

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	3/21/22	
Place:	Microsoft Teams Meeting	Start Time:	1:35 PM	
Chairpersons:	Greg Tchakmakjian (Chair) Michael Olsen (Co-Chair)	End Time:	3:20 PM	
Members Present:	Amanda Soto, Ana Ochoa, Analia Barroso, Anthony Guerrero, Cara Jenson, Carmens, Chloe Gomez, Cinthia Sanchez, Daiya Cunnane, Elizabeth Hernandez, Elizabeth Mota, Erica Wirtz, Greg Tchakmakjian, Guadalupe Ceba, Gwen Lo, Hsiang-ling Hsu, Jenna Radloff, Karely Gutierrez, Martin Alvarez, Michael Olsen, Minerva Guzman, Mireya Badillo Vasquez, Mirala Parada, Norma Salazar, Patricia Lopez, Priscilla Peraza, Quenia Gonzalez, Robin Moten, Rosemary Stevens. Tania Pineda, Vy Tran, Yessenia Zacarias			
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible
Welcome/Introductions	Meeting was called to order at 1:35 PM			Greg Tchakmakjian
Review & Approval of Minutes				

<p>Spring 2022 CPS Client Perception Surveys Recap</p> <p>QA on Air</p>	<p>Greg commenced meeting @ 1:35pm-6/21/22</p> <p>Thanks to Michael Olsen for preparing slides and sharing.</p> <p>Announcement - Cesar Moreno will be returning as a co-chair starting in September.</p> <p>Michael Olsen screen shared the SA 7 QIC minutes from the previous meeting in March.</p> <p>Dr. Daiya Cunnane – Client Perception Survey Thanked everyone for their participation and effort that the providers put in to getting those surveys to clients. Currently do not have data but is working on something that they can share about the outcome. They collected more surveys than last year but did notice that the response rate was low all across the board. They turned in all paper surveys last week. Hopefully the scanning machines picked up on all of the answers in the surveys as there were many surveys done in pencil.</p> <p>It was mentioned that some people had trouble sending out surveys due to telephone companies like mobile data was rejecting the surveys.</p> <p>It was discussed that T-Mobile started rejecting texts due to their rule regarding their spam cap. They asked to change the delivery preference for T-Mobile clients, however, they are working on steps to prevent from that happening in the future.</p> <p>It was mentioned to please provide any feedback during the survey process that would be beneficial for improvement in the next survey period. The goal is to eventually go paperless.</p> <p>QA on Air will be occurring tomorrow June 22nd 9-10am. The link was sent out. Topics will be new criteria for SMHS, Draft QA Bulletin and no wrong door.</p>	<p>Minutes were approved by attendees.</p> <p>Greg asked that everyone please complete the attendance form.</p>	<p>Greg Tchakmakjian</p>
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<p>Cal AIM New Criteria to access SMHS & Medical Necessity</p>	<p>New criteria to access SMHS & Medical Necessity slide was discussed. Final diagnosis codes information notice slide was presented It was discussed that the QA Unit is not putting the Z-code on their website because Z-codes change over time. You can access the Z-codes on the CMS site. Use list provided in the QA webpage that can still be used and accessed. It was discussed that IBHIS has rejected some of the Z-codes.</p>	<p>Greg asked that Z-codes that were rejected get emailed to him so that he can follow up.</p>	<p>Greg Tchakmakjian</p>
<p>Draft QA Bulletin: New first of contact requirements</p>	<p>The Draft QA bulletin for New First Point of Contact Requirements was reviewed and is effective July 1, 2022.</p>		<p>Michael Olsen</p>
<p>No Wrong Door Documentation Redesign</p>	<p>Greg reviewed the No Wrong Door slide. He informed that there will be more discussed at the QA on Air meeting. Greg reviewed the Documentation Redesign slide.</p>		
<p>Final QA Bulletin 22-04: New Documentation Requirements for SMHS</p>	<p>Greg reviewed the Final QA Bulletin 22-04 for New Document requirements for Specialty mental health services effective July 1, 2022. The Problem List was discussed. The Progress Notes were discussed. The next step is planning that will be added in the future. One thing that changed is the first sentence: Providers should .. It was asked if there will be an example of the COS changes. Greg informed that they will provide something once they have it. It was asked if TBS needs to complete a Care plan. It was said that they might need to do both until they have completed caught up with the changes.</p>	<p>It was advised to ask about the COS changes question for that specific program as all of their expectations should change as of July 1st.</p>	
<p>Peer Support Services</p>	<p>Peer Support Services slide was discussed. This only applies to the staff that will now bill Medi-cal. It was asked if MAT be required to complete a PL or Care Plan? On discussion it was informed that the bulletin applies to any program billing Medi-cal. The Care plan can be documented in the note and will suffice as a care plan.</p>	<p>It was discussed that these are the DMH basic guidelines but your agency can create assessments without restrictions.</p>	
<p>Screening Transition Tool</p>	<p>Greg reviewed The Screening and Transition Tools slide. It was asked if an agency can choose to continue using addendum or are they obsolete. Greg informed that they are obsolete. Any changes can be documented in the progress note.</p>		

<p>Policy Updates: 401.03, 401.02, 312.02, 302.14</p>	<p>Draft Policy 401.03 Clinical Documentation for All Payer Sources was presented.</p> <p>Draft Policy 401.02 Clinical Records Contents and Documentation Entry was presented. It was clarified that it is 3 business (working) days required for documentation.</p> <p>Draft Policy 312.02: Opening and Closing of Service Episodes was presented.</p> <p>Draft Policy 302.14: Responding to Initial requests for services. The new Uber consent for Directly Operated (DO) was discussed. It now incorporates telehealth, telephone, email and text messaging consents into one general consent all on one form. A Clinical Forms Bulletin will be issued for this soon.</p>	<p>New paper "Problem List" form for DO when IHBIS is down.</p>	<p>Greg Tchakmajian</p>
<p>QA Knowledge Assessment Survey</p>	<p>QA Knowledge Assessment Survey presented by Patricia Lopez Purpose is to help identify areas of documentation and claiming related information that need to be emphasized in trainings. Organization of results by position and Observations were presented.</p>		<p>Patricia Lopez</p>
<p>Legal Entity Workgroup on Documentation Redesigning</p>	<p>Legal Entity Workgroup on Documentation Redesign was presented.</p>		
<p>Final QA Bulletin 22-03</p>	<p>The QA Bulletin 22-03 Continuity of Care was reviewed.</p>		<p>Michael Olsen</p>
<p>Professional License Waiver</p>	<p>Professional License Waivers Reminders All current forms to apply for a Professional License Waiver are available online. Waivers are required for employees not interns. Waiver applications and all applicable documents should be sent to waivers@dmh.lacounty.gov</p>		
<p>Pre-Authorization FAQ's Concurrent Review Requirements Procedure Codes</p>	<p>Pre-Authorization FAQ's were discussed. Concurrent Review Requirements were reviewed. Procedure Codes were reviewed. A QA Bulletin about Procedure codes updates will be issued shortly.</p>		
<p>Access to Care</p>	<p>Access to Care was discussed.</p>		

Adjournment	Meeting was adjourned at: 3:20 PM Respectfully Submitted, Zinnia Zatarain, Administrative Assistant - ENKI	<i>Next Meeting:</i> <i>September 20th, 2022</i>	
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