

# County of Los Angeles – Department of Mental Health SA2 Children’s QIC

**April 16, 2020**

## Agenda

1:30 – 1:40 Introductions/Announcements/Minutes ..... Michelle Rittel  
1:40 – 3:25 Report from DMH QI/QA ..... Michelle Rittel

### QI

- Patients’ Rights Office
- Cultural Competence
- Policy Updates
- CPS
- QID Updates
- CAPP (Parent Partner meeting)

### QA

- Payment Reform & Medical Necessity Updates from Medi-Cal Healthier California for All
- Audits - None
- Medi-Cal Certification Section
- State DHCS Updates
- Training & Operations
- Policy and Technical Development
- Health Information Management (HIM) – DO only
- QA Guidance During the COVID-19 Crisis

3:25 – 3:30 Suggestions for Next Meeting/ Host for Next Meeting

**Contact:** Michelle Rittel: Office – (818) 610-6737  
Cell – (213) 276-5521  
E-mail: [mrittel@dmh.lacounty.gov](mailto:mrittel@dmh.lacounty.gov)



**Next Meeting:**  
Thursday, June 18, 2020  
Location: TBA

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH**  
**Service Area 2 Children’s QIC Meeting**  
**QUALITY IMPROVEMENT COMMITTEE MINUTES**

<b>Type of Meeting</b>	SA 2 Children’s QIC	<b>Date</b>	April 16, 2020	
<b>Place</b>	Online – Skype Meeting	<b>Start Time</b>	1:30pm	
<b>Chairperson</b>	Michelle Rittel	<b>End Time:</b>	3:30pm	
<b>Co-Chairs</b>	Alex Medina and Angela Kahn			
<b>Members Present</b>	Adik Parsekhian, Alex Medina, Anabel Aispuro, Angela Kahn, Ariel Landrum, Cassandra Lopez, Christine Pina, Cindy Luna, Daiya Cunnane, Danielle Price, Diana Dawson, Gina Leggio, Harmony Vezina, Ilda Aharonian, Iliana Martinez, James McEwen, Jennifer Roecklein, Jerty Rellosa, Judy Cardona, Karina Krynsky, Katherine Smith-White, Kaylee Devine, Kelly Thomas, Kimber Salvaggio, Laura Padrino, Maggie Holland, Marc Borkheim, Marina Eckart, Michelle Chitel, Michelle Rittel, Stephanie Yamada, Sukeda Day, Tyler London, Vicky Rivera Vasquez, Zeena Burse			
<b>Absent Members</b>	Aminah Ofumbi, Angie Sanchez, Cheryl Davis, Danielle Norman, Freda McGovern, Gurudarshan Khalsa, Ingrid Rey-Balbuena, James Pelk, Jenny Sanchez, Kathleen Kim, Lorena Chavez, LyNetta Shonibare, Martha Basmadjian, Michele Burton, Michelle Silvestre, Nely Meza, Pilar Navarro, Sonia Sidhu, Samuel Pina, Tanya Khanjian Stevens, Tiger Doan, Tim Petersen, Vicky Shabanzadeh, Wendy Salazar, Wil Lau			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>	
<b>Call to Order Introductions and Announcements:</b> Michelle Rittel	Meeting called to order at 1:30pm. Just a reminder that all providers need to have someone attending the SA QIC at least quarterly. If you also have adult services, you could attend Child or Adult or both.			
<b>Review of Minutes:</b> Michelle Rittel	Minutes from February 20, 2020 meeting were previously emailed for review and approved in the meeting.			

