

County of Los Angeles – Department of Mental Health *Service Area 3*  
Quality Improvement/Quality Assurance Committee Meeting

July 15, 2020

9:30 am – 11:00 am

**AGENDA**

- |                                     |              |
|-------------------------------------|--------------|
| 1. Welcome and Introductions        | Kristin Gray |
| 2. Review/approval of the Minutes** | All          |
| 3. Medi-Cal Certification Updates   | Renee Lee    |

**Quality Improvement**

- |                               |              |
|-------------------------------|--------------|
| 1. Consumer Perception Survey | Kristin Gray |
| a. Preliminary Counts         |              |
| b. Feedback                   |              |
| 2. Test Calls                 |              |

**Quality Assurance**

- |   |                |
|---|----------------|
| 1. Clinical Forms Bulletin: 20-02**                     | Gassia Ekizian |
| 2. QA Bulletin: 20-02: Mental Health & Substance Use ** | Kristin Gray   |
| 3. Updated/New Documents on QA COVID-19 Page            |                |
| a. Clinical Guidance for 0-5 Population                 |                |
| b. Frequently Asked Questions (6/10/20)                 |                |
| c. 5150 via Telehealth (6/10/20)                        |                |
| 4. Online Trainings for DO and LE                       |                |
| 5. Policy & Technical Development Updates               |                |
| 6. NAS/ACCESS to Care Updates                           | Margaret Faye  |

**Other Issues**

- |                  |     |
|------------------|-----|
| 1. Announcements | All |
|------------------|-----|

\*Handouts

\*\* e-mailed

**Next Meeting: August 19, 2020**

**Location: TBD**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>	<b>Date</b>	<b>07/15/2020</b>	
<b>Place</b>	<b>Microsoft Teams</b>	<b>Start Time:</b>	<b>9:30 am</b>	
<b>Chairperson Co-Chairs</b>	<b>Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian</b>	<b>End Time:</b>	<b>10:30 am</b>	
<b>Members Present</b>	<i>Lisa Ngo</i>	<i>Alma</i>	<i>Heidy Amador</i>	<i>D'Veal</i>
	<i>Susan Lam</i>	<i>Alma</i>	<i>Yesenia Ruiz</i>	<i>D'Veal</i>
	<i>Cynthia Concepcion</i>	<i>Almansor MH</i>	<i>Erika Frausto</i>	<i>ENKI</i>
	<i>Laura Solis</i>	<i>Almansor</i>	<i>Windy Luna-Perez</i>	<i>Ettie Lee</i>
	<i>Nancy Uberto</i>	<i>Bourne Family Services</i>	<i>Kim Tran</i>	<i>Ettie Lee</i>
	<i>David Palmer</i>	<i>Boy's Republic</i>	<i>Jennifer Butler</i>	<i>Five Acres</i>
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>David Felix</i>	<i>Five Acres</i>
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>
	<i>Estera Borcsa</i>	<i>Crittenton</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>
	<i>Frances Liese</i>	<i>DMH</i>	<i>Elizabeth Boerkoel</i>	<i>Health Right 360</i>
	<i>Mira Kim</i>	<i>DMH</i>	<i>Michele Burton</i>	<i>Health Right 360</i>
	<i>Burton Stiefel</i>	<i>DMH</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>
	<i>Elizabeth Cope</i>	<i>DMH</i>	<i>Beth Foster</i>	<i>Hillsides</i>
	<i>Esther Lee</i>	<i>DMH</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Tara Farazian</i>	<i>Homes for Life</i>
	<i>LyNetta Shonibare</i>	<i>DMH</i>	<i>Tori Mohmand</i>	<i>Homes of Hope</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Rebecca Schaal</i>	<i>LeRoy Haynes</i>
	<i>Kristin Gray</i>	<i>DMH</i>	<i>Denise Stylianides</i>	<i>LeRoy Haynes</i>
	<i>Darlene Medina</i>	<i>DMH</i>	<i>Sybil Chako</i>	<i>Maryvale</i>
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>	<i>Gabriela Rhodes</i>	<i>McKinley</i>
	<i>Elizabeth Mota</i>	<i>DMH</i>	<i>Leana Olague</i>	<i>Pacific Clinics</i>
<i>Ariana Zepeda</i>	<i>D'Veal</i>	<i>Erica Villalpando</i>	<i>PUSD School Mental Health</i>	
<i>Danielle Millinovich</i>	<i>D'Veal</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date																								
	<table border="1"> <tr> <td><i>Dawn Dades</i></td> <td><i>Social Model Recovery Systems</i></td> <td><i>Adrienne Bruce</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Irene Insunza</i></td> <td><i>Spiritt Family Services</i></td> <td><i>Frank Sabado</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Nancy Othman</i></td> <td><i>Spiritt Family Services</i></td> <td><i>Rhonda Morken</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Stephanie Canales</i></td> <td><i>Stars Inc.</i></td> <td><i>Renzo Roel</i></td> <td><i>Victor Treatment Centers</i></td> </tr> <tr> <td><i>Rocio Bedoy</i></td> <td><i>Tri-City</i></td> <td><i>Sandra Laureiro</i></td> <td><i>Victor Treatment Centers</i></td> </tr> <tr> <td><i>Jim Adams</i></td> <td><i>Trinity</i></td> <td></td> <td></td> </tr> </table>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>	<i>Adrienne Bruce</i>	<i>Trinity</i>	<i>Irene Insunza</i>	<i>Spiritt Family Services</i>	<i>Frank Sabado</i>	<i>Trinity</i>	<i>Nancy Othman</i>	<i>Spiritt Family Services</i>	<i>Rhonda Morken</i>	<i>Trinity</i>	<i>Stephanie Canales</i>	<i>Stars Inc.</i>	<i>Renzo Roel</i>	<i>Victor Treatment Centers</i>	<i>Rocio Bedoy</i>	<i>Tri-City</i>	<i>Sandra Laureiro</i>	<i>Victor Treatment Centers</i>	<i>Jim Adams</i>	<i>Trinity</i>				
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<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions.																										
<b>Review of Minutes</b>	Motion to approve the minutes by Robin Washington and second LyNetta Shonibare.	Emailed																									
<b>Med-Cal Certification Update</b>	<p>Updated certification checklist being finalized.</p> <p>Ensure you have the most up to date DMH P&amp;Ps printed and included in your binders.</p> <p>Medi-Cal Certification Bulletin 20-01 is still relevant.</p> <p>Can email <a href="mailto:RMLee@dmh.lacounty.gov">RMLee@dmh.lacounty.gov</a> with any questions</p>		Kristin Gray will email updated checklists to SA3 distribution list once received.																								
<b>Information from QI division</b>																											
<b>Consumer Perception Survey</b>	<p>CPS Spring 2020:</p> <ul style="list-style-type: none"> <li>• Almost 70% of provider sites administered electronic surveys; with 15% paper only and 15% combined paper and electronic.</li> <li>• Service Area 3 Preliminary Counts - 2,464 Electronic surveys sent and 1,147 declined. 347 Paper surveys completed and 179 declined.</li> </ul>																										

