



SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE

October 20, 2021

1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

+1 323-776-6996; Conference ID: 691 014 664#

Co-chairs: Emily Ramos (absent), Michele Munde (Star View), Courtney Stephens (MHALA)
SA 8 QI/QA Liaison: Ann Lee; **QI Division Lead:** LyNetta Shonibare; **QA Division Lead:** Mark Borkheim

AGENDA

Please refer to the meeting slides for detailed information for each agenda item.

1.	QI Website – https://dmh.lacounty.gov/qid/ <ul style="list-style-type: none">❖ Review Of Quality❖ EQRO 2021 Preliminary Feedback❖ Mandated annual review by an agency contracted with DHCS❖ Review focused on LACDMH's efforts to improve:<ul style="list-style-type: none">➢ Quality of Care➢ Outcomes of Care➢ Timeliness of Care➢ Access to Care❖ There are identified Key Components for each area❖ Review focused on Medi-Cal Beneficiaries
2.	QA webpage: https://dmh.lacounty.gov/qa/ <ul style="list-style-type: none">❖ State Updates (CalAIM)❖ Training & Operations:<ul style="list-style-type: none">➢ Collaborative Documentation➢ LE Chart Reviews➢ QA Knowledge Assessment Survey❖ Policy & Technical Development:<ul style="list-style-type: none">➢ QA Bulletin 21-05: Updates to Practice from COVID-19➢ QA Bulletin 21-06: Updates to Access to Care Policies➢ QA Bulletin 18-07R: Updates to MAT Documentation & Claiming Guidelines➢ Reminder QA Bulletin 20-08: PAVE➢ Reminder: Inactive Procedure Codes➢ Upcoming Network Adequacy/Access to Care Webinar➢ Directly Operated Chart Reviews❖ Upcoming Webinars

Next SA 8 QI/QA Meeting Info:

November 17, 2021 from 1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

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LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
10/20/2021
1:30PM-3:30PM

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 10/20/21 meeting recording: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9561
Members Present:	See attached at the end of the minutes

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Meeting sign-in	Link was provided during the meeting and on the slides to record attendance: https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgZh_AuVvyK5JnyIjLC1rbs9URDhXOVFFVUpJRiI0QjJBUIFQWkg1OTNaRC4u		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qid/		
Central Monthly QA/QI meeting	Central QA/QI Meeting recording 10/4/2021 https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9455 Next Central QA/QI meeting will be held on November 8th, 10:30am-12:00pm. Please use the below link to join the meeting: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTU0YjMwMTEtYWlwYy00YTI4LTg0ODQtYWU3ZTcxNDRkM		

	<ul style="list-style-type: none"> ➤ Shortly after survey closes, the answers and countywide results will be sent out and made available on the Knowledge Assessment page of the QA Website https://dmh.lacounty.gov/qa/knowledge-assessment-surveys/
<p>Policy and Technical Development</p>	<p><u>QA Bulletin 21-05: Updates to Practice Arising From the COVID-19 Public Health Emergency</u></p> <ul style="list-style-type: none"> ➤ Clarifications Coming: <ul style="list-style-type: none"> • Signature on Authorization to Release PHI form: • Medication Consent ➤ For DO, in telehealth situations: <ul style="list-style-type: none"> • Document that it was discussed and client verbally agreed • Document if the client declined to have the form sent or if the form was sent for signature. • The above is enough to go ahead and prescribe the medications. Ideally, you want the client to return the form if it was sent but at least you have documented that they verbally agreed and the form was sent. <p><u>QA Bulletin 21-06 Updated Access to Care Policies w Timeliness Chart.pdf</u></p> <ul style="list-style-type: none"> ➤ All providers must ensure they provide or arrange for timely access to needed Specialty Mental Health Services upon request by the client or a provider acting on behalf of the client <ul style="list-style-type: none"> • Timely access refers to the timeframes identified in DMH Policy 302.07 and in accord with professionally recognized standards of practice ➤ An Access to Care Timeframes chart is attached to the Bulletin ➤ A short recorded training on the timeframes will be posted on the DMH QA Training webpage <p>DMH Policy 302.07 <u>Access to Care</u> Significant Modifications added:</p> <ul style="list-style-type: none"> ➤ Policy statements from Triage policy (302.04 -now inactive) and Provision of Services w/o a Scheduled Appointment (302.12 -now inactive)

- Information regarding when triage is required
- Requirement to document all information related to determination of when a client needs to be seen, including information obtained through the triage process
- Details on handling emergent services
- Information on time and distance standards (30 minutes and 15 miles) along with ability to utilize telehealth so long as the physical location where client receives services is within standards

DMH Policy 302.14: [Responding to Initial Requests for Service](#) Significant Modifications:

- Modified -When an initial request does not need to be recorded
- Added -When and how to handle inability to accept requests
- Added -If a provider is unable to serve a potential client due to a justifiable reason, the initial request shall be transferred to an appropriate service provider within 1 business day
 - Examples of justifiable reasons include at capacity, can't provide services in client's language; does not see client's age group

[QA Bulletin 18-07R Updates Regarding MAT with Guidelines.pdf](#)

- Made slight revisions to QA Bulletin 18-07 and the associated MAT Guidelines
 - Added a statement that MAT must make referrals to needed treatment services in accordance with DMH Policy 302.07. When a needed treatment service is identified, the referral will not be delayed until the presentation of MAT findings.
 - Updated procedure codes to include 90791, 90792, H2000 and T1001
 - Added reference to ICC being claimed when the purpose of MAT Team Meetings (CFTs) are for the purpose of beginning planning, coordinating, and linking a child/family to an array of services

