number of policies in the approval process

Cultural Competency Updates

- planning integrated health, multicultural conference June 18th at LA Convention Center. Looking at a variety of topics
- Taking information to High School students re: careers in mental health in partnership with Dept of Public Health
 - wellness centers at several school sites
 - learning about barriers from the students and parents
 - goal is to implement a mentoring program for students and set up a scholarship program
- Culturally and Linguistically Inclusive Services - draft policy review
 - Recommend adding "underserved communities" to the definitions
 - Annual cultural competence training plan
 - Understanding which groups are most underserved in the SA's - how it should guide outreach and engagement strategies
 - Referencing CC plan elements and CLAS standards

QI Updates

- Annual Test Calls study CY 2019 materials were included in the handouts and discussed. Several members offered to make calls. Dr. Ann Lee will contact call volunteers with detailed instructions in May to prepare for SA 8 test calls in June.

State and County Outcomes Performance Report – Spring 2018

MHSIP Data Nov. 2017 report (County Performance Outcomes Reports)

- For outpatient services

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	<ul style="list-style-type: none"> • State asks what DMH is doing to track providers that were significantly below US and County averages to observe trends in performance. DMH requested the State provide data faster for more meaningful review. • Focus on quality improvement versus accountability/compliance • Discussion with state about electronic MHSIP forms to expedite return of results. Yes LA has hired a firm to scan, but do not have the staffing to analyze results. • EQRO <ul style="list-style-type: none"> ○ Received positive report back. 		
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>CalQIC conference will be held Wed-Fri. Jennifer Hallman will attend and bring back info for LACDMH at next monthly co-chairs mtg.</p> <p>QA webpage link is listed on the agenda: http://psbqi.dmh.lacounty.gov/QA_html.</p> <p>Audits & Reviews</p> <ul style="list-style-type: none"> • MR Grant – nothing to report • LE Chart Reviews by QA (March/April) • Rosemary/Victor Children’s Center (March) • LAC-USC Outpatient • DO Check-Ins by QA (March/April) - Augustus Hawkins (March), American Indian Counseling Center (March), HOME (March), Coastal API (April), San Antonio (April), EOB Crisis Rio Hondo (April) <p>DHCS Updates</p> <ul style="list-style-type: none"> • no updates re: system/chart reviews 		

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
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- At the monthly chairs mtg, QA discussed and provided clarification re: substance abuse treatment provided by substance abuse counselors. Substance abuse service itself is not an allowable specialty mental health service. Even with the best documentation, substance abuse treatment/substance abuse groups are not considered Specialty Mental Health Services (SMHS). Discussed if COD groups are claimable. Better case if you have a mental health clinician leading/co-leading the group and primary purpose is clearly to treat the mental health issue. Using TCM to link clients to substance abuse treatment services. More clarification will be provided in a bulletin.
- Discussed at chairs mtg about Seeking Safety – QA advised that services such as relapse prevention focused solely on the addiction/substance abuse and not the primary mental health condition will elicit a denial not necessarily due to the rendering provider being a substance abuse counselor. However, it was discussed at the chairs mtg regarding if substance abuse counselors are trained in the rehab option and mental health to understand how their expertise allows for effective mental health service.
- Dr. Brad Bryant recommends that substance use counselors are paired with mental health clinicians to provide expertise in a service that is primarily focused on mental health services
- If we provide these services even if we do not bill, we may be at risk of holding ourselves out as substance use treatment provider and subjecting ourselves to 42 CFR part 2

Training

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
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- Schedule of trainings was included in the handouts. Will be adding more TCM & Rehab claiming trainings.
- DMH staff can register via the learning net.
- CPs - Please contact the training coordinator listed on the bulletin to sign up for trainings
- TCM/Rehab bulletins are not being posted because of how quickly they're filling up

QA Knowledge Assessment

- Feedback has been very helpful to QA and will be utilized to determine how QA will proceed with this project

NACT

- DMH to submit Network Adequacy data used to certify FY 19/20 to State DHCS by April 1st.
- State issued new requirements (elimination of certain fields)
- Access to Care/Network Adequacy webinar was held March 12th. Contact Howard Washington to be added to his webinar invite list. Email is on the agenda.
- New web page will post webinars and NACT/Access to Care info

QA Bulletin 19-01: Procedure Code Changes for Psychological and Neuropsychological testing was included in the handouts. Will be posted on the QA website soon.

- private insurance may require add-on codes. If you're encountering issues, contact QA to talk it through (DMH and DHCS do not technically have the ability to manage add-on codes).
- DHCS understands we plan to bill all psych testing minutes to Medi-Cal.

Proposed Guide to Procedure Codes update

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
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- Nurses (Registered Nurse Scope of Practice 302.06 L1)
 - removing authorized designation for RN, NP and Clinical Nurse Specialist
 - Advanced Practice NP and CNP can claim 90791 and 90792
 - will be changes to practitioner enrollment
- Collateral definition expanding to include significant support staff, consistent with state definition of collateral (e.g., teachers, staff who are being paid). Make sure it's on the treatment plan.
- Assessment 90791 - expanded to include gathering of information for purpose of assessment, not just face-to-face (CPT doesn't require FTF for assessment)
 - Looking to add nursing assessment code for RNs
 - Other disciplines who gather information to inform mental health assessment - another code will be added for them (a nonclinical assessment code)
- For purpose of plan development - use H0032 code
- For purpose of mental health intervention - Collateral
- For purpose of assessment - Assessment code
- Hopefully will get finalized and posted by end of month
- Will look at how the changes in assessment (not requiring FTF) change the episode opening date and timely access to care requirements
- Policy on opening/closing episodes still being finalized

Reminder: Medication Consent Requirements

- acceptable to include attestation that the difference components were addressed without identifying all the specific details (don't have to list dosage and frequency, but do need to identify the medication) -

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so don't have to get a new consent if the dosage changes (unless you listed it on the form - better to identify that it's covered via attestation)

Katie A Subclass Verification Bulletin

- From a 2013 DHCS info notice
- Why isn't FSP listed? Will get clarification
- Completed upon intake for any client under 21, medical necessity, open child welfare case
 - If new child welfare court case is opened
 - If new treatment conditions exist, e.g., needing more intensive service

Consent for Secure Texting

- HIPAA Bridge is the secure texting platform used by DMH

Psychiatry Residents providing E&M MSS

- Can only provide SMHS/MSS eval and management when supervised in their residency programs. To provide services: must be a psychiatrist in the system as a psychiatrist and need to have completed a psychiatry residency or student with supervision, receiving supervision

Health Information Management (D.O. only)

- HIM Clinical Record Management and Process Training, now monthly
- Working on cleaning up duplicate client records which has become a critical problem (There are 25,000 duplicate records). Need to fix so unable to create duplicate records. Important to use government issued ID to minimize record errors
- Effective handling of subpoenas/collection of statutory witness and mileage fees for clinicians' deposition appearances

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
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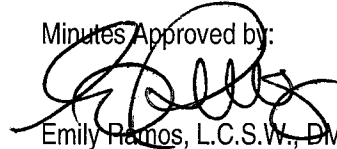
	<ul style="list-style-type: none">○ Depositions are different from regular subpoenas. County counsel may be contacted for assistance.○ Photocopy fees for records was discussed as governed by State law. Absolutely no fees for verbal disclosures.		
Announcements	The next mtg will be held on April 17, 2019 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