

# SA5 Quality Improvement Committee Meeting

May 26, 2020

## Meeting Agenda

- ▶ Welcome and Introductions
- ▶ DMH and SA5 Updates
- ▶ Quality Assurance
- ▶ Quality Improvement
- ▶ DO and LE Provider Check-Ins
- ▶ Quarterly SA5 QIC Meeting via Skype

## Quality Assurance

- ▶ QA Guidance during the COVID-19 Crisis  
<https://dmh.lacounty.gov/qa/qa-covid-19-info/>
- ▶ Covid-19 Emergency Enrollment 1135 Waiver  
Medi-Cal Certification Bulletin, No. 20-01, May 11, 2020
- ▶ IBHIS Documentation Training (DO Only)
- ▶ General Documentation Training
- ▶ Providing Medication Support Services During Covid-19 (DO)
- ▶ Clinical Guidance re: Psychological Testing Via Telehealth
- ▶ Network Adequacy/Access to Care

## Quality Improvement

- ▶ Consumer Perception Survey  
June 22nd - 26th, 2020
- ▶ ACCESS Center Test Calls - Update
- ▶ Clinical and Nonclinical PIPS
- ▶ Change of Provider Logs

## Provider Check-ins

Next Quarterly SA5 QIC Meeting:

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 5 Quality Improvement Committee  
Minutes**

<b>Type of Meeting</b>	<b>Quality Improvement Committee</b>	<b>Date:</b>	May 26, 2020
<b>Place</b>	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	<b>Start Time:</b>	10:00 AM
<b>Chair Co-Chair</b>	Dara Vines, DMH Misty Aronoff, Step Up On Second	<b>End Time:</b>	11:30 AM
<b>Members Present</b>	Dara Vines, DMH; Misty Aronoff, Step Up On Second; Jacquelyn Wilcoxon, DMH; Martha Andreani, Providence St. John's; Jorge Alfaro, Providence St. John's; Jennifer Regan, DMH QI; Marc Borkheim, DMH QA; Araceli Barajas, UCLA Ties for Families; Danielle Price, The Help Group; Patrice Grant, Edelman (Child); Eloisa Ramos Robles, Exceptional Children's Foundation; Matthew Lyon, St. Joseph Center; Marina Eckhart, Didi Hirsch; Johanna Aguiluz, The People Concern; Caitlyn O'Hara, Alcott Center; Blair Ibarra, Exodus; Wendy Coloma, The People Concern; Claudia Angel, Exceptional Children's Foundation; Angeline Loch, The People Concern; Kelly Delish, Family Service of Santa Monica / VDM; Stephanie Yamada, PACS; Michelle Matthews, Edelman (Adult); Christina Tuman, Clare Matrix; Cheryl Carrington, Vista Del Mar; Renee Lee, QA – Medi-Cal Certification. Sukeda Day, DMH - CMMD		
<b>Excused/Absent Members</b>	Sherry Nourian, Vista Del Mar; Mandy Sommers, St. Joseph Center; David Tavlin, Step Up On Second; Jeanine Caro-Delville, The Help Group; Claudia Angel, Exceptional Children's Foundation; Filippo Forni, New Directions for Veterans; Anahita Saadatifaed, Homes for Life; Kristine Santoro, Didi Hirsch, Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Deborah Gibson, Homes for Life Foundation; Sara Nouri, Alcott Center; Kristi Rangel, Alcott Center; Aminah Ofumbi, Didi Hirsch; Camille Dennis, SHARE!; Gaby Cardenas, St. Joseph Center; Trish Burkett, Exodus Recovery; Nilsa Gallardo, Edelman – Adult; Dennis Gennis, Clare/Matrix; Theodore M. Cannady, DMH; Maria Tan, OASOC; Libby Hartigan, SHARE!; Lance Lenford, DMH.		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Call to Order &amp; Introductions</b>	<p>The meeting was called to order at 10:00 AM. Meeting was conducted via Skype and Telephone (Conference Bridge) due to Covid-19 Pandemic.</p>		Dara & Misty QIC Membership
<b>Review of Minutes and Handouts</b>	<p>SA5 QIC Meeting Minutes and Trouble Shooter Roster for March 3, 2020 were emailed to participants for their review and approval prior to today's meeting.</p>		QIC Membership Dara
<b>DMH Updates</b>	<p>Participants were asked to review the Minutes and Trouble Shooter and email updates/corrections to QIC Chair.</p>		
<b>DMH Updates</b>	<p>Jacque Wilcoxon provided SA5 and DMH updates: 1) SA5 providers are doing "wonderful and inspiring work" during the Covid-19 crisis. DMH advises that they contact everyone on their caseloads in order to make sure clients' needs are being met. 2) The ACCESS Center is now offering a help line where community members can receive emotional support during the pandemic. 2) The SA5 Service Area Leadership Team (SALT) meeting is scheduled today at 3pm via Skype. The agenda will focus on homeless outreach and the housing crisis. 3) May is Mental Health Awareness Month to promote awareness and reduce stigma. Providers are encouraged to participate in We Rise virtual events. 4) Jacque indicated that delivering services via telehealth is something that is likely "here to stay". 5) Lastly, State and County revenues are down but demand for services is up. It is unclear whether there will be spending adjustments in the next fiscal year.</p>		Jacque Wilcoxon