(continued next page)

	<p>QA Bulletin 20-08: PAVE Enrollment</p> <ul style="list-style-type: none"> ➤ All practitioners within specific licensed disciplines must enroll in the DHCS PAVE portal. ➤ As of <u>August 10, 2021</u> – QA will begin developing a plan to monitor for PAVE enrollment <p>Reminders:</p> <ul style="list-style-type: none"> ➤ H2025 and H0002 are no longer active codes ➤ A few providers continue to submit claims using these codes ➤ They will be deactivated in November and claims will be denied
<p>Access to Care/Network Adequacy</p>	<p>Access to Care/Network Adequacy Webinar was held on October 12th. Please view the video for more info: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9464</p> <p>Next webinar will be held on 11/9/21</p>
<p>DO QA Check-ins & Chart Reviews</p>	<p>Please see slide 20 for list of clinics being reviewed from October-December. No SA 8 clinics were selected.</p>

QUALITY IMPROVEMENT			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage	https://dmh.lacounty.gov/qid/		
EQRO Review	<ul style="list-style-type: none"> ➤ EQRO Review occurred September 27-29 2021 ➤ Service Areas 1 & 7 ➤ Review consists of focus group sessions and review of materials submitted by LACDMH <p>Administrative Sessions</p> <ul style="list-style-type: none"> ➤ Overview of Significant Changes and Initiatives ➤ IBHIS, EHR, and Data Systems for Directly Operated and LE Providers ➤ Legal Entity Executive Session ➤ Wellness and Recovery – Programming and peer driven services <p>EQRO - What's in a Review? – discussed the below areas for review:</p> <ul style="list-style-type: none"> ➤ Access to Care – Language accessibility, telehealth, Call Center, transportation ➤ Timeliness of Care – What is LA county's monitoring and improvement process ➤ Quality of Care – QIC committee work, use of data in programming to improve quality of services, evidenced based practices ➤ Outcomes – Annual client perception survey, Gallup, outcomes instruments in use (PH-Q 9, CANS), level of care assessment ➤ Prescriber Session – Prescriber policies, data monitoring, and quality review ➤ Service Area Sessions <p>Preliminary Feedback – reviewed/discussed during the meeting</p> <ul style="list-style-type: none"> ➤ The Good <ul style="list-style-type: none"> • Highly dedicated staff, creative solutions to deliver service despite staffing shortages and limitations due to pandemic • Cultural Competence work ◦ Expansion of Peer Centers 		

	<ul style="list-style-type: none"> • Consumer Feedback – Consumers felt hope, they felt their providers were supportive, flexible, and accommodating • Positive Feedback on Medication Monitoring • Improvements in Timeliness of Care • QIC Committee notes received praise for depth of discussion • Both Clinical (use of MAT) and Non-clinical (Timeliness) Performance Improvement Projects (PIPS) were deemed active and received high praise ➤ Areas for Growth <ul style="list-style-type: none"> • Timeliness in Psychiatry <ul style="list-style-type: none"> ○ Concern for use of UCCs as an interim service and its impact on consumer and quality of care ○ Better tracking of timeliness in psychiatry • Tracking Timeliness of 2nd Appt • Inclusion of Providers for major changes • Goal to improve use of QI to address needs system wide • Goal to incorporate demonstrations of use of QI in meetings ➤ Visit Caleqro.com - All County reviews are posted online
Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app).
NEXT MEETING	The next meeting will be held on November 17, 2021 from 1:30PM-3:30PM.

Ann Lee PhD

Minutes Recorded by Ann Lee, DMH SA 8 Administration



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
10/20/2021
1:30PM-3:30PM**

Members Present:

NAME	AGENCY/PROGRAM
Aaron Icedo	San Pedro Mental Health Center
Amy Sutherland	Aspiranet
Analia Barroso	Telecare
Angela lee	Ties for families
Ann Lee	DMH SA 8 Administration (SA 8 QI/QA Liaison)
Anna Galindo	Personal Involvement Center
Antoinette Washington	South Bay Mental Health
Anya Juvasvat	Dream Home Care, Inc.
Cherrelle Harris	Personal Involvement Center
Claudia Morales	Pacific Asian Counseling Services (PACS)
Courtney Stephens	MHALA
Cristina Magarin	DMH Contract Management and Monitoring Division
Dalia Diaz	Helpline Youth Counseling/ Wraparound
Daphne King	South Bay Childrens Health Center
David Worden	SHIELDS for Families
Debra DeLeon	SSG-OTTP
Della Clayburg	DMH Specialized Foster Care
Denise Shook	Behavioral Health Services, Inc.
Dora Anderson	Harbor UCLA MHS
Efrain Marquez	Behavioral Health Services
Ekaete Ekpo	Exodus Recovery, Inc.
Elva Gutierrez	The Guidance Center
Enriqueta Allred	Didi Hirsch MHS
Erica Julian	SHIELDS for Families
Esther Lee	CMMD, LACDMH
Evelyn Nankanja	Dream Home Care Inc.
Geralyn La Fleur	Personal Involvement Center
Gerardo Avila	Exodus Recovery, Inc.
Helen Chang	DMH Coastal API Family MHC
Jane Park-Aspe	Children's Institute, Inc
Jennifer Mitzner	Personal Involvement Center

Jesica Sandoval	AADAP, Inc.
Jocelyn Aguilar	For The Child
Katarena Harris	BHS,Inc
Kathleen Villagomez	San Pedro Mental Health
Lance Lenford	DMH Contract Management and Monitoring Division
Layhearb Poon	Long Beach API FMHC
Linda Nakamura	Masada Homes