



SA5 Quality Improvement Committee Meeting

August 24, 2021

Meeting Agenda

- ▶ Welcome and Introductions
- ▶ DMH and SA5 Updates
- ▶ Quality Assurance
- ▶ Quality Improvement
- ▶ Provider Check-ins
- ▶ Next SA5 QIC Meeting December 7, 2021

Quality Assurance

- ▶ Medi-Cal RX / PAVE - Updates
- ▶ **CANS & PSC-35 FAQs 7/7/21**
- ▶ Health Information Management dmhhim@dmh.lacounty.gov (DO only)
- ▶ QA Bulletin, No. 21-03, Guide to Procedure Codes Updates, 5/28/21
- ▶ QA Bulletin, No. 21-04, Organizational Providers Manual Updates, 7/12/21
- ▶ Policy 401.03 Clinical Documentation for All Payer Resources
- ▶ Clinical Forms Bulletin 21-03, 7/26/21
- ▶ Medi-Cal Certification Bulletin 21-01 Update Regarding Covid-19 Emergency Enrollment 1135 Waiver, 8/2/21 (Renee Lee, Certification Liaison)
- ▶ **New Training! Introduction to QA Resources**
http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9253
- ▶ Network Adequacy / Access to Care Updates

Quality Improvement

- ▶ Spring 2021 Consumer Perception Survey - Feedback
- ▶ Maintaining C Numbers
- ▶ QI Work Plan and Report CY 2021

http://file.lacounty.gov/SDSInter/dmh/1108791_DMHQIWorkPlan2021_Final.pdf

- ▶ EQRO (9/27/21 - 9/30/21) (SA1 and SA7)

Provider Check-Ins

- Alcott Center
- 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, December 7, 2021
10:00 - 11:30 am**

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

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|-------------------------------|--|--|--------------------|-----------------|
| Type of Meeting | Quality Improvement Committee | | Date: | August 24, 2021 |
| 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 Wilcoxen, DMH; Patrice Grant, Edelman (Child); Sherry Nourian, Vista Del Mar; Robin Washington, 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; Libby Hartigan, SHAREI; Claudia Morales, PACS; Michelle Matthews, Edelman (Adult); Renee Lee, QA – Medi-Cal Certification; Wendy Coloma, The People Concern; Queta Allred, Didi Hirsch; Cheryl Carrington, Vista Del Mar; Jorge Alfaro, Providence St. John's; Sara van Koningsveld, St. Joseph Center; Maria Tan, OASOC; Kayla Jones, The Help Group; Stephanie Yamada, PACS; Johanna Aguiluz, The People Concern; Jacky Estrada, The People Concern; | | | |
| Excused/Absent Members | Marc Borkheim, DMH QA; David Tavlin, Step Up On Second; Mandy Sommers, St. Joseph Center; Ashlei Sullivan, The People Concern; Filippo Forri, New Directions for Veterans; Anahita Saadatfaiid, 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, SHAREI; Gaby Cardenas, St. Joseph Center; Trish Burkett, Exodus Recovery; Nilsa Gallardo, Edelman – Adult; Theodore M. Cannady, DMH; Blair Ibarra, Exodus; Angeline Loch, The People Concern; Marina Eckhart, Didi Hirsch; Johanna Aguiluz, The People Concern; Danielle Price, The Help Group; Maureen Cyr, SA5 Home Team/DMH; Lance Lenford, DMH; David Lee, DMH; Michael Lyles, DMH; Jacky Estrada, The People Concern; Esther Lee, CMMD/DMH; | | | |

