

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

October 17, 2019

Agenda

- 1:00 – 2:00 CPS Training for November 2019 Surveys
2:00 – 2:05 Introductions/Announcements/Minutes Michelle Rittel
2:05 – 3:25 Report from DMH QI/QA Michelle Rittel

QI

- Clinical Risk Management – No Update
- Patients' Rights Office
- ACCESS
- Cultural Competency Updates
- Policy Updates
- QID – Updates LyNetta Shonibare, DMH QI
- ACCESS Test Calls
- CAPP (Parent Partner meeting)

QA

- Audits
- Medi-Cal Certification Section – No Update
- State DHCS Updates – No Update
- Training & Operations
- Policy and Technical Development
- QA Bulletins
- Health Information Management (HIM)

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

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Next Meeting:
Thursday, February 20, 2020
Location: TBA

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

Type of Meeting	SA 2 Children’s QIC	Date	June 20, 2019
Place	Phoenix House	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chairs	Alex Medina and Angela Kahn		
Members Present	Amy Nearhoof, Angela Kahn, Cheryl Davis, Cindy Luna, Danielle Price, Ingrid Rey-Balbuena, James McEwen, Jessica Reynaga, Judy Cardona, Kaylee Devine, LyNetta Shonibare, Michelle Chitel, Michelle Rittel, Nely Meza, Patricia Lopez, Preety Sidhu, Tanya Khanjian Stevens, Tiger Doan, Victoria Shabanzadeh, Vicky Rivera, Wendy Salazar, Zeen Burse, Sara Guerrero, Michael Sha , Ariel Landrum, Carmella Amaya, Iliana Martinez, Trina Conley, Ruth Nixon, Enriqueta Allred, Adriana Navarro Gonzalez, Samantha Ladson.		
Absent Members	Adik Parsekhian, Alex Medina, Aminah Ofumbi, Anabel Aispuro, Angie Sanchez, Arezoo Masjedi Esfahani, Daiya Cunnane, Danielle Norman, Freda McGovern, Gina Leggio, Gurudarshan Khalsa, Harmony Vezina, James Pelk, Jennifer Roecklein, Jenny Sanchez, Karina Krynsky, Kathleen Kim, Larisa Cazacioc, Laura Padrino, Marina Eckart, Mark Rodriguez, Martha Basmadjian, Michele Burton, Michelle Silvestre, Morgan Wallace, Samual Pina, Stephanie Yamada, Tim Petersen, Will Lau		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:00pm for CPS Training. QIC meeting portion started at 2:00pm. Thank you to Rancho San Antonio for hosting our meeting this month. Introductions were made. Members were asked to please review the sign in sheet to update information or remove names of people that don’t attend the meeting. Zeena Burse gave a brief introduction and summary of services for Rancho San Antonio.		
Review of Minutes: Michelle Rittel	Minutes from June 20, 2019 meeting were reviewed and approved.		

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Quality Improvement (QI)			
<p>Training – Consumer Perception Survey Fall 2019 – LyNetta Shonibare & Kimber Salvaggio</p> <p>DMH QIC Meeting Report: Michelle Rittel</p>	<p>Training for CPS Fall 2019 was presented by LyNetta Shonibare from DMH QID and Kimber Salvaggio, the SA2 Adult QIC Chair. Powerpoint presentation was handed out.</p> <p>Clinical Risk Management: There were no updates from DMH QI.</p> <p>Patient’s Rights Office: For the online COP system, Terri Boykins’ office will make a request of the Les for liaisons, up to 3 per LE or program. The liaisons will need to be trained. You will need to have provider tokens/C numbers. 5150/5585 – There is a new form, so please stop using the old form.</p> <p>ACCESS: Clinics Temporarily Not Accepting Updated 10/11/19 – Clinics need to call and request to be removed from the list when they are once again accepting clients.</p> <p>Cultural Competence Updates: Stakeholder groups are creating charters for “Your DMH”. CCC prepped for and participated in EQRO. There will be Cultural Competence Plan presentations in SA QICs. The presentations are approximately 30 minutes and will start in November. Our QIC is requesting a presentation in February.</p>		

