

LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH
Service Area II Program Administration
Adult Quality Improvement Committee
July 16, 2020
10:00 am-12:00 pm
Agenda

Welcome- Introductions & Agency Updates All
Review and Adoption of March & May 2020 Minutes All

Quality Improvement

CPS aka Surveys Data-Outcomes & Ops QI
DIV – reported by Kimber

Stakeholder Engagement Project Data-Outcomes & Ops QI
DIV – reported by Kimber

QI Announcements – EQRO Data-Outcomes & Ops QI
DIV – reported by Kimber

Quality Assurance

Audits/Reviews All

- Back to Basics via TEAMS
- DO Chart Reviews
- LE Chart Reviews

Policy & Technical Development Data-Outcomes & Ops QI
DIV – reported by Kimber

- CFB 12-02
- ICC,IHBS &TBS Updates
- TCM Updates
- COVID TeleHealth Updates
- Looking Forward

Training Updates Susan Cozolino/Nikki
Collier- rptd by Kimber

Q&A Discussion All

Next Meeting for SA 2 Adult QIC: September 17, 2020 at 10-12 pm



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 2 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date: July 16, 2020
Time: 10 am-11:30am

Type of meeting:	Virtual Microsoft TEAMS
Meeting Link:	Unavailable
Members Present:	See table below

AGENDA ITEMS	DISCUSSIONS/RECOMMENDATIONS/ACTIONS OR SCHEDULED TASKS	RESPONSIBLE UNIT/STAFF	DUE DATE
Quality Improvement Updates	Reminder EQRO: Week of September 28 <ul style="list-style-type: none"> • SA 2 & 5 • Focus on Access to Care during COVID 	Reported by Kalene Gilbert-Reported by Kimber	Week of September 28
Stakeholder Engagement Project	<u>IMPROVING THE REPORTING AND DISTRIBUTION OF CLIENT/FAMILY SATISFACTION DATA</u> GOAL: Consumer Perception Survey (CPS) data reports are user-friendly and align with client/family concerns. OBJECTIVES: 1. Solicit input from stakeholders attending Cultural Competency Committee (CCC), Service Area Leadership Team (SALT), and QIC meetings in July and early August 2020.	Reported by LyNetta Shonibare-Reported by Kimber	

	<p>2. Administer the "Feedback on Reporting Client/Family Satisfaction Data" survey and analyze results.</p> <p>Communication Plan</p> <ul style="list-style-type: none"> • Outreach to CCC, SALTs, & Departmental QIC • Solicit stakeholder input (in-person & via surveys) • Summarize feedback and survey results • Revise data reporting plan • Publish CPS data in revised format 		
Consumer Perception Surveys	<p>Spring 2020 Consumer Perception Survey Collection Summary</p> <p><u>Preliminary Counts</u></p> <ul style="list-style-type: none"> • Overall, 259 sites participated across the Service Areas, representing 78% of those selected (based on current data) • The majority of provider sites (almost 70%) choose to do only electronic surveys. • Consumer Perception Surveys Spring 2020 Period Preliminary Counts by Service Area were provided. <p><u>The Good News:</u></p> <ul style="list-style-type: none"> ◦ CIBHS reported that we submitted 11,858 surveys, which is a lot, especially for piloting a new system! ◦ We also had an additional 1,837 completed paper surveys (2,982 total) <p><u>The Room for Improvement News:</u></p> <ul style="list-style-type: none"> ◦ Based on tally sheets, 22,191 links were sent to consumers, meaning many electronic surveys were not completed. <p><u>Consumer Perception Surveys Next Steps</u></p> <ul style="list-style-type: none"> • We will be asking for your feedback on what went well and what barriers you encountered this survey period • We have been assigned a developer to build our own electronic survey system for Fall 2020. 	Reported by Jen Regan- Reported by Kimber	

