



SA5 Quality Improvement Committee Meeting

February 22, 2022

Meeting Agenda

- ▶ Welcome and Introductions
- ▶ DMH and SA5 Updates
- ▶ Quality Assurance
- ▶ Quality Improvement
- ▶ Provider Check-ins
- ▶ Next SA5 QIC Meeting - May 24, 2022

Quality Assurance

- ▶ QA Bulletin, No. 21-07, CalAIM - An Overview, 12/20/21
- ▶ QA Bulletin, No. 21-08, Updated Criteria to Access Specialty Mental Health Services, 12/20/21
 - ▶ FAQs for QA Bulletin No 21-08, 2/15/22
- ▶ QA Bulletin, No. 21-09, Organizational Providers Manual Updates, 12/23/21
- ▶ Medi-Cal RX and Electronic Data Transmission of Prescriptions (effective 1/1/22)
- ▶ Professional Licensing Waivers (Waivers@dmh.lacounty.gov)
- ▶ Access to Care / Network Adequacy
- ▶ Collaborative Documentation <https://dmh.lacounty.gov.qa/collaborative-documentation/>
- ▶ Medi-Cal Certification Updates (Renee Lee)

Quality Improvement

- ▶ Spring 2021 CPS Data (Presentation - Jen Regan)
- ▶ Spring 2022 CPS - Preparation!
- ▶ Cultural Competence Committee

Provider Check-Ins

- Alcott Center
- Didi Hirsch
- Edelman - Adult
- Edelman - Child
- Exceptional Children's Foundation
- Exodus Recovery
- Family Service of Santa Monica
- New Directions for Veterans
- Pacific Asian Counseling Services
- 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 24, 2022
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 22, 2022
Place	MS Teams		Start Time:	10:00 AM
Chair	Dara Vines, DMH		End Time:	11:30 AM
Co-Chair	Misty Aronoff, Step Up On Second			
Members Present	Dara Vines, DMH; Misty Aronoff, Step Up On Second; Jacquelyn Wilcoxon, DMH; Marc Borkheim, DMH QA; Sherry Nourian, Vista Del Mar; 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; Mandy Sommers, St. Joseph Center; Claudia Angel, Exceptional Children's Foundation; Libby Hartigan, SHAREI; Stephanie Yamada, PACS; Renee Lee, QA – Medi-Cal Certification; Michele Burton, The Help Group, Jorge Alfaro, Providence St. John's; Johanna Aguiluz, The People Concern; Jenny Escalante, The Help Group; David Lee, DMH; Michelle Burton, The Help Group; Wendy Coloma, The People Concern; Heather Bowen, The Help Group; Jonathan Figueroa, Exodus; Filippo Forni, ND Vets; Gerardo Avila, Exodus; Bianca Vargas, St. Joseph Center; Kelly Delich, Family Service of Santa Monica / VDM; Queta Allred, Didi Hirsch; Shanna Whitlow, Didi Hirsch; Kayla Jones, The Help Group;			
Excused/Absent Members	Claudia Morales, PACS; Michelle Matthews, Edelman (Adult); Patrice Grant, Edelman (Child); Sara van Koningsveld, St. Joseph Center; Cheryl Carrington, Vista Del Mar; David Tavlin, Step Up On Second; Ashlei Sullivan, The People Concern; 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, SHAREI; Trish Burkett, Exodus Recovery; Niisa Gallardo, Edelman – Adult; Theodore M. Cannady, DMH; Blair Ibarra, Exodus; Angeline Loch, The People Concern; Marina Eckhart, Didi Hirsch; Maureen Cyr, SA5 Home Team/DMH; Lance Lenford, DMH; Michael Lyles, DMH; Esther Lee, CMMD/DMH; Maria Tan, OASOC;			

QIC Meeting

Date: February 22, 2022

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Call to Order & Introductions	<p>The meeting was called to order at 10:00 AM. The meeting was conducted via MS Teams and telephone due to the Covid-19 pandemic. Participants were asked to type their name and agency information in the meeting chat or to email the Chair if joining by telephone.</p>		Dara & Misty QIC Membership
DMH Updates	<p>Jacquie Wilcoxen wished everyone a Happy Black History Month! She announced that the SAL T5 is holding an event this afternoon from 2-4 pm, part of which will talk about the history of African American families living in Venice and Santa Monica. Jacquie also told the SA5 QIC members that SA5 is in the process of gathering community resources information that support the resiliency of African Americans and their mental health. She asked that Providers forward her information if they have programs that they think meet criteria.</p> <p>Another area of interest to SA5 is maternal mental health. Jacquie acknowledged that SA5 has robust 0-5 programs but she would like more information about adult providers who may be serving women who experience post-partum depression and/or other issues related to pregnancy and maternal health. Community programs that support family resiliency (in general) are also of interest.</p>		Lastly, Jacquie acknowledged that FSP waitlists are going down and thanked the SA5 Providers that serve FSP clients and have assisted with case assignments.

