

Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
November 7, 2019
AGENDA

Welcome and Introductions
Minutes from September

Presentation/Training

Quality Improvement

- I. EQRO
- II. Access Center
 - a) Annual Test Calls Study
 - b) Clinics temporarily not accepting clients
- III. Compliance, Privacy, and Audit Services
 - a) Policy updates **see attachment*
 - b) Clinical Policy Committee updates
 - c) Updates on the Parameters of Practice from Dr. Bonds
- IV. Quality Improvement
 - a) Quality Improvement Project (QIP)

Quality Assurance

- I. QA/QI Discussion/Survey
- II. Recent/Upcoming Audits & Reviews
- III. Training and Operations
 - a) Schedule of Training and Presentations **see attachment*
 - b) QA Website Updates
- IV. Policy & Technical Development
 - a) Network Adequacy/Access to Care Updates: NACT 2.0 & SRL Web service for Contractors
 - Access to Care/Network Adequacy Webinar, Tuesday 11/12, 9am –
Contact Howard – hwashington@dmh.lacounty.gov
 - b) DRAFT QA Bulletin: COD Documentation and Claiming
 - c) New Guide to Procedure Codes Clarification **see attachment*

Announcements

- I. Provider-level CPS data, Spring 2019
- II. Schedule of Directly-Operated IBHIS Documentation Trainings/Presentations
- III. State System Review – Chart Review: Appeals and Plans of Correction
- IV. Revised QA Requirement for DO's
- V. Upcoming Bulletins; Fire Clearance Requirement and Determining Medi-Cal Activation Date
- VI. QIC Calendar 2020

Next Meeting: Thursday, January 23, 2020, Location TBD
Please send in questions ahead of time so we can answer them as a group!
Dr. Erica Melbourne, Chair, emelbourne@dmh.lacounty.gov
Dr. Socorro Gertmenian, Co-Chair, socorrog@wellnestla.org

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

Type of Meeting	Service Area 6 QIC	Date	11/7/2019	
Place	MLK Center for Public Health 11833 So. Wilmington Ave, Los Angeles, CA 90059 Community Engagement Conference Room.	Start Time:	9:00 am	
Chairperson Co-Chair	Dr. Erica Melbourne Dr. Socorro Gertmenian	End Time:	11:00 am	
Members Present	<i>Shaun Allen</i>	<i>Kedren</i>	<i>William Barreto</i>	<i>DMH Contract Agency</i>
	<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Evelyn Gutierrez</i>	<i>Dignity Health CBHC</i>
	<i>Sarah Barakat</i>	<i>Bayfront Youth & Family Services</i>	<i>Kathy Saucedo</i>	<i>Starview</i>
	<i>Jamie Chess</i>	<i>Exodus Recovery</i>	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>
	<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Brittany White</i>	<i>Personal Involvement Center</i>
	<i>Chloe Gomez</i>	<i>JWCH Institute</i>	<i>Roshni Patel</i>	<i>Kedren</i>
	<i>Iling Wang</i>	<i>DMH Cert</i>	<i>Erika Wilson</i>	<i>DMH-AFH</i>
	<i>Socorro Gertmenian</i>	<i>Wellnest (LACGC)</i>	<i>Melissa Montilla</i>	<i>Kedren</i>
	<i>David Grams</i>	<i>PIC</i>	<i>Erika Flores</i>	<i>Alafia Mental Health Institute</i>
	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Stephanie DeLange</i>	<i>SSG HOPICS</i>
	<i>Jamie Campos</i>	<i>Pacific Clinics</i>	<i>Robert Dominguez</i>	<i>Kedren</i>
	<i>“Coco” Satoko Luce</i>	<i>DMH/WCMH</i>		
	<i>Carissa Delgado</i>	<i>TCCSC</i>		
	<i>Beatrice Perez</i>	<i>1736 FCC</i>		
	<i>Stephanie Castillo</i>	<i>SSG HOPICS</i>	<i>Bosco Ho</i>	<i>SSG APR</i>
	<i>Erica Melbourne</i>	<i>DMH-SA6 Admin</i>	<i>Annie Jackson</i>	<i>Kedren</i>
<i>Erica Julian</i>	<i>Shields for Families</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>	
<i>Rashauna Fair</i>	<i>Didi Hirsch</i>	<i>Yovette Roldan</i>	<i>SCHARP & Barbour & Floyd</i>	
<i>Alejandra Ramos</i>	<i>Tessie Cleveland TCCSC</i>		<i>MA</i>	
<i>Lawanda Park</i>	<i>UMMA</i>	<i>Ana Viana</i>	<i>Starview</i>	
<i>Robin Gomez</i>	<i>Eggleston</i>			
<i>Akila Baskin</i>	<i>Children’s Bureau</i>			
<i>Shantele Blackmon</i>	<i>SSG Weber</i>			
<i>Patricia Lopez</i>	<i>LAC/DMH QA</i>			
<i>Jessica Palma</i>	<i>DMH</i>			
<i>Stephanie Stevens-Hicks</i>	<i>Kedren</i>			
<i>Maria Amezcuita</i>	<i>Kedren</i>			