| Agenda Item and Presenter | Findings and Discussion | Decisions/ and Recommendations/ Actions/Scheduled Task | Person Responsible/ Due Date |
|---|--|--|---|
| <p>Call to Order & Introductions</p> | <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 by way of indicating their attendance or to email the Chair if joining by telephone.</p> <p>Jacquie Wilcoxon stated that things have been "relatively quiet" within DMH. DMH had plans to "open up" as the pandemic appeared to be waning; however, recent concerns over the Delta variant have stalled those plans. DO clinics like Edelman are still open and operating, but under a hybrid model (telehealth along with field and face-to-face services).</p> <p>As most providers already know, DMH is requiring proof of COVID-19 vaccination for all of its employees by October 1, 2021.</p> <p>Lastly, Jacquie acknowledged that there are contract providers struggling with FY 21-22 budgetary concerns. Some child agencies in SA5 increased the allocations for their residential program, which then reduced their available funding for their outpatient services. SA5 is watching the possible impact on access to care.</p> <p>Additionally, a group of consumers voiced concerns to the Board regarding access to care for Spanish speaking consumers. SA5 Navigators are monitoring this concern, but thus far, it appears that we have enough capacity to meet the needs of those clients.</p> | | <p>Dara & Misty QIC Membership</p> |

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| <p>Quality Assurance</p> | <ul style="list-style-type: none"> • Medi-Cal RX / PAVE - Updates Reminder that there was a July 1, 2021 deadline for enrollment. Brad Bryant announced at the last QA/QI Monthly Meeting that the implementation and training for Medi-Cal RX has been delayed. Per DHCS, Medi-Cal RX will go live 1/1/22. Prescribers will need to be enrolled in the provider web portal (Medi-Cal RX) in order to submit prior authorization requests and view prescription histories. • CANS and PSC-35 FAQs 7/7/21 The FAQs for the CANS and PSC-35 are posted with the applicable QA Bulletin on the LACDMH QA website. There are two programs that require a CANS (EPSDT and TCM Needs Evaluations). The FAQs contain a chart that lays out which version of the CANS can be used for the different age groups, and how frequently they should be administered. • Health Information Management (DO Only) Charles Onunkwo has left his position as DMH HIM Assistant Director. Directly Operated providers should send HIM questions to dmmhim@dmh.lacounty.gov. There are 3 different contacts for subpoenaes: 1) Olga Birov - obirov@dmh.lacounty.gov 2) Yvonne Migares - ymigares@dmh.lacounty.gov 3) Heather McDonald - hamcdonald@dmh.lacounty.gov. | <p>CANS and PSC-35 FAQs were emailed to providers prior to the meeting.</p> | <p>Providers Providers (DO)</p> |

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| <p>Quality Assurance</p> | <ul style="list-style-type: none"> • QA Bulletin, No. 21-03, Guide to Procedure Codes Updates 5/28/21 <ol style="list-style-type: none"> 1) New Procedure Code HOO34 (Medication Plan Development and Record Review) 2) Taxonomy Codes (aligned w/ NAPPA) 3) Roll-Up procedure codes – useful for administrative staff. Roll-Up codes have been added to the comments section of the Guide as a reference. • QA Bulletin, No. 21-04, Organizational Providers Manual Updates, 7/12/21 <p>The Org Manual was revised and updated based on recently distributed QA Bulletins and DHCS Information Notices. Information/Requirements from DMH Policy 401.03 (Clinical Documentation for All Payer Sources) were incorporated into the Manual and removed from the newly revised policy so as to encompass documentation requirements under a single cover.</p> <ul style="list-style-type: none"> • Policy 401.3, Clinical Documentation for All Payer Resources, Revised 5/25/21 <p>The policy was simplified and all procedures regarding documentation requirements were removed and now appear in the Org Manual (see QA Bulletin 21-04, above).</p> | <p>QA Bulletin No. 21-03 was emailed to providers prior to the meeting.</p> <p>QA Bulletin No. 20-05R was emailed to providers prior to the meeting.</p> | <p>Providers</p> <p>Providers</p> |

