

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

July 18, 2018

2:00 – 4:00 p.m.

DMH SA 8 Administration – MultiPurpose Room

2600 Redondo Ave – 6<sup>th</sup> 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**

2:00-3:30 p.m.

1.	<b>Welcome/Introductions/Announcement</b>
2.	<b>Quality Improvement Presentation – Eydie Dominguez, RN, MN</b>
3.	<b>Clinical Quality Improvement – OMD Report and Pharmacy Updates</b> ➤ Safety Intelligence – now online submission only for clinical event reports
4.	<b>Patients’ Rights Office Updates</b> ➤ <b>Change of Provider (COP) Application Demonstration</b> <ul style="list-style-type: none"><li>○ August 1<sup>st</sup> Directly Operated (DO) to submit via application only</li><li>○ Form in application will follow the paper version (draft version attached)*</li><li>○ Legal Entities (LE) will be contacted to identify users for future phases</li></ul> ➤ <b>Change of Provider Logs –</b> <ul style="list-style-type: none"><li>○ Logs are due by the 10<sup>th</sup> of the following month. Please send directly to <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> only. Do <u>NOT</u> email or copy the logs to Jose’s individual email.</li></ul>
5.	<b>Compliance, Privacy, &amp; Audit Services Bureau (CPAS) – Policy Updates*</b>
6.	<b>Cultural Competence Updates</b> ➤ Institute for Cultural and Linguistic Inclusion and Responsiveness*
7.	<b>Performance Improvement Project (PIP) Updates:</b> Clinical PIP and Non-Clinical
8.	<b>SA 8 ACCESS Test Calls – August 2018; Volunteers needed for English, Spanish, Cambodian, Korean, and Vietnamese test calls.</b> <i>Please contact Ann Lee if able to volunteer staff.</i>
9.	<b>May 2018 MHSIP Survey Comments Report – Due today!</b> Please also submit copies of the comments page with the report to Ann Lee by end of the day.
10.	<b>Announcements:</b> No meeting in August. Have a wonderful summer!

\*handouts

**Next SA 8 QI Committee Meeting Info:**

September 19, 2018, 2:00-3:00 p.m.

DMH SA 8 Administration

2600 Redondo Ave, 6<sup>th</sup> floor

Long Beach, CA 90806

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE  
MEETING AGENDA

July 18, 2018

2:00 – 4:00 p.m.

DMH SA 8 Administration – MultiPurpose Room  
2600 Redondo Ave – 6<sup>th</sup> 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 ASSURANCE (QA) MEETING**

3:30-4:00 p.m.

1.	<b>Welcome/Introductions/Announcements</b> <ul style="list-style-type: none"><li>New Peer Services Discipline Chief starts 8/1/18 – Keris Jän Myrick, M.B.A., M.S.</li></ul>
2.	<b>Audits &amp; Reviews –</b> <ul style="list-style-type: none"><li>Auditor-Controller Updates - none</li><li>MR Grant: The Guidance Center, July; LACGC in August; Para Los Ninos 8/24</li></ul>
3.	<b>Medi-Cal Certification Section –</b> For SA 8 sites, please contact Joel Solis. <i>SA 8 Lead: Joel Solis, (213) 251-6883 or <a href="mailto:jsolis@dmh.lacounty.gov">jsolis@dmh.lacounty.gov</a></i>
4.	<b>State DHCS Updates –</b> no report
5.	<b>Training and Operations –</b> <ul style="list-style-type: none"><li>Schedule of Trainings and Presentations*</li><li>LE Chart Review trends</li></ul>
6.	<b>Policy and Technical Development</b> <ul style="list-style-type: none"><li>FINAL QA Bulletin 18-08: Final Rule: Access To Care*</li><li>FINAL QA Bulletin 18-09: Update: MAA Manual Revisions (DO only)*</li><li>Guide to Procedure Codes Updated*</li><li>Policy Updates*</li><li>Update re: Co-Practitioners</li><li>Updates to Triage* and Assessment forms</li></ul>
7.	<b>Health Information Management (HIM) Directly Operated ONLY -</b> None
8.	<b>Upcoming Items:</b> <ul style="list-style-type: none"><li><i>Updating Org Manual; ICC/IHBS/TFC</i></li><li><i>CFT Tracking Modifier</i></li></ul>
9.	<b>Announcements:</b> No meeting in August. Have a wonderful summer!