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> QA Bulletin, No. 21-07, CalAIM – An Overview, 10/20/21 This Bulletin provides a brief overview of the CalAIM Behavioral Health policies and effective dates. Assembly Bill 133 allows DHCS to implement CalAIM prior to updating the California Code of Regulations. Misty listed the specific CalAIM policy initiatives and implementation dates described in the Bulletin. QA Bulletin, No. 21-08, Updated Criteria to Access Specialty Mental Health Services (SMHS), 12/20/21 This Bulletin outlines the new criteria to access Specialty Mental Health Services (SMHS) and explains the new definition of Medical Necessity. Providers were asked to watch and share with managers, supervisors and line staff the QA video that operationalizes the new criteria. <ul style="list-style-type: none"> FAQs for QA Bulletin No 21-08, 2/15/22 Please review the FAQs that are located on the LACDMH website. QA Bulletin, No. 21-09, Organizational Providers Manual Updates, 12/23/21 This Bulletin provides key highlights related to changes in the Provider's Manual. These changes include: 1) updates to access to SMHS and medical necessity based on CalAIM; 2) removal of the section on the "Clinical Loop"; and, 3) removal of reference/requirements for the ICC Eligibility Form. 	<p>QA Bulletin No. 21-07 was emailed to providers prior to the meeting.</p> <p>QA Bulletin No. 21-08 and FAQs were emailed to providers prior to the meeting.</p> <p>QA Bulletin No. 21-09 was emailed to providers prior to the meeting.</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

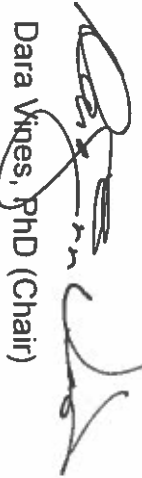
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<ul style="list-style-type: none"> • Medi-Cal RX and Electronic Data Transmission of Prescriptions (effective 1/1/22) The Medi-Cal RX portal is up and running. All prescribers need to be equipped to issue and transmit prescriptions electronically. Pharmacists must now have the ability to receive electronic prescriptions. This applies to controlled and non-controlled substances. Providers were referred to Dr. Susana Sou's presentation during the QAI/QI monthly meeting on 1/10/22 (recording available). • Professional Licensing Waivers Announcement: Diane Guillory retired in January 2022. Professional Licensing Waivers will be transferred to Policy and Technical Development. David Crain will be the lead. waivers@dmh.lacounty.gov • Access to Care / Network Adequacy The following information was highlighted: <ol style="list-style-type: none"> 1) The Revised Provider Directory website will be coming at the end of Feb / Early March 2) SRTS 2.0 will be coming in March 3) QA will continue to focus on monitoring NAPPA. Providers should update NAPPA regularly. 4) QA will continue to focus on monitoring Access to Care, including timeliness. 		<p>Providers</p>

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"> • Collaborative Documentation (CD) Training Collaborative Documentation is a process in which practitioners and clients work together to document assessments, treatment plans and progress notes. Trainings for Providers have been ongoing. QA held follow-up coaching and technical assistance sessions in January, and will be making the feedback/takeaways available on the LACDMH/QA/CD webpage. Marc Borkheim provided additional details about the webpage. Wanta Yu is the QA contact for General CD Trainings and Train-the-Trainer sessions. • Medi-Cal Certification Updates (Renee Lee) Renee went over the new (revised) Medi-Cal Certification Checklists for DO and LE, as well as the Medi-Cal Submission Guidelines for DO And LE. All 4 documents have been posted to the QA website. The Medi-Cal Certification Unit is continuing to do "desk reviews". They will schedule an on-site physical inspection at a clinic after receiving a verified Fire Clearance document. Questions can be directed to rmlee@dmh.lacounty.gov 	<p>The Medi-Cal Certification Checklists for DO and LE (revised 1/10/22) and Document Submission Guidelines for DO and LE (revised 12/16/21) were emailed to Providers prior to the meeting.</p>	<p>Providers Medi-Cal Certification Unit; Providers</p>

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"> • Presentation: SA5 Consumer Perception Survey (CPS) Reports and Trend Data – Spring 2021 <p>Jen Regan reviewed the number of surveys collected in SA5 over the past 5 CPS periods. There were a significant drop off in the number collected in Spring 2021, particularly for the youth surveys. This drop off trend was Countywide and likely a result of the pandemic and the new electronic survey process. There was, however, a slight increase in surveys for older adults in SA5 and elsewhere. Satisfaction scores remained relatively high. Jen presented the “1st Annual Qualies” meant to recognize providers that participated in recent CPS survey periods. Please see the results, below.</p> <p>SA5 Highest Satisfaction: Adult Survey – Step Up on Second (7526) Family Survey – Providence St. John’s (6773) Youth Survey – Vista Del Mar (7196)</p> <p>SA5 Most Surveys Collected: Adult Survey – Edelman Mental Health Center (1906) Family Survey – Vista Del Mar (1796) Youth Survey – Edelman Child and Family (7191)</p> <ul style="list-style-type: none"> • Spring 2022 CPS – Preparation <p>The QA Team is currently preparing for the Spring 2022 CPS (date to be announced). Providers were asked to “stay tuned” as more information will be coming soon.</p>		<p>Jen Regan; Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
	<ul style="list-style-type: none"> • Cultural Competence Committee Meetings are currently held the 2nd Wed of the month on MS Teams. The next CCC meeting is March 9th from 1:30 – 3:30. CCC is an advisory group with regards to cultural competency in all LACDMH operations. The committee is open to all clients, consumers and staff. A SA5 QIC member asked about the difference between CCC and the committees that focus on underserved communities. Jacquie Wilcoxon explained that DMH has identified specific populations that are underserved. Those consumer committees are more specific to the needs of the particular population and focus on outreach and access to appropriate mental health services. • Provider Check-Ins SA5 LE and DO providers gave an update on their agencies, including whether or not they are opening up and providing face-to-face services. Several providers stated that they are making progress with hiring new staff. • The next Service Area 5 Quality Improvement Committee Meeting will be held on Tuesday, May 24, 2022 via MS Teams. 		Providers Dara and Misty QIC Membership

Respectfully Submitted,



Dara Vines, PhD (Chair)