

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

Type of Meeting	Service Area 3 QIC	Date	6/16/2021																																																																																								
Place	Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390# Recording - http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9301	Start Time:	9:30 am																																																																																								
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	10:30 am																																																																																								
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Lisa Ngo-Meza</i></td> <td style="width: 25%;"><i>Alma Family Services</i></td> <td style="width: 25%;"><i>Rebecca Schaal</i></td> <td style="width: 25%;"><i>Haynes</i></td> </tr> <tr> <td><i>Cynthia Concepcion</i></td> <td><i>Almansor</i></td> <td><i>Robin Kietzman</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges</i></td> <td><i>Rosa M Alvarez</i></td> <td><i>Heritage Group Homes</i></td> </tr> <tr> <td><i>Misook Nierodzik</i></td> <td><i>CIFHS</i></td> <td><i>Erica Wirtz</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children’s Bureau</i></td> <td><i>Sybil Chacko</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Renee Lee</i></td> <td><i>DMH- Med-Cal Certification</i></td> <td><i>Leana Olague</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Daiya Cunnane</i></td> <td><i>DMH - QI</i></td> <td><i>Elizabeth Boerkoel</i></td> <td><i>Prototypes</i></td> </tr> <tr> <td><i>Sarah Sullivan</i></td> <td><i>DMH</i></td> <td><i>Erica Villalpando</i></td> <td><i>PUSD</i></td> </tr> <tr> <td><i>Robin Washington</i></td> <td><i>DMH - QA</i></td> <td><i>Rebecca DeKeyser</i></td> <td><i>San Gabriel Children’s Center</i></td> </tr> <tr> <td><i>Kristin Gray</i></td> <td><i>DMH – SA3 Admin</i></td> <td><i>Ivette Sanchez</i></td> <td><i>Spiritt</i></td> </tr> <tr> <td><i>Rosalba Trias-Ruiz</i></td> <td><i>DMH- SA3 Admin</i></td> <td><i>Lan Nguyen-Chawkins</i></td> <td><i>SSG/APCTC Alhambra</i></td> </tr> <tr> <td><i>Vickie Xu</i></td> <td><i>DMH</i></td> <td><i>Stephanie Canales</i></td> <td><i>Star Behavioral Health Group</i></td> </tr> <tr> <td><i>Heidy Amador-Diaz</i></td> <td><i>D’Veal</i></td> <td><i>Kathy Saucedo</i></td> <td><i>Star Behavioral Health Group</i></td> </tr> <tr> <td><i>Adriana Gamez</i></td> <td><i>Eggleston</i></td> <td><i>Jennifer Escorcía</i></td> <td><i>Starview</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Brittney Walker</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Tobi Nishikawa</i></td> <td><i>Ettie Lee</i></td> <td><i>Frank Sabado</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Ettie Lee</i></td> <td><i>Sandra Loureiro</i></td> <td><i>Victor Treatment Centers</i></td> </tr> <tr> <td><i>Jennifer Butler</i></td> <td><i>Five Acres</i></td> <td><i>Desiree Odom</i></td> <td><i>Violence Intervention Program</i></td> </tr> <tr> <td><i>Cheri Noone</i></td> <td><i>Five Acres</i></td> <td></td> <td></td> </tr> <tr> <td><i>David Felix</i></td> <td><i>Five Acres</i></td> <td></td> <td></td> </tr> <tr> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> <td></td> <td></td> </tr> <tr> <td><i>Margaret Faye</i></td> <td><i>Hathaway Sycamores</i></td> <td></td> <td></td> </tr> </table>			<i>Lisa Ngo-Meza</i>	<i>Alma Family Services</i>	<i>Rebecca Schaal</i>	<i>Haynes</i>	<i>Cynthia Concepcion</i>	<i>Almansor</i>	<i>Robin Kietzman</i>	<i>Heritage Clinic</i>	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Rosa M Alvarez</i>	<i>Heritage Group Homes</i>	<i>Misook Nierodzik</i>	<i>CIFHS</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>	<i>Leslie Shrager</i>	<i>Children’s Bureau</i>	<i>Sybil Chacko</i>	<i>Maryvale</i>	<i>Renee Lee</i>	<i>DMH- Med-Cal Certification</i>	<i>Leana Olague</i>	<i>Pacific Clinics</i>	<i>Daiya Cunnane</i>	<i>DMH - QI</i>	<i>Elizabeth Boerkoel</i>	<i>Prototypes</i>	<i>Sarah Sullivan</i>	<i>DMH</i>	<i>Erica Villalpando</i>	<i>PUSD</i>	<i>Robin Washington</i>	<i>DMH - QA</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children’s Center</i>	<i>Kristin Gray</i>	<i>DMH – SA3 Admin</i>	<i>Ivette Sanchez</i>	<i>Spiritt</i>	<i>Rosalba Trias-Ruiz</i>	<i>DMH- SA3 Admin</i>	<i>Lan Nguyen-Chawkins</i>	<i>SSG/APCTC Alhambra</i>	<i>Vickie Xu</i>	<i>DMH</i>	<i>Stephanie Canales</i>	<i>Star Behavioral Health Group</i>	<i>Heidy Amador-Diaz</i>	<i>D’Veal</i>	<i>Kathy Saucedo</i>	<i>Star Behavioral Health Group</i>	<i>Adriana Gamez</i>	<i>Eggleston</i>	<i>Jennifer Escorcía</i>	<i>Starview</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Brittney Walker</i>	<i>Trinity</i>	<i>Tobi Nishikawa</i>	<i>Ettie Lee</i>	<i>Frank Sabado</i>	<i>Trinity</i>	<i>Windy Luna-Perez</i>	<i>Ettie Lee</i>	<i>Sandra Loureiro</i>	<i>Victor Treatment Centers</i>	<i>Jennifer Butler</i>	<i>Five Acres</i>	<i>Desiree Odom</i>	<i>Violence Intervention Program</i>	<i>Cheri Noone</i>	<i>Five Acres</i>			<i>David Felix</i>	<i>Five Acres</i>			<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>			<i>Margaret Faye</i>	<i>Hathaway Sycamores</i>		
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Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		
Review of Minutes	<p>Motion to approve the April 2021 meeting minutes by Robin Washington and second by Rebecca DeKeyser.</p> <p>Motion to approve the May 2021 meeting minutes by Robin Washington and second by Sybil Chacko.</p>		
Quality Improvement			
Agency Quality Improvement Project: Hathaway-Sycamores	<p>Dr. Margaret Faye presented on the QI Project for Hathaway-Sycamores related to Collaborative Documentation. Provided pilot phase 1 data that looked at timeliness (EHR Report), quality of progress notes (Progress Note Rubric), and attitude toward the collaborative documentation survey. Pilot phase 2 data focused on agency-wide training and technological solutions. Discussed additional training and supervision needs identified through this pilot.</p> <p>* Please note that Hathaway Sycamores has recently changed name to "Sycamores."</p>		Margaret Faye, PhD
Consumer Perception Surveys	<p>The Spring 2021 Consumer Perception Survey (CPS) Period will take place June 21st through June 25th, 2021. CPS portal trainings completed for both DOs and LEs; recordings were recently emailed. Technical assistance calls will be available the week of the survey: Monday through Thursday from 9am to 9:30am. Reviewed survey drop-off deadlines and things to remember when completing the survey forms.</p>		