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Erica Melbourne called the meeting to order at 9:00a.m and followed with self-introductions.		
Review of Minutes	Members reviewed the minutes from 9.26.2019.	Minutes were accepted.	
Quality Improvements	<p><i>EQRO</i> <i>The site visit went well Feedback received was the need to have QIP in the SA. A QIP that specifically benefits/demonstrates an improvement in the quality of life of a client. Increase in peer run and employment related services. Encourage clients to participate in SAAC and to attend our meetings. Concerns expressed with change management and need for improved communication.</i></p> <p><i>Access Center</i></p> <ul style="list-style-type: none"> • Annual Test Calls Study • Clinics temporarily not accepting clients <p><i>Compliance, Privacy, & Audit Services Bureau Policy Update.</i></p> <ul style="list-style-type: none"> • Policy updates 	<p>Annual Test Calls – submitted our SA feedback regarding the questions asked and there will be modifications made to make the questions more clear. When conducting calls – be succinct. Customer Service Survey – in the near future. Agencies are discouraged in making test calls outside of the survey period. With A2C, please be mindful that we are not turning clients away and that triages are taking place within the documented timelines. Client s/b referred if unable to be served at your agency.</p>	

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	<ul style="list-style-type: none"> • Clinical Policy Committee updates. • Updates on the Parameters of Practice from Dr. Bonds <p>Form has been refined. A few policies have been updated – please review and distribute within your agencies. New search function on the DMH webpage to search for policies. Policies are a mandate and must be followed. Procedures may update from time to time, not necessarily the policy. Emphasized the need for providers to check procedures regularly. Extensive discussion on how agencies are conducting telehealth with psychiatry. Updates on practice parameters – clinical policy updates.</p> <p><i>Quality Improvement Updates.</i></p> <ul style="list-style-type: none"> • Quality Improvement Project (QIP). <p>Two potential projects presented. CPS or A2C – Medication Support Service. Maria from Kedren provided a brief presentation of proposed QIP – looking at compliance with adhering to timeliness of medication appointments. Dr. Socorro gave a brief presentation on how we may use the CPS data and pick data elements to focus on and measure. Look at trends and discuss how we are doing.</p>	<p>General discussion of the possible workflow barriers that may raise because of the PIP Discussion prior to voting: 1. Need to ensure that our PIP improves the quality of life of clients served. 2 Resources needed to complete the PIP. Dr. Daiya provided clarity on how the CPS data may be utilized – review of treatment plans with the clients – improve quality of care for clients. Domains that tend to be low - Social connectedness, participation in tx planning and perception of</p>	