**Next SA 8 QA Committee Meeting Info:**

September 19, 2018, 3:00-4:00 p.m.

DMH SA 8 Administration  
2600 Redondo Ave, 6<sup>th</sup> floor  
Long Beach, CA 90806

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING**

<b>Type of Meeting</b>	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee				<b>Date</b> July 18, 2018
<b>Location</b>	DMH SA 8, 2600 Redondo Ave, 6 <sup>th</sup> Fl, Long Beach, CA 90806	<b>Start Time &amp; End Time</b>			2:00 – 4:00 p.m.
<b>Co-chairs</b>	<b>Co-Chairs:</b> Emily Ramos (absent), Michele Munde (Star View), Courtney Stephens (MHALA)				
<b>DMH Representatives</b>					
<b>SA 8 QI/QA Liaison:</b> Ann Lee	<b>QA Division Lead:</b> Marc Borkheim	<b>Medi-Cal Certification:</b> Joel Solis			
<b>Members Present by Provider Name</b>					
<b>1736 FCC</b>	<b>AADAP</b> Kim Ayala	<b>Alafia</b> Chris Lopez	<b>Alma Family Services</b> Margaret B	<b>Aspiranet</b> Kim Kopenhaver	<b>Bayfront</b> Martin McDermott
<b>California Mentor</b>	<b>Childnet</b> Anaissa Ibrahim	<b>Children’s Bureau</b>	<b>Children’s Institute Inc</b>	<b>City of Gardena</b>	<b>Coastal APIFMHC</b>
<b>Community Representative</b> Caren C. Theodore Howlett	<b>Counseling4Kids</b>	<b>Crittenton</b> Marcella Briceno	<b>Didi Hirsch</b> Aminah Ofumbi	<b>Exodus</b> Jamie Chess	<b>For The Child</b> Pastora Salazar
<b>Harbor-UCLA</b> Harmandeep Hira	<b>Harbor View CSC</b> Provider site closed 6/30/18.	<b>HealthView</b>	<b>Helpline Youth Counseling, Inc</b> Nicole Santemaria	<b>Heritage Clinic</b> Emma Hernandez	<b>Long Beach Adult</b>
<b>Long Beach APIFMHC</b>	<b>Long Beach Child &amp; Adolescent Program</b> Jeff Baer	<b>Masada Homes</b> Andrea Urrea	<b>MHA</b> Courtney Stephens Susan Osborne	<b>MHUCC</b>	<b>Olive Crest</b>
<b>PACS</b> Kim Antonio	<b>Personal Involvement Center</b> Joseph Chavez	<b>San Pedro MHC</b> Kathleen Villagomez	<b>SB 82 MTT</b>	<b>Shields For Families</b> Laurel Fox, Patricia Carrillo, Kay Roberson	<b>South Bay Children’s Health Center</b> Daphne King Angela Wilson
<b>South Bay MHC, FSP, WC</b> Sara Earley (SB FSP) Cynthia Arias	<b>Special Services for Groups (SSG-OTTP)</b> Debra DeLeon	<b>Specialized Foster Care (Torrance)</b>	<b>SSG Alliance</b>	<b>Star View</b> Michele Munde (co-chair) Mayra Hernandez	<b>Tarzana</b> Lynda Paulson
<b>Telecare</b>	<b>Tessie Cleveland</b> Alejandra Ramos	<b>The Guidance Center</b> Elva Gutierrez	<b>TIES For Families</b> Angela Lee		
<b>Review of Minutes</b>	June minutes are not yet completed. Will be emailed to members upon completion.				
<b>Call to Order &amp; Introductions</b>	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 (QI/QA) MEETING**