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Quality Improvement (QI)</b>			
<p><b>DMH QIC Meeting Report:</b> Michelle Rittel</p>	<p>CPS is postponed until at least June. There is a tentative date of June 22, 2020 to start surveys, but we are waiting for confirmation and it could change.</p> <p>Clinical Risk Management – Safety Intelligence: There were no updates.</p> <p>Patient’s Rights Office: The projects for Grievances and Change of Provider have been suspended. Please continue to submit your COP logs by email as you have been.</p> <p>Cultural Competence Updates: Policies and Procedures at a glance was reviewed. There is an update coming soon and it will be emailed to everyone.</p> <p>Compliance, Policy &amp; Audit Services Update: Policy update handout was reviewed. There is a new policy, Disclosure of Licensee Probation Status to Clients – this applies to psychiatrists. Policy was reviewed.</p> <p>CPS (Consumer Perception Surveys): DMH QI is working with CIOB to create more useful data reporting. The pool of “random” providers had been at 85%, which is why so many providers were selected for almost every survey period. This has been changed to 60%. Other counties do 100% every time. The expectation is if the pool is 60%, there will be a decrease in the response rate, so the response rates per provider will need to increase. If not, the percentage of providers selected will have to go back up. DMH QI is also looking at adding field surveys, which would potentially increase response rates.</p>		

<p><b>Departmental QIC Meeting Report, contd.:</b> Michelle Rittel</p>	<p>QID: BBS Notification – 7/1/20 – Requirement to Provide Notice to Psychotherapy Clients. Notification was reviewed. All clinicians will be required to provide notice to all clients of where they can file a complaint.</p> <p>Reminder: All providers need to have a representative attend the SA QIC meeting at least quarterly. In SA2, there are 2 different meetings. The Adult QIC is every other month on the odd numbered months and the Child QIC is every other month on the even numbered months, except December.</p> <p>CAPP: CAPP meetings are cancelled for now.</p>		
--	---	--	--

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Quality Assurance (QA)</b>			
<p><b>Departmental QA Meeting Report:</b> Michelle Rittel</p>	<p>Medi-Cal Healthier California for All: They have switched back to calling it CalAIM.</p> <p>Audits: None scheduled.</p> <p>Medi-Cal Certification Section: Travel time for schools – If one part of the school is certified for School Based MH and a different provider goes to that school to do a field service, can that provider claim for travel time? DMH QA is talking to the state about this and will let us know when there is an answer.</p> <p>Certifications – QA and State are processing documents the same except they are 100% electronic. DMH QA has contacted the state for guidance on certifications. They are asking about extended timelines for all certifications and flexibility on fire clearance because first responders are focused on COVID 19 response. There will be a Certification Bulletin once the state provides guidance. Virtual site visits are a possibility with a follow-up actual site visit post COVID 19 crisis. New activations are a priority due to financial impact. Certification is reaching out to providers to understand resource limitations, conducting desk reviews and trying to be flexible. Our Certification liaison is Honey Hira and her phone # is 213-251-6820 email <a href="mailto:hhira@dmh.lacounty.gov">hhira@dmh.lacounty.gov</a></p> <p>State DHCS Updates: Psychologist Candidate Waivers – reminder that a waiver is needed at 48 semester or 72 quarter units and goes for a total of 5 years. Prior to 48/72, a waiver is not needed, just supervision. The process for waivers remains the same at this time. Email Diane Guillory <a href="mailto:dguillory@dmh.lacounty.gov">dguillory@dmh.lacounty.gov</a></p>		

**Departmental QA Meeting Report, contd.:**  
Michelle Rittel

Training and Operations: General documentation and claiming in-person trainings are currently suspended. Interim online trainings are in development. DMH QA is working with Policy and Technical Development to develop Skype documentation trainings. For LEs, chart reviews are currently suspended. For any reviews that were in-process the reports will be issued and exit conferences will be conducted by phone. Technical assistance and consultation is still available and being provided. QA issues that are unable to be addressed by supervisors, program managers or designated QA staff can be directed to the QA liaison for the Service Area. QA Webpage updates – The link for Documentation Training videos is now just called Training. There is a new COVID 19 page on the QA webpage. The link is located on the QA webpage, at the bottom of the list on the left. An email will be sent when there are updates to the page. The website is [dmh.lacounty.gov/qa/qa-covid-19-info](http://dmh.lacounty.gov/qa/qa-covid-19-info). QA Knowledge Assessment Survey – presentation by Marc Borkheim.