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	<ul style="list-style-type: none"> <li>Per CIBHS -11,858 electronic surveys submitted.</li> <li>Tally Sheets collected by QI reflect that 22,191 electronic surveys were sent to consumers.</li> </ul> <p>Discussion regarding how Spring CPS Survey period went for providers.</p>		
<b>Test Calls Updates</b>	<p>Promotores continuing to assist.</p> <ul style="list-style-type: none"> <li>Service Area 3 –October 2020</li> </ul>	<p><a href="https://dmh.lacounty.gov/qid/">https://dmh.lacounty.gov/qid/</a></p>	
<b>Quality Assurance</b>			
<b>Clinical Forms Bulletin 20-02</b>	<p>BBS Notice to Psychotherapy Clients effective July 1, 2020. Two forms: MH 740 (licensed or registered with BBS)/MH 741(unlicensed or unregistered with BBS).</p> <ul style="list-style-type: none"> <li>Page one -Provides notice to the client and must be given to them (in person, mailed, or securely emailed).</li> <li>Page two –Signed attestation by therapist that first page was given to the client. This form is then put into the EHR.</li> </ul>	<p>Emailed  <a href="https://dmh.lacounty.gov/qa/cfbul/">https://dmh.lacounty.gov/qa/cfbul/</a></p>	
<b>QA Bulletin 20-02</b>	<p>For MHS and MSS, every progress note must focus on the client’s mental health condition and tie back to medical necessity. MHS and MSS interventions aimed solely at the client’s substance use are not billable as SMHS.</p>	<p>Emailed  <a href="https://dmh.lacounty.gov/qa/qa bul/">https://dmh.lacounty.gov/qa/qa bul/</a></p>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Documentation During COVID-19</b>	<p>FAQs Document updated as of 6/10/2019 5150 via telehealth (6/10/2020)</p> <p>Clinical Guidance for 0-5 Population - Recommended practice for assessing a child, age 0-5, during the current COVID-19 crisis.</p>	<p><a href="https://dmh.lacounty.gov/qa/qa-covid-19-info/">https://dmh.lacounty.gov/qa/qa-covid-19-info/</a></p>	
<b>Policy &amp; Technical Development</b>	<p>Upcoming Policy, Forms, and Bulletin related to ICC, IHBS, and TBS.</p> <p>Upcoming Policy for TCM –needs assessment (community functioning evaluation)</p>		
<b>Network Adequacy/Access to Care</b>	<p>Monitoring SRTS and SRL Dispositions.</p> <p>Updates coming: SRTS; SRL/CSI web service FAQ for LE; Access to Care expectations; Updated NOABD (Notice of adverse benefit determinates, formerly known as NOA); training modules for NAS; Practitioner Registration within NAS.</p> <p>Check Accepting New Beneficiaries question. Be sure to update your programs to indicate CalWORKS(only 21 of the 52 CalWORKS are entered). Be sure to update your contact information. Ensure data in NAS is current and accurate at the end of each month, special attention to Psychiatrists' information.</p>	<p>NAS/Access to Care webinar the 2<sup>nd</sup> Tuesday of the month at 9am.</p>	
<b>Training</b>	<p>New Training webpage for DO providers - <a href="https://dmh.lacounty.gov/qa/qa-training/online-training-for-directly-operated-programs/">https://dmh.lacounty.gov/qa/qa-training/online-training-for-directly-operated-programs/</a></p> <p>Training inquiries for DO: <a href="mailto:DMHQADO@dmh.lacounty.gov">DMHQADO@dmh.lacounty.gov</a></p>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	General documentation and claiming training modules available soon.		
<b>Miscellaneous</b>	<ol style="list-style-type: none"> <li>1) For DO –IBHIS Notification Bulletin 20-04</li> <li>2) Chart Reviews: One DO provider per month beginning in July; LE Chart reviews –adapting process to be done remotely.</li> <li>3) Upcoming updates to QA Manual, Organizational Provider’s Manual, and Guide to Procedure Codes.</li> </ol>		
<b>Other Issues</b>	Announcements: <ul style="list-style-type: none"> <li>• Kristin will be sending out requested slides.</li> <li>• Further discussion about BBS requirements.</li> </ul>		
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: May, 2020</li> </ol>	emailed	
<b>Next Meeting</b>	Next Meeting is August 19, 2020		

Respectfully Submitted, Darlene Medina, Department of Mental Health