

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE  
November 5, 2019

AGENDA

- |   |                 |
|---|-----------------|
| I. Welcome and Introductions  | All             |
| II. Trouble Shooter Roster, Updates   | Dara Vines      |
| III. Review of Minutes  | All             |
| IV. DMH Updates   | Jacque Wilcoxon |
| V. Quality Assurance  | Dara / David    |
| • Quality Assurance Liaisons' Meeting Minutes, August 12, 2019  |                 |
| • Documentation Training Schedule, Revised, September 9, 2019 and October 28, 2019                                    |                 |
| • IBHIS Documentation Training (Directly Operated Only)   |                 |
| • QA Bulletin No. 19-04, August 30, 2019, New "Guide to Procedure Codes for Specialty Mental Health Services"         |                 |
| o Guide to Procedure Codes  |                 |
| • Medi-Cal Certification  | Renee Lee       |
| o Fire Clearance Requirements   |                 |
| o Determining Medi-Cal Activation Date  |                 |
| • DRAFT – Quality Assurance Bulletin, No. 19-0X, Co-Occurring Disorders – Documentation and Claiming, August XX, 2019 |                 |
| • Quality Assurance (QA) & Quality Improvement (QI) Contacts by Service Area (Last Revised 8/12/19)                   |                 |
| • CANS Training Reminder: Use the latest training code  |                 |
| VI. Quality Improvement   | Dara/David      |
| • Policy Bulletin, Number 19-04-DMH, October 1, 2019  |                 |
| • Policy 200.09 Culturally and Linguistically Inclusive Services, Effective September 4, 2019                         |                 |
| • Public Portal for Policy and Procedure  |                 |

- **Consumer Perception Survey – Fall 2019**  
<https://dmh.lacounty.gov/qid/cps-fall-2019/>
  - SA5 CPS training: October 22, 2019
  - CPS survey collection: November 4-8, 2019
  - Deadline to submit Surveys & Tally Sheets to SA5 QIC Chair: November 15, 2019
  - QI will not be collecting Open-Ended Comments Reports for Fall 2019
  - FAQs and Important Reminders! Jen Regan

VII. Next QIC Meeting

Dara/David

**The next Service Area 5 Quality Improvement Committee Meeting will be held on Tuesday, January 7, 2019 from 9:00AM – 11:00AM, at 11303 W. Washington Blvd., Suite 200, Los Angeles, CA 90066.**

**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>	November 5, 2019
<b>Place</b>	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	<b>Start Time:</b>	9:00 AM
<b>Chair Co-Chair</b>	Dara Vines, DMH David Tavlin, Step Up On Second	<b>End Time:</b>	11:00 AM
<b>Members Present</b>	Dara Vines, DMH; David Tavlin, Step Up On Second; Martha Andreani, Providence St. John's; Jorge Alfaro, Providence St. John's; Sherry Nourian, Vista Del Mar; Jennifer Regan – DMH QI; Misty Aronoff, Step Up on Second; Renee Lee, QA – Medi-Cal Certification Section; 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; Marc Borkheim, DMH – QA; Marina Eckhart, Didi Hirsch; Johanna Aguiluz, The People Concern; Caitlyn O'Hara, Alcott Center; Blair Ibarra, Exodus Recovery; Maria Tan, DMH – OASOC; Phillip Guaglianone, Homes for Life Foundation		
<b>Excused/Absent Members</b>	Jacquelyn Wilcoxin, DMH; Mandy Sommers, St. Joseph Center; Stephanie Yamada, PACS; Cheryl Carrington, Vista Del Mar; Enriqueta Allred, Didi Hirsch Mental Health Center; Libby Hartigan, SHARE!; Wendy Coloma, The People Concern; Jeanine Caro-Delville, The Help Group; Claudia Angel, Exceptional Children's Foundation; Filippo Forni, New Directions for Veterans; Anahita Saadatifaïd, Homes for Life Foundation; 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 Burkert, Exodus Recovery; Nilsa Gallardo, Edelman – Adult; Kelly Delich, Family Service of Santa Monica; David Gennis, Clare/Matrix; Linda Shing, Exceptional Children's Foundation; Melissa Gibbs, Clare/Matrix; Theodore M. Cannady, DMH;		