QUALITY ASSURANCE	QUALITY ASSURANCE	QUALITY ASSURANCE	QA
POLICY & TECHNICAL DEVELOPMENT: NEW Clinical Forms Bulletin 12-02	<p><u>The forms were developed for Directly Operated based on new law and BBS requirements:</u></p> <ul style="list-style-type: none"> • Other disciplines (e.g. psychologist, MDs) have different law/requirements; refer to their Boards • Forms are being translated • Will be developed in IBHIS for completion of attestation 	Reported by Jen Hallman-Reported by Kimber	07/01/20
POLICY & TECHNICAL DEVELOPMENT: ICC, IHBS & TBS Updates	<p><u>Policy (coming soon)</u></p> <ul style="list-style-type: none"> • ICC must be available to EPSDT clients who require intensive targeted case management services and have the need for cross agency collaboration • All providers will be expected to be able to provide ICC if they provide TCM • Intensive Home Based Services (IHBS), Therapeutic Behavioral <u>Services (TBS), and Therapeutic Foster Care (TFC) will require pre-authorization New Form(s)</u> • ICC Eligibility Form – Provider to determine when ICC would be appropriate • IHBS Supplemental Assessment – Provider to submit to LACDMH to request pre-authorization <p><u>Being developed:</u></p> <ul style="list-style-type: none"> • QA Bulletin • ICC Online Training Module • IHBS & TBS Pre-Authorization Procedure 		
POLICY & TECHNICAL DEVELOPMENT: TCM Updates	<p><u>Policy – (coming soon)</u></p> <ul style="list-style-type: none"> • For clients receiving targeted case management services, a Needs Assessment (e.g. Community Functioning Evaluation) must be completed annually. <p><u>Form Changes – modifying the Community Functioning Evaluation</u></p> <ul style="list-style-type: none"> • Making it more useful • Assessing client's support system 		

	<ul style="list-style-type: none"> • Developing more structure • broad questions across domains • follow-up questions • What is your current situation? • What change do you want? • What are the barriers to that change? • Client availability • Current mode of transportation • Adding Status (outcome) 		
COVID Telehealth Updates	<p>For prescribing controlled-substances, you need two-way audio-visual real-time communication (i.e. face to face).</p> <ul style="list-style-type: none"> • Additional information, refer to the DEA or Dr. Susana Sou (Chief Pharmacist) • If client is out of state, must refer to that State's laws re: service provision by licensed staff (many scenarios to consider - FAQs will be coming) • Practitioners may provide telehealth from out of State; must be licensed in CA • Dependent on where the practitioner is assigned to work 		
Training Webpage for DO Providers – Now Available	<p>Demo of the training page was provided</p> <p><u>Training modules and handouts are grouped by discipline:</u></p> <ul style="list-style-type: none"> o Psychotherapists (SW, MFT, psychologists, and students of these disciplines) o Case Managers (MCW, SU Counselors, Peer/Community Workers, OT) o Prescribers/Furnishers (MD, DO, NP) o Non Prescribing/Furnishing Medical Practitioners (RN, LPT) <p><u>Training modules and handouts available now:</u></p> <ul style="list-style-type: none"> o Introduction to IBHIS (Clinical View) & Documentation o Scheduling Calendar o Episodes o Indirect Services (COS/MAA) o Assessing & Diagnosing (for psychotherapists) 	Reported by Susan Cozolino-Reported by Kimber	

	o Treatment Planning		
Training Update	<u>Next modules to be posted:</u> <ul style="list-style-type: none"> o Treatment and Progress Notes for Psychotherapists o Treatment and Progress Notes for Case Managers o Introduction to IBHIS (Prescriber Views) & Documentation Back to Basics – currently being done via Teams <u>Chart Reviews:</u> <ul style="list-style-type: none"> • Will start conducting chart reviews with DO providers • Will start with 1 provider per month 		
TRAINING & OPERATIONS	<u>Training Update</u> <ul style="list-style-type: none"> o General Documentation & Claiming training modules will be available within the next 1-2 weeks o Last video edits will be completed this week Resuming LE Chart Reviews o Adapting process to be conducted remotely taking into consideration challenges with reviews in varied EHR systems <u>2 options for providing redacted documentation for review:</u> <ul style="list-style-type: none"> • Secure email • Pick-up Smaller reviews (less charts, starting with smaller LEs) <ul style="list-style-type: none"> o No LEs/Agencies identified yet – To be determined QA/QI Contact List to Be Updated o Current list sent to QIC Chairs and Co-Chairs for review 	Reported by Nikki Collier-Reported by Kimber	

Respectfully Submitted & Electronically Signed by:

Kimber Salvaggio
SA 2 Adult QIC Chair

NEXT MEETING:

September 17, 2020
10 am -11:30 am