<b>QUALITY IMPROVEMENT (QI)</b>			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions/ and Recommendations Actions/Scheduled Task</b>	<b>Person Responsible/ Due Date</b>
<b>QUALITY IMPROVEMENT</b>	<p><b><u>Quality Improvement Presentation</u></b> – Eydie Dominguez, RN, MN provided a presentation. Slide handouts were distributed.</p> <p><b><u>Clinical Quality Improvement</u></b> – OMD Report and Pharmacy Updates. Safety Intelligence – only online submissions for clinical events reports</p> <p><b><u>Patient’s Rights Office Updates</u></b></p> <p><b><u>COP Application Demonstration</u></b> –</p> <ul style="list-style-type: none"> <li>• Aug 1<sup>st</sup> – Directly Operated (DO) to submit via application only</li> <li>• Legal Entities will be contacted to identify users for future phases</li> <li>• Logs are due by the 10<sup>th</sup> of each month. See agenda for email addresss.</li> <li>• Can enter client’s IBHIS # if you know it and it will pull up client information. Will need to check that the info is current.</li> <li>• Requesting change in Practitioner - pulls up a comprehensive staff category list</li> <li>• List of reasons why (not required) - if client doesn’t list any reason, we don’t have to identify one</li> <li>• Once the form is done you can save and close or save and add outcomes - select “Request form outcome” - need to identify newly assigned staff’s NPI#</li> <li>• For a COP log with no changes requested, will be able to complete that in 20 seconds</li> </ul> <p><b><u>Compliance, Privacy, &amp; Audit Services</u></b></p>		

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING**

- 200.05 Request for Change of Provider - completed; will be posted

**Cultural Competence Updates** - Sandra (see handout)

- ICLEAR - Institute for Cultural and Linguistic Inclusion and Responsiveness
- CC unit will be working with the Discipline Chiefs to identify staff trainings; will utilize needs assessment approach
- Communication and stakeholder input will also be a focus
- Looking at how to maintain resources so they are kept up to date.

**Performance Improvement Project (PIP) Updates**

- QI Non-Clinical PIP Update - ACCESS PIP has concluded
- Front Desk customer service satisfaction survey will be the next project. This was EQRO 2016 recommendation related to front desk staff. Training was provided in May, June. Client satisfaction survey developed for DO clinics and administered in Feb. 2018
  - Generally positive feedback, some negative themes
  - Created additional training sessions provided in March and April
  - Created resources for front staff
- Phase 2 is to roll out to contract providers to develop a plan for client satisfaction survey pre- and post-training. QI staff will come to SA QICs to answer questions. Focus on clients coming in to the client
- ACCESS Test Calls - all data is available on PSBQI website. SA8 will be covering August.

**Service Area 8 Access Test Calls – August 2018:** Please contact Ann Lee for info or to volunteer.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING**


	<p><b><u>May 2018 MHSIP Survey Comments Report</u></b> – Due today! Please also submit copies of the comments page with the report to Ann Lee by end of the day.</p>		
<p><b>Announcements</b></p>	<p>QI Presentation by Eydie Dominguez is scheduled for the July 18, 2018 meeting. Please plan to attend.</p> <p>The next mtg will be held on June 20, 2018 from 2-4pm at the SA 8 Administration office, 2600 Redondo Ave, 6<sup>th</sup> Floor, MultiPurpose Room, Long Beach, CA 90806.</p>		

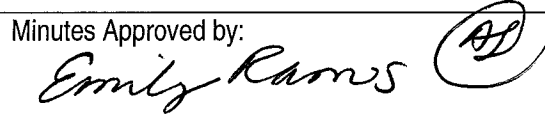
**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING**

QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Audits &amp; Reviews</b>	See agenda.		
<b>Medi-Cal Certification Section</b>	Certification unit is working hard to stay in compliance. For SA 8 sites, please direct certification questions to Joel Solis (213) 251-6883 or <a href="mailto:jsolis@dmh.lacounty.gov">jsolis@dmh.lacounty.gov</a>		
<b>State DHCS Updates</b>	No report		
<b>Training &amp; Operations</b>	<ul style="list-style-type: none"> <li>• The schedule of trainings and presentations was included in the handouts.</li> <li>• LE chart review information handout was included to help contract providers prepare for a review.</li> </ul> <p><b>LE Chart Review Trends</b></p> <ul style="list-style-type: none"> <li>• Positive feedback: Increase in measurable/observable objectives, notes are timely, interventions are specific and about what the staff are doing, assessments are good</li> <li>• Problem areas: <ul style="list-style-type: none"> <li>○ MD's using old Medication Consent forms (not using Jan 2018 version)</li> <li>○ JV 220's and 223's not sufficient (either add the three missing elements or use OMRs)</li> <li>○ Missing modifiers - e.g., phone contact; group modifiers for Rehab (HE/HK)</li> <li>○ Claiming for non-billable activity</li> <li>○ Not documenting specifics about what each group staff is doing</li> <li>○ Not updating treatment plans when new problems are identified and being addressed, e.g., homelessness (not waiting until the annual treatment plan update)</li> <li>○ Modalities/frequencies often missing (individual, group therapy, etc.);</li> <li>○ Do not need a general TCM objective. Add as you are doing specific service</li> <li>○ Identify substance use when applicable on the treatment plan - tie it to the mental health issue/condition - as part of the intervention for a mental health objective (for speciality mental health claiming). Working on a QA bulletin to clarify substance use (DHCS does not consider substance use as a functional impairment). Looking at the line between speciality mental health vs. drug Medi-Cal claiming.</li> <li>○ Procedure code confusion (rehab vs therapy).</li> <li>○ Focus your chart reviews on recoupable items</li> </ul> </li> </ul>		
<b>Policy and Technical Development</b>	<p><b>QA Bulletin 18-08: Final Rule: Access to Care</b> – bulletin was reviewed</p> <ul style="list-style-type: none"> <li>• Received preliminary findings from DHCS re: network adequacy - child psychiatry seems to be lacking. Many psychiatrists were not identified as having a caseload. This pulled them off the list. DMH will contact these providers. All providers need to make sure psychiatrists' information is up to date.</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Big change is with routine appointments and not only for initial requests. Access to Care Policy will be updated.</li> <li>• Clients should receive NOAs if you are not meeting timeframe requirements</li> <li>• Service Request Log data info went to vendors - they need to start programming to comply with the technical requirements.</li> <li>• Need to manually take SRTS data to SRL (only need SRL for initial requests)</li> <li>• State also looking at timeliness from assessment to treatment. SRL is part of this.</li> </ul> <p><b>QA Bulletin 18-09: Update: MAA Manual Revisions (DO Only)</b> - reviewed bulletin</p> <ul style="list-style-type: none"> <li>• Procedure code changes - see page 7 of the attachment - added language about when the psychologist needs a waiver</li> <li>• Place of Service Codes - based on federal definitions. New code (02) for telehealth. It's considered face-to-face.</li> </ul> <p><b>Policy Updates</b> (see handouts)</p> <ul style="list-style-type: none"> <li>• Note that none of these changes have been signed off on yet!</li> <li>• Updates to Triage and Assessment Forms             <ul style="list-style-type: none"> <li>◦ Triage not required for every service request; only if screening indicates potential client is in distress and/or already out of medications</li> </ul> </li> <li>• Initial Request for services             <ul style="list-style-type: none"> <li>◦ Best practice vs requirement to have med eval same day as initial assessment</li> </ul> </li> <li>• Opening/Closing of Service Episodes             <ul style="list-style-type: none"> <li>◦ Adds in requirement for consent for services - notify them that they will be entered in the LACDMH information system</li> </ul> </li> <li>• Care Coordination             <ul style="list-style-type: none"> <li>◦ Officially gets rid of SFPR and aligns with federal requirement</li> <li>◦ Can primary contact be any discipline? Yes.</li> </ul> </li> <li>• Clinical Records Maintenance             <ul style="list-style-type: none"> <li>◦ Retention requirements updated and in your contracts</li> </ul> </li> <li>• Clinical Records - Contents and Documentation             <ul style="list-style-type: none"> <li>◦ Identifies timeliness requirement</li> </ul> </li> <li>• Co-Practitioners             <ul style="list-style-type: none"> <li>◦ DHCS is not backing down from the requirement.</li> <li>◦ Bulletin coming out for DO (DMH looking at no longer claiming for the co-practitioner)</li> </ul> </li> <li>• Triage &amp; Assessment Form - being finalized tomorrow. Looking at assessment forms to reduce redundancy.</li> </ul>
<b>Health Information Management (HIM) Directly-Operated Only</b>	None
<b>Inspirational Message</b>	Ted Howlett read a poem written by Virginia Howlett titled, "Fear Knot".

Minutes Recorded by:  
  
 Ann Lee, Ph.D., SA 8 QI/QA Liaison

Minutes Approved by:  
  
 Emily Ramos, L.C.S.W., DMH Co-chair