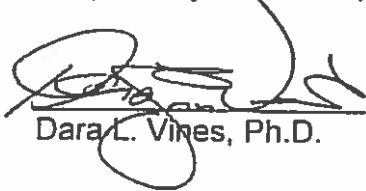
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 AM.	Introductions were made.	Dara QIC Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for September 3, 2019.  The Trouble Shooter Roster was updated.	Final approved Minutes for July 2, 2019 were distributed to providers and will post to the QI website.	QIC Membership Dara  Dara
DMH Updates	There were no SA5 or LACDMH Updates.		
Quality Assurance	<ul style="list-style-type: none"> <li>Quality Assurance Liaisons' Meeting Minutes, August 12, 2019</li> <li>Documentation Training Schedule, Revised – September 9, 2019 and October 28, 2019 Providers were given information about how to access Training Bulletins via the LACDMH website by going to For Providers – Clinical Tools – Training and Workforce Development.</li> <li>IBHIS Documentation Training (Directly Operated Only) Intern trainings – DO Supervisors should have received an email regarding scheduling documentation/IBHIS training. Contact Josh Lozada, Training Coordinator, with any questions.</li> </ul>	<p>Quality Assurance Liaison's Meeting Minutes, 8/12/19 were distributed to providers.</p> <p>Copies of the QA Documentation Training Schedule, Revised for 9/9/19 and 10/28/19 were distributed to providers.</p> <p>Copies of the current IBHIS Documentation Training (Directly Operated Only) were distributed to 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
<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• QA Bulletin No. 19-04, August 30, 2019, New "Guide to Procedure Codes for Specialty Mental Health Services"                             <ul style="list-style-type: none"> <li>◦ Guide to Procedure Codes</li> </ul> </li> </ul> <p>Reviewed the "summary of updates" contained in the Bulletin. Providers were encouraged to share the revised Procedure Codes with their staffs and to refer to this new guide when needed. The Guide will also be available on the new QA website.</p> <ul style="list-style-type: none"> <li>• Medi-Cal Certification Bulletins                             <ul style="list-style-type: none"> <li>◦ "Determining the Medi-Cal Activation Date", October 25, 2019, No. 19-01</li> <li>◦ "Fire Clearance Requirement", October 25, 2019, No. 19-02</li> </ul> </li> </ul> <p>Renee Lee reviewed Medi-Cal Certification Bulletins, 19-01 and 19-02. As part of the discussion, David Tavlin also suggested that providers utilize the most recent Exclusion and Sanctions list contained in Policy 106.04. Questions regarding Policy 106.04 should be directed to Randolph Faveau (<a href="mailto:RFaveau@dmh.lacounty.gov">RFaveau@dmh.lacounty.gov</a>).</p> <ul style="list-style-type: none"> <li>• Quality Assurance (QA) &amp; Quality Improvement (QI) Contacts by Service Area (Last Revised 8/12/19) The QA Contacts List was recently updated and now includes contact information for the QI Liaisons assigned to each services area.</li> </ul>	<p>Copies of QA Bulletin 19-04 and the New "Guide to Procedure Codes for Specialty Mental Health Services" were distributed to providers.</p> <p>Copies of Medi-Cal Bulletins 19-01 and 19-02 were distributed at the meeting. Dara to email Policy 106.04, which contains the most recent Exclusion and Sanctions list, to providers.</p> <p>Copies of the revised "QA and QI Contacts by SA" roster were distributed to providers</p>	<p>Providers</p> <p>Renee Lee Dara Vines 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>• CANS Training Reminder: Use the latest training code: <a href="https://dmh.lacounty.gov/for-providers/clinical-tools/training-workforce-development/cans/">https://dmh.lacounty.gov/for-providers/clinical-tools/training-workforce-development/cans/</a></li> </ul>	Copies of handout illustrating how to access CANS certification trainings were distributed to providers.	Providers
Quality Improvement	<ul style="list-style-type: none"> <li>• Policy Bulletin, Number 19-04-DMH, October 1, 2019 Reviewed and summarized the announced changes in the LACDMH policies contained in the Bulletin.</li> </ul>	Copies of Policy Bulletin No. 19-04-DMH were distributed to providers.	Providers
	<ul style="list-style-type: none"> <li>• Policy 200.09 Culturally and Linguistically Inclusive Services, Effective September 4, 2019 Reviewed this new DMH policy regarding cultural and linguistic competence. This policy addresses participation, implementation and compliance with federal and State regulations. Dr. Sandra Chang is scheduled to attend the next SA5 QIC on 1/7/19 to present on the topic of cultural competence.</li> </ul>	Copies of Policy 200.09 on Culturally and Linguistically Inclusive Services were distributed to providers.	Providers
	<ul style="list-style-type: none"> <li>• Public Portal for Policy and Procedure There is a new public portal to access DMH policies and procedure on the internet. The handout illustrates the steps to access this information on the DMH web site.</li> </ul>	Copies of the LACDMH Clinical Policy & Procedure – Parameter Update (handout) were distributed to providers.	Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	<p>.Consumer Perception Survey – Fall 2019  <a href="https://dmh.lacounty.gov/qid/cps-fall-2019/">https://dmh.lacounty.gov/qid/cps-fall-2019/</a></p> <ul style="list-style-type: none"> <li>○ SA5 CPS training: October 22, 2019</li> <li>○ CPS survey collection: November 4-8, 2019</li> <li>○ Deadline to submit Surveys &amp; Tally Sheets to SA5 QIC Chair: November 15, 2019</li> <li>○ QI will not be collecting Open-Ended Comments Reports for Fall 2019</li> </ul> <p>Reviewed the FAQs and Important Reminders.</p>	<p>Copies of the Fall 2019 Consumer Perception Survey (CPS) Data Collection FAQs were distributed to providers.</p>	<p>Jen Regan</p>
Next Meeting	<p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, January 7, 2020 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM.</p>		

Respectfully Submitted,



Dara L. Vines, Ph.D.



David Tavlin, MFT