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<p>Quality Assurance</p>	<p><i>QA/QI Discussion/Survey</i> <i>With reorg/restructuring, QA/QI is becoming closer. Highlighted overlap between the two. Things may shift in future meetings related to how we present QA/QI items.</i></p> <p><i>Recent/Upcoming Audits & Reviews.</i></p> <ul style="list-style-type: none"> • Exodus – MR Grant (fiscal audit) • Weber – had a WRAP Review <p><i>Training and Operations.</i></p> <ul style="list-style-type: none"> • A list of Documentation Training Schedules were provided in the handouts. • QA website updates. <p>On the DMH Website go to - Provider – admin tools – QA – QA Knowledge Assessment – you can find what has been recorded. The chart review checklist may be found there as well.</p> <p><i>Policy & Technical Development.</i></p> <ul style="list-style-type: none"> • Network Adequacy/Access to Care Updates: NACT 2.0 & SRL Web service for contractors. 	<p>outcomes and on occasion improved functioning tends to be low as well. Need to confirm where SA6 is low if we vote to do a QIP around CPS data. 3. Should we pick both? Voting to take place in January following Dr. Daiya’s presentation on CPS outcome data.</p> <p>Reach out to the Dept QA for guidance/support.</p> <p>Ques: When can we expect an update to the Org Manual? Ans: No clue.</p> <p>We are still not at 100% (we are at 75% for the county). Please remind the folks designated at your agency to update/maintain this regularly – at least twice a month. Reminded folks that the</p>	

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<p>Announcements</p>	<ul style="list-style-type: none"> • DRAFT QA Bulletin. Coming soon related to COD documentation and claiming. The bulletin shall clarify what services are permitted as a provider of SMHS. What may be included in the assessment, treatment planning, etc. The bulletin will clearly define the role of the SA counselors that may work within your agency. Only Drug Medi-Cal provider sites are able to claim for providing SA services. Shift of language to co-occurring. • New Guide to Procedure Codes Clarification. T1001 & H2000. Nursing Assmt (T1001) when medical hx that may be outside of the scope of a clinician. That information may be included in the assmt under an addendum. Cannot claim for consultation with the nurse. H2000 – Comprehensive Multidisciplinary Eval – psychosocial/family hx that may be used by parent partner level type staff. Recommend that providers not use, as staff may not claim for the consultation with the clinician. No real benefit. • Provider-level CPS data, Spring 2019 • Schedule of Directly-Operated IBHIS Documentation Trainings/Presentations – handout provided. 	<p>information feeds into the Consumer Directory. Clarified which staff needed to be included in the NACT and explained the connection between the NACT and PRM. Outstanding issue – providers should contact Howard Washington.</p> <p>May be useful for SA Counselors in the completion of their assessment forms. **Bottom line: you cannot claim for sharing information. Clarified the instances in which Plan Development – changes how tx is provided – not simply sharing information.</p> <p>Dr. Daiya to present – January 2020.</p>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<ul style="list-style-type: none"> • State System Review - Chart Review: Appeals and Plans of Correction – As a county, we are doing better and providers are adhering to the rules related to documentation. In 2013, we were at 27% disallowance and in 2016, 17% and currently 12% disallowance. • Revised QA Requirement for DO's. Revised QA requirement - changes were supposed to go into effect 11/1/2019. Awaiting details. • Upcoming Bulletins: Fire Clearance and Determining Medi-Cal Activation Date. Informed providers why notifications are made six months in advance of the M/C Site Visits. • QIC Calendar 2020 – reviewed the dates – finalized calendar will be handed out once locations have been determined. <p>Thanks to everyone as this is the last meeting of the year. Also, do not forget to drop off your surveys to Dr. Erica on 11/14/2019 at West Central by 5:00p.m.</p>	<p>If you have a claim that is one of the findings, your agency will be contacted to provide an appeal or state you will accept the recoupment – response due immediately.</p> <p>Recommended that providers Review LACDMH P&P 106.04 in preparation for Medi-Cal Site Certification.</p>	
Next Meeting	Next Meeting is January 23, 2020 (9am – 11am) at Weber Community Center, 5849 Crocker St., Unit L, Los Angeles, CA 90003		

Respectfully Submitted, E. Melbourne, PsyD