<b>Agenda Item and Presenter</b>	<b>Findings and Discussion</b>	<b>Decisions/ and Recommendations Actions/Scheduled Task</b>	<b>Person Responsible/ Due Date</b>
<b>Quality Assurance</b>	<ul style="list-style-type: none"><li>• QA Guidance during the COVID-19 Crisis <a href="https://dmh.lacounty.gov/qa/qa-covid-19-info/">https://dmh.lacounty.gov/qa/qa-covid-19-info/</a>  Reviewed contents of QA Bulletin 20-01, including services that can be delivered via telephone and telehealth and the ability to receive verbal approvals/consents for services. Reviewed the 4/17/20 revision regarding changes to Location of Service requirements. Rendering providers working from home should enter the location of where the services "would have been provided" if not for Covid-19 (e.g. office address) rather than their home address or cross streets.</li><li>• Covid-19 Emergency Enrollment 1135 Waiver<ul style="list-style-type: none"><li>o Medi-Cal Certification Bulletin, No. 20-01, May 11, 2020</li></ul>Renee Lee, SA5 Medi-Cal Certification Liaison, told providers that on-site reviews and fire clearances have been temporarily suspended for SMHS provider sites due to the Covid-19 crisis. Instead, a desk review for certifications and re-certifications will be conducted. Upon conclusion of the Waiver period, the Medi-Cal Certification Liaison will follow-up with the provider to complete certification requirements. Providers will have 180 days to conduct the on-site review and submit the fire clearance and any outstanding paperwork.</li></ul>		Providers  Renee Lee, Ph.D. Providers

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<b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>• <b>Quality Assurance Documentation Training</b>                      The face-to-face documentation trainings are currently suspended due to Covid-19. There are recorded introductory trainings on the QA website. QA is developing a brief training on service delivery/documentation during the Covid-19 Crisis. This training will be available to both DO and LE and should be available in a few weeks.</li>   <li>• <b>IBHIS Documentation Training (Directly Operated Only)</b> <ul style="list-style-type: none"> <li>○ <a href="mailto:QADOtrainings@dmh.lacounty.gov">QADOtrainings@dmh.lacounty.gov</a></li> </ul>                     Please contact the QA division email address above with specific needs.</li>   <li>• <b>Providing Medication Support Services During Covid-19 (DO)</b>                      The slides for this training are available on the QA website and would have relevance for both DO and LE psychiatrists providing MSS services during the pandemic.</li>   <li>• <b>Clinical Guidance re: Psychological Testing Via Telehealth</b>                      This document is available on the QA/Covid-19 website and provides guidance on providing psychological testing via telehealth. It references guidelines from APA as well as the availability of the UCLA Consultation Line to both DOs and LEs.</li> </ul>		<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p>

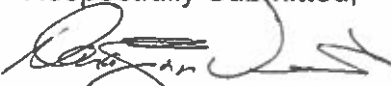
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> <li>• QA Knowledge Assessment Survey – Update Marc Borkheim, Ph.D. (QA Liaison) stated that the Knowledge Assessment Surveys are currently suspended due to Covid-19 and job duty reassignments within QA. He continues to recommends that providers organize their workflows to go over the previous two surveys with staff members. The survey contents are based on common misconceptions and thus can help providers reduce errors related to documentation. The next Knowledge Assessment Survey will likely be released in September.</li> <li>• Network Adequacy / Access to Care Providers were asked to adhere to all of the Access to Care and Network Adequacy guidelines as these have not changed as a result of Covid-19.</li> </ul>		QA Division Providers
Quality Improvement	<ul style="list-style-type: none"> <li>• Consumer Perception Survey (June 22 – 26, 2020) Jen Regan, Ph.D. (QI Liaison) provided information about the upcoming CPS. The State moved the Spring 2020 survey period from May to June due to Covid-19. QI is developing work plans for survey administration. Consumers treated via telehealth will be provided an electronic link to fill out the survey. Paper surveys might also be an option for consumers seen face-to-face. Training webinars on CPS will be available to Providers in the coming weeks.</li> </ul>		QI Division Providers





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	<ul style="list-style-type: none"> <li>• Cultural Competence No new announcements.</li> <li>• Change of Provider Logs Providers should continue to submit their Change of Provider (COP) Logs via email. The creation of an online system for submission is currently on hold.</li> <li>• Provider Check-Ins SA5 DO and LE Providers provided an update regarding their adjustment to providing telehealth during the COVID-19 pandemic. Most were appreciative of the guidelines from QA and indicated that they are continuing to deliver services and in some cases expanding services in response to the pandemic.</li> <li>• The next Service Area 5 Quality Improvement Committee Meeting will be held in August (date to be determined) via Skype. DO and LE Providers will continue to be invited to participate in the Monthly Countywide QA/QI Meeting.</li> </ul>		<p>Providers</p> <p>Providers</p>

Respectfully Submitted,



Dara Vines, PhD (Chair)