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| <p>Quality Assurance</p> | <ul style="list-style-type: none"> • Clinical Forms Bulletin 21-03, 7/26/21 • <u>MH713 Adult Reassessment and MH714 Child and Adolescent Reassessment</u> – 1) Removed checkboxes for "No Updates" and "Updates including the following..." due to concerns that practitioners were not documenting clients' current status in "Returning and Continuous Client Assessments" 2) Added a field for "If applicable, date of previous assess reviewed for updates: _____" so practitioners can indicate the date of the assessment reviewed if they are to document that there are no significant updates or changes since the last assessment. • <u>MH661 Supplemental TBS Assessment and MH744 Supplemental IHBS Assessment</u> – Added checkboxes to indicate the Type of Request in order to assist the staff authorizing services and reduce the need for them to contact provider staff for information. • <u>MH636 Annual Client Treatment Plan and MH636A Update Client Treatment Plan</u> – Added checkboxes to indicate that the client/legal representative was offered a copy of the plan and justification/explanation if it was not offered as this was accidentally left off the last revision. • <u>Medi-Cal Certification Bulletin 21-01, Update Regarding Covid-19 Emergency 1135 Waiver, 8/2/21</u> • Renee Lee, DMH Certification Liaison, told providers that the suspension of fire clearances and onsite reviews was rescinded effective 6/30/21. Certification Liaisons will follow up with providers to complete all certification (cont. next page) | <p>QA Clinical Forms Bulletin 21-03 was emailed to providers prior to the meeting.</p> | <p>Providers</p> <p>Renee Lee, LMFT Providers</p> |

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| <p>Quality Assurance</p> | <p>requirements, with the priorities being new activations, re-certifications and the processing of recertifications that happened under the waiver.</p> <ul style="list-style-type: none"> • <u>New Training! Introduction to QA Resources</u> <p>Misty announced that there is a new video training posted on the LACDMH website that provides an overview of QA informational resources currently available to providers. This resource can be very helpful for both current staff as well as serving as an introduction for new staff members.</p> <ul style="list-style-type: none"> • Network Adequacy / Access to Care Updates <p>Providers were reminded to keep information in NAPPA current (e.g., do not wait until the next DHCS reporting period to update information). QA is developing a monitoring process for information in NAPPA to make sure it is current and accurate. Providers were also reminded that information in NAPPA is vital for the Provider Directory.</p> <ul style="list-style-type: none"> • Spring 2021 Consumer Perception Survey - Feedback <p>Data provided the snapshot CPS information presented at the Monthly QA/QI meeting by Jen Regan. Unfortunately, many of the 16,844 electronic emails sent by providers went unread and a smaller number of emails were opened but not completed. The overall response rate (paper and electronic) was calculated to be approximately 25.8%. (cont next page)</p> | | <p>Providers</p> <p>Providers</p> <p>Providers</p> |
| <p>Quality Improvement</p> | | | <p>Providers</p> |

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| <p>Quality Improvement</p> | <p>SA5 QIC Members were presented with some of the changes that QI is considering, such as: 1) increasing and changing the timeframe for trainings; 2) finding a centralized location for information sharing that could be easily accessed and updated; and, 3) working to improve the CPS portal to make it easier to access Open Ended Comments and detect whether a consumer has submitted their survey.</p> <ul style="list-style-type: none"> • Maintaining C Numbers <p>Discussed the importance of having active C Numbers to prepare for future CPS periods. PAO Liaisons can request access through the SAR. Staff will need to log in to the portal every 25-28 days in order to keep the application active.</p> <ul style="list-style-type: none"> • QI Work Plan and Report CY 2021 – Final Draft http://file.lacounty.gov/SDSInter/dmh/1108791_DMHQIWorkPlan2021_Final.pdf • Provider Check-Ins <p>SA5 DO and LE providers provided updates regarding their efforts to provide more face-to-face contacts while still attending to the safety and wellbeing of staff and consumers.</p> <ul style="list-style-type: none"> • The next Service Area 5 Quality Improvement Committee Meeting will be held on December 7, 2021 via MS Teams. | | <p>Providers (LE only)</p> |

Respectfully Submitted,



Dara Vines, PhD (Chair)