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Quality Assurance			
Medi-Cal Certification Updates	<p>Medi-Cal Certification Updates on 5/11/21 and emailed on 5/19/21.</p> <ul style="list-style-type: none"> • Publish dates for LACDMH Policies & Procedures updated based on Policy Bulletins. • “Guide to Medi-Cal Mental Health Services Booklet” updated to “Mental Health Plan Beneficiary Handbook.” • Patient’s Rights contact numbers updated. • Link for Medi-Cal certification website added under certification contacts. <p>Still conducting desk reviews, no on-site visits yet.</p>		
QA Bulletin 21-03: Guide to Procedure Codes Updates	<p>New Procedure Code H0034 – Medication Plan Development & Record Review. (Additional guidance available for DOs in IBHIS Bulletin 21-02):</p> <ul style="list-style-type: none"> • Medication support services that are not required to go to Medicare prior to claiming to Medi-Cal. • Can be used when chart review completed for medication support services when the client does not show. • Can be used for medication support service plan development activities with the client or significant support person when not done in the context of another service. 	<p>QA Bulletins: https://dmh.lacounty.gov/qa/qa_bul/</p> <p>Procedure Code Manual: https://dmh.lacounty.gov/qa/qa_ma/</p>	

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	<p>Allowable taxonomies for each discipline have been added to the Guide to Procedure Codes Manual in accordance with the NAPPA application.</p> <p>LACDMH “rolls up” the procedure codes submitted by providers to the more generic procedure codes accepted by DHCS/Medi-Cal. Roll-Up procedure codes have been added to the comments section of the Guide to Procedure Codes as a reference.</p>		
QA Bulletin 20-05: Frequently Asked Questions Updates	<p>Frequently Asked Questions (FAQs) for Bulletin 20-05 updated on 6/4/21. Updates related to M-Authorizations for claiming, TBS minutes (change from 9,999 to 15,000), and Span Fiscal Year Authorizations.</p>	<p>https://dmh.lacounty.gov/qa/qa/bul/</p>	
QA Updates	<p>QA Documents and Information Being Updated:</p> <ul style="list-style-type: none"> ○ QA developing a webpage specific to collaborative documentation. ○ Definition of “face to face” time will be expanded. ○ DO Cheat sheet for prescribers; can also be made available to LEs. ○ Organizational Provider’s Manual being updated to reflect content of recent bulletins. ○ QA Chart Review Checklist Tool currently being updated. ○ QA Resources Video coming soon. 	<p>Chart Review: https://dmh.lacounty.gov/qa/qa/crr/</p>	
Network Adequacy/Access to Care	<p>NACT submission to the state due July 1, 2021 – data pulled on 6/15/21.</p>	<p>https://dmh.lacounty.gov/qa/na/</p>	

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	<p>Access to Care Training scheduled for June 22, 2021 from 10am to 12pm.</p> <p>Currently working to fix issues between Internal/External Provider Directory & NAPPA. Must continue to run Network Adequacy Provider Report and verify information is correct - 69 currently listed as not accepting new beneficiaries.</p> <p>Contact information is: NetworkAdequacy@dmh.lacounty.gov</p>	<p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p>	
<p>Handouts</p>	<p>June SA3 QIC PPT QA Bulletin 21-03 QA Bulletin 20-05: Frequently Asked Questions</p>		
<p>Next Meeting</p>	<p>Next Meeting is August 18, 2021 via Microsoft Teams.</p>		

Respectfully Submitted, Kristin Gray, PsyD, Department of Mental Health