



SA5 Quality Improvement Committee Meeting

February 23, 2021

Meeting Agenda

- ▶ Welcome and Introductions
- ▶ Quality Assurance
- ▶ Quality Improvement
- ▶ Provider Check-ins
- ▶ Next SA5 QIC Meeting May 25, 2021

Quality Assurance

▶ QA Communications:

- 1 Health Information Management (eFax: 213-652-1875) (DO)
- 2 Email notifications will be delivered by gov.delivers
- 3 QA - QJ Contacts by Service Area 1/20/21 / QualityAssurance@dinh.lacounty.gov

▶ Psychology Waivers - Update

▶ Training Updates and QA Knowledge Survey #3

▶ Out-of-State Clients - Guidance

▶ New PAVE Deadline - 4/1/21

▶ QA Bulletin, No. 21-01, Revised Beneficiary Handbook, 2/1/21

<https://dmb.lacounty.gov/our-services/patients-rights/>

▶ QA Bulletin, No. 20-05R IHBS, TBS, TFC Services (Revised 2/2/21)

▶ QA Bulletin, No. 20-08, Guide to Procedure Code Changes, 12/15/20

<https://dmb.lacounty.gov/qa/qama/>

▶ Clinical Forms Bulletin, No. 21-01, 2/2/21

▶ Access to Care Monitoring/Access to Care/Network Adequacy/NAPPA

▶ NOABD Application for LE

Quality Improvement

- ▶ Presentation: Spring 2020 CPS (Jen Regan, PhD)
- ▶ Work Plan Goals 2021
- ▶ Policy Bulletin 21-01-DMH, 1/31/21

<https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=print.preview&docID=3191>

Provider Check-Ins

- Alcott Center
- Clare Matrix
- Didi Hirsch
- Edelman - Adult
- Edelman - Child
- Exceptional Children's Foundation
- Exodus Recovery
- Family Service of Santa Monica
- Homes for Life
- New Directions for Veterans
- PACS
- Providence St. John's
- SHARE!
- St. Joseph Center
- Step Up on Second
- The Help Group
- The People Concern
- UCLA Ties for Families
- Vista Del Mar

Next SA5 QIC Meeting:

**Tuesday, May 25, 2021
10:00 - 11:30 am**

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


Type of Meeting	Quality Improvement Committee	Date:	February 23, 2021
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	Start Time:	10:00 AM
Chair Co-Chair	Dara Vines, DMH Misty Aronoff, Step Up On Second	End Time:	11:30 AM
Members Present	Dara Vines, DMH; Misty Aronoff, Step Up On Second; Patrice Grant, Edelman (Child); Sherry Nourian, Vista Del Mar; Marc Borkheim, DMH QA; Jennifer Regan, DMH QI; Martha Andreani, Providence St. John's; Araceli Barajas, UCLA Ties for Families; Eloisa Ramos Robles, Exceptional Children's Foundation; Caitlyn O'Hara, Alcott Center; Claudia Angel, Exceptional Children's Foundation; Kelly Delish, Family Service of Santa Monica / VDM; Jeanine Caro-Delvaille, The Help Group; Libby Hartigan, SHARE!; Claudia Morales, PACS; Renee Lee, QA – Medi-Cal Certification; Mandy Sommers, St. Joseph Center; Enriqueta Allred, Didi Hirsch; Esther Lee, CMMD/DMH; Jorge Alfaro, Providence St. John's; Sara van Koningsveld, St. Joseph Center; David Lee, DMH; Michael Lyles, DMH; Jacky Estrada, The People Concern; Sukeda Day, DMH.		
Excused/Absent Members	Jacquelyn Wilcoxon, DMH; David Tavlin, Step Up On Second; Wendy Coloma, The People Concern; Ashlei Sullivan, The People Concern; Stephanie Yamada, PACS; Cheryl Carrington, Vista Del Mar; Filippo Forni, New Directions for Veterans; Michelle Matthews, Edelman (Adult); Claudia Morales, PACS; Anahita Saadatifaïd, 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; Blair Ibarra, Exodus; Angeline Loch, The People Concern; Christina Tuman, Clare Matrix; Marina Eckhart, Didi Hirsch; Johanna Aguiluz, The People Concern; Danielle Price, The Help Group; Maureen Cyr, SA5 Home Team/DMH; Stephen Ball, Clare Matrix; Lance Lenford, DMH.		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<ul style="list-style-type: none"> • QA Bulletin, No 20-05R, IHBS, TBS, TFC Services (Revised February 2, 2021). The revised bulletin 1) removed the requirement to submit a CANS and ICC Eligibility Form when requesting authorizations; 2) indicates that for subsequent authorization requests, the following documents are required: New Supplemental Assessment, Initial Assessment (if not previously submitted), a current Treatment Plan with any new proposed interventions. Authorization requests are at the LE level so LEs do not need to submit a new authorization when the client moves between provider sites. Claims will be denied after 3/1/21. • QA Bulletin, No. 20-08, Guide to Procedure Code Changes, December 15, 2020. Misty reviewed Bulletin 20-08. Please refer to the Guide to Procedure Codes that has been posted online at https://dmh.lacounty.gov.qa.qama. FAQs / Common Questions regarding updated E & M Codes will also be posted online. • Clinical Forms Bulletin, No 21-01, February 2, 2021 MH 636 Client Treatment Plan 2-5-21 fillable.pdf MH 745 Supplemental TFCS Assessment 2-2-21 fillable.pdf MH 718 SRL 2-5-21.pdf MH 755 CANS 0-5 2-5-21 fillable.pdf MH 636A Update Client Treatment Plan 2-5-21 fillable.pdf MH 744 Supplemental IHBS Assessment 2-2-21 fillable.pdf MH 736 PSC 35 2-5-21 fillable.pdf MH 735 CANS IP 2-5-21 fillable.pdf Misty reviewed Clinical Forms Bulletin. 	<p>A copy of QA Bulletin No. 20-05R was emailed to providers prior to the meeting.</p> <p>A copy of QA Bulletin No. 20-08 was emailed to Providers prior to the meeting.</p> <p>A copy of the Clinical Forms Bulletin No. 21-01 was emailed to providers prior to the meeting.</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"> Access to Care Monitoring/Access to Care/Network Adequacy/NAPPA <p><u>Access to Care</u>: DMH is looking at Aug/Sept data and will begin monitoring compliance with access to care timelines on a quarterly basis.</p> <p><u>NAPPA</u>: Please refer to the NAPPA training contained in the most recent Network Adequacy/ Access to Care webinar. Recordings are posted on the QA website. Providers were reminded to update NAPPA regularly (at least 1 x month). Address questions/concerns about access to NAPPA and other related questions to NetworkAdequacy@dmh.lacount.gov.</p>		Providers
Quality Improvement	<ul style="list-style-type: none"> (Presentation) Consumer Perception Survey: Spring 2020 Results <p>The Spring 2020 survey period was held during the pandemic and introduction of a new electronic survey process. There were significantly fewer surveys collected compared to other periods. Jen reviewed the SA5 results for the Spring 2020 utilizing charts comparing data with past survey periods. Engaged providers in reflecting on trends for the different age groups.</p> <p>CIOB is working on a new web portal that can pre-populate client information. This new web portal will address some of the issues in data collection that came up in Spring 2020 and should allow providers to reach more consumers for the upcoming review in Spring 2021.</p>	"SA5 Grouped CPS Report - Spring 2020" was emailed to providers on 1/26/21	Jennifer Regan, PhD Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Work Plan Goals 2021 Dara reviewed the Draft Work Plan Goal for FY 2021. Reviewed the 7 domains and content. Elicited provider feedback and questions. • Policy Bulletin 21-01-DMH, 1/31/21 Public Portal (compliancebridge.com) Providers were given the link to the most recent Policy Bulletin (dated 1/31/21) and were reminded to go to the Compliance Bridge on a regular basis to access new or updated LACDMH policies and procedures. • The next Service Area 5 Quality Improvement Committee Meeting will be held on May 25, 2021 via MS Teams. DO and LE Providers will continue to be invited to participate in the Monthly Countywide QA/QI Meeting. 	<p>The web link to Compliance Bridge was emailed to providers in the PowerPoint Meeting Agenda prior to the meeting.</p>	<p>Providers</p> <p>Providers</p> <p>Dara and Misty QIC Membership</p>

Respectfully Submitted,



Dara Vines, PhD (Chair)