<p>Departmental QIC Meeting Report, contd.: Michelle Rittel & LyNetta Shonibare</p>	<p>Compliance, Policy & Audit Services Update: Handout was reviewed.</p> <p>QID Updates: Customer Service Workshop for contracted providers – There were 56 participants in 3 workshops in 6 SAs. Rating were very high. 2 of the workshops were recorded and a link will be sent out for an online version of the training. The training will be available for everyone.</p> <p>LyNetta Shonibare reviewed Quality Improvement Work Plan Goals Summary for CY 2019. Handout was reviewed and discussed. QID would like to do “mini-projects” using PDSAs (Plan, Do, Study, Act) to make goals more relevant to direct service programs and to get more input from agencies for next year’s goals Members were encouraged to discuss this year’s goals at their agencies and how those goals are applicable to what they are doing and the population they are serving and what changes they think should be made for next year.</p> <p>ACCESS Test Calls: Thank you to everyone who volunteered to help with test calls. SA2 completed and submitted all of our call surveys on time.</p> <p>CAPP: Reminder – CAPP meetings are now on the 3rd Tuesday of the month 11-1. Please make supervisors of Parent Partners aware of the change.</p>		
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Quality Assurance (QA)			
Departmental QA Meeting Report: Michelle Rittel	<p>Audits: None scheduled.</p> <p>Medi-Cal Certification Section: No updates</p> <p>State DHCS Updates: No Updates</p> <p>Training and Operations: Training Schedule was handed out and reviewed. QA Knowledge Assessment – Answer key should have been sent out in September. A results table was being formatted and was to be out soon.</p> <p>Policy and Technical Development: New QA website is up and running. It is much easier to find things on the new site. Handout was reviewed.</p> <p>Network Adequacy/Access to Care Updates – NACT 2.0 & SRL webserver for contractors went live in early September. Webinars are ongoing and are recorded and posted online. Reminder to Directly Operated programs to make sure to use the new link for NACT 2.0. The next data submission is due December 6, 2019. The next monthly Access to Care and Network Adequacy Webinar is November 12, 2019 9-10am. If you aren't on the mailing list, email Howard Washington hwashington@dmh.lacounty.gov</p> <p>CANS Training reminder – please use the website for the latest training code. Handout was reviewed.</p> <p>Co-practitioner claiming for Directly Operated programs – DO providers can write separate notes/claims for co-practitioners, but not for groups. This makes sense for providers like PMRT, etc.</p> <p>Continuity of Care – under the Final Rule, if a client was seeing a private therapist and got Medi-Cal they have the right</p>		

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Quality Assurance (QA)			
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<p>Departmental QA Meeting Report, contd: Michelle Rittel</p> <p>Suggested Items for Next Meeting:</p> <p>Handouts:</p>	<p>to request to continue to see the same therapist. DMH can offer a contract to the therapist.</p> <p>QA Bulletins: 19-04 New Guide to Procedure Codes – Bulletin was reviewed. The Guide is posted online and there is a 3 month implementation for changes. Please make sure to read pages 4-5 for information, structure and abbreviations.</p> <p>There were no suggestions.</p> <p>Policy/Procedure Update – September 9, 2019</p> <p>LA County – DMH QI Work Plan Goals Summary for CY 2019</p> <p>QA Division Documentation Training Schedule Revised 9/9/2019</p> <p>New Quality Assurance Website: Now Available!!</p> <p>CANS Certification Training</p> <p>QA Bulletin 19-04 New “Guide to Procedure Codes For Specialty Mental Health Services”</p>		
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Handouts, cont'd:	Instructions for Consumer Perception Survey Data Collection Fall 2019 Collection Period November 4 – November 8, 2019 Completed Fall 2019 Tally Sheet – Provider Version Declined Fall 2019 Tally Sheet – Provider Version Trends in Survey Response Rates Survey Instructions		
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NEXT MEETING:	Thursday, February 20, 2020 1:30-3:30pm Location: TBA		

Respectfully submitted,



Michelle Rittel, LCSW