Policy and Technical Development: Network Adequacy/Access to Care updates – The Provider Directory is being updated and improved. “Accepting Referrals” will be added and it will be populated from NAS. It will be several months before that change goes into effect. The next DMH report is scheduled for April 20, 2020. Please make sure that you are updating your information at least monthly or whenever there are significant changes in your capacity. Make sure that for psychiatrists you are separating FTE 0-20 and FTE 21+. System Chart Review Findings - There was a TCM Evaluation work group was scheduled for 4/13/20. Provider corrective action plans are being reviewed. DMH QA will contact providers with feedback. Chart Reviews for DO – chart reviews for DO providers are on hold. IBHIS in-person trainings – trainings are on hold and DMH QA is working to develop online IBHIS recordings for new hires. Error Correction for DO – Error correction related to IBHIS and claiming is still on.

<p><b>Departmental QA Meeting Report, contd.:</b> Michelle Rittel</p> <p><b>Suggested Items for Next Meeting:</b></p>	<p>QA Bulletin: 20-01 COVID 19 – Bulletin and updates were emailed previously. New bulletin coming for Co-Existing Mental Health &amp; Substance Use Conditions.</p> <p>Clinical Forms Bulletin: Reviewed 20-01 – ICARE, Disclosure of Probation Status – DEA or medical board – for MDs, Walk-In Service Request – this will be an optional form for client to complete and it includes info for SRL.</p> <p>Service Verification Report: 1,000 service verification reports will be sent out to clients – both adult and child – and clients can call with questions/problems with the report – for example, if the client says the service didn’t happen.</p> <p>Health Information Management (HIM): DO only – Centralization of Clinical Record Release – there is a QA Bulletin coming. When a request/subpoena comes, call HIM and they will consult with the program about what will be released. Verification of Client ID – Clients may not have ID. Programs should verify as much as possible. During reviews they will be asking about programs’ process for verification. Policy 301.01 addresses client ID and is being updated to address clients with no ID/documents. For the process of requesting or responding to release of records requests, there are now verbal authorizations for record disclosures, due to COVID 19 and there is a dedicated phone line. Live trainings – trainings are on hold and there is a request in for online trainings. Merging of client records – this is still happening.</p> <p>COVID 19 Power Point – The power point was previously emailed and then reviewed in the meeting.</p> <p>There were no suggestions.</p>		
---	---	--	--

<p><b>Handouts:</b></p>	<p>QA Bulletin 20-01 Provision of SMHS During COVID 19</p> <p>Requirement to Provide Notice to Psychotherapy Clients</p> <p>Telephone and Telehealth Procedure Codes During the COVID-19 Crisis</p> <p>Cultural Competence Policies &amp; Procedures at a Glance</p> <p>Clarifications to QA Bulletin 20-01</p> <p>Consent for Groups or Family Sessions Conducted Via Telehealth or Telephone</p> <p>QA Knowledge Assessment Survey #2 Power Point</p> <p>Frequently Asked Questions Related to COVID-19</p> <p>SA2 Children’s QIC Meeting Power Point – April 16, 2020</p> <p>Use of Telephone &amp; Telehealth for Group &amp; Family Sessions During the COVID-19 Crisis</p>		
-------------------------	--	--	--

<p><b>Agenda Items &amp; Presenter</b></p>	<p><b>Discussion &amp; Findings</b></p>	<p><b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b></p>	<p><b>Person Responsible &amp; Due Date</b></p>
<p><b>NEXT MEETING:</b></p>	<p>Thursday, June 18, 2020 1:30-3:30pm Location: Online – Skype Meeting</p>		

**Respectfully submitted,**

**Michelle Rittel, LCSW**