

**LACDMH Service Area 7 Administration
Quality Improvement / Quality Assurance Committee**

**February 18, 2020
2:00 to 4:00 p.m.**

1. Welcome/Introductions Caesar Moreno, LCSW
2. Review of January 2020 minutes Caesar Moreno, LCSW
3. **Quality Improvement: 2:00 to 3:00 pm** Daiya Cunnane, PsyD
Greg Tchakmakjian, Ph.D.
 - a. Test Calls Project
 - b. Compliance Bridge Policy Platform
 - c. Policy Updates
 - d. QI Division Updates:
 - i. EQRO Draft Report
 - ii. Electronic Consumer Perception Survey (CPS) Update
 - iii. CPS Field Based Feedback
4. **Quality Assurance: 3:00 pm to 4:00 pm**
 - a. Payment Reform and Medical Necessity Updates (Medicare Healthier California for All)
 - b. MR Grants or Audits (Notifications)
 - c. Training and Operations
 - i. Schedule of Trainings and Presentations (Handout)
 - ii. Annual LE QA Report and Written QA Processes
 - iii. QA Knowledge Assessment
 - d. Policy and Technical Development
 - i. DO IBHIS Documentation Trainings (Handout)
 - ii. NACT Webinars on Monthly Basis
 - iii. Network Adequacy/Access to Care Monitoring
 - iv. CANS/PSC Feedback
 - v. TCM Evaluation Workgroup and ICC/IHBS Criteria Form
 - vi. Clinical Forms Bulletin (upcoming): ICARE, Disclosure of Probation Status and Walk-In Service Request Log (Directly Operated)

Next Quality Improvement/Quality Assurance Meeting
March 17, 2020: Alma Family Services

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Caesar Moreno, LCSW – Co Chair	(562) 692-0383 x 236	cmoreno@thewholechild.org
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**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	02/18/2020
Place:	Alma Family Services 9101 Whittier Blvd Pico Rivera, CA 90660	Start Time:	02:01 PM
Chairpersons:	Greg Tchakmakjian, Ph.D (Chair) Caesar Moreno (Co-Chair) Susan Lam (Co-Chair)	End Time:	03:45 PM
Members Present:	Laura Solis, Donetta Jackson, Gwen Lo, Erika Frausto, Vi Nguyen, Nicole Santamaria, Guadalupe Ceballos, Jennifer Mitzner, Arlene Contreras, Irene Juaregui, Cinthia Sanchez, Priscilla Gonzalez, Patricia Lopez, Daiya Cunnane, Michelle Bilotta Smith, Rocio Gonzalez, Linda Garcia, Gloria Guevara, Lisa Leon, Loan Le, Quenia Gonzalez, Anthony Thai, Amanda Montelongo, Martin Alvarez, Tatiana Rojas, Elizabeth Mota, Jenna Radloff		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome/Introductions	Meeting was called to order at 2:01PM	Introductions were made and new members were welcomed.	Caesar Moreno
Review & Approval of Minutes	Minutes from Jan 2020 were reviewed	Minutes were approved by: Michelle Bilotta	Caesar Moreno
Quality Improvement	<p>Test Calls Service Area 7 – April 2020 (Korean & Spanish) Discussion of Test calls – 8 calls per month, broken down in language/type of day/type of call.</p> <p>Language: 4 English and 4 Thershold</p> <p>Time of day: 4 during business hours and 4 after hours</p> <p>Type of call: 2 crisis intervention, 1 beneficiary complaint and 5 mental health services.</p> <p>Before making the call be prepared to answer ACCESS center’s agent questions.</p> <p>You can make up 14 digit Medi-Cal number. Or you can say you don’t have it.</p> <p>When making the test call, call it rom a blocked number. Refer yourself as a resident of a city and not SA.</p>	Handouts Provided	Greg Tchakmakjian, Ph.D

	<p>Performance and Quality Key Components: High component: Service access and availability Max Score: 24 and MHP Score:24. High component: Integration and Collaboration Max Score: 24 and MHP score: 24 These scores indicate that there was a collaboration and coordination across specturm such as outpatient programs,hospitals, joint response teams with law enforcement, linkages with DCFS,, housing authority and schools to ensure beneficiaries receive services they need on a timely bases.</p> <p>Low component Score: Assessment and Follow up: and Routine appointments: Max Score: 8 and MHP score:1 Ther was no evidence that MHP routinely tracks assessment follow upand routine appointments.</p> <p>Compliance Bridge Policy Platform Policy Updates</p> <p>QI Division Updates – EQRO Draft Report Electronic Consumer Perception Survey (CPS) Update CPS Field Base Feedback</p>	<p>Handouts Provided</p>	<p>Daiya Cunnane, Psy.D</p>
<p>Quality Assurance</p>	<p>Payment Reform and Medical Necessity Updates (Medicare Healthier California for All)</p> <ul style="list-style-type: none"> - Single based rate billing - The idea of moving away from billing by the minute - Nothing has been formalized <p>MR Grants or Audits (Notifications) – South Bay Children Health Center, American Indian, START</p> <p>Schedule of Training and Operations</p> <p>Policy and Technical Development</p>	<p>Handouts Provided</p> <p>Handouts Provided</p>	<p>Caesar Moreno/Susan Lam</p>

	<p>DO IBHIS Documentation Trainings</p> <p>NACT Webinars on Monthly Basis – Webinars will be the second Tuesday of the month from 9-10am.</p> <p>Network Adequacy/Access to Care Monitoring</p> <ul style="list-style-type: none"> - Monitoring SRTS timelines for dispositions - E-mails will be sent out regarding pending disposition. - Make sure that dispositions are entered and closed out on SRTS. <p>CANS/PSC Feedback</p> <ul style="list-style-type: none"> - Certifications to be obtain each year. - Lags to submit to IBHIS - CANS recertification webinar – the same code used the previous year can be used again - CANS/PSC is needed even if medical necessity is not met. - QA Division is considering to provide another training to help the providers with CANS/PSC issues. <p>TCM Evaluation Workgroup</p> <ul style="list-style-type: none"> - Evaluation workgroup looking at what forms are being used. - Currently using Community Functioning Evaluation as a base for creating new form. - Email Cesar Franco if you would like to participate in the workgroup. E-mail: cfranco@dmh.lacounty.gov - <p>ICC/IHBS Criteria Form</p> <ul style="list-style-type: none"> - Currently being evaluated - Currently in development as they look to see how to identify someone who might need ICC services. - <p>Clinical Forms Bulletin (Upcoming): ICARE, Disclosure of Probation Status and Walk-in Service Request Log (Directly Operated)</p>	<p>Handouts Provided</p>	<p>Caesar Moreno/Susan Lam</p>
<p>Adjournment</p>	<p>Meeting was adjourned at 3:35 pm</p>		

	<p>Respectfully Submitted,</p> <p>Susan Lam, LMFT SA7 Co-Chair</p>	<p>Next Meeting:</p> <p>March 17, 2020 Alma Family Services 9101 Whittier Blvd Pico Rivera, CA, 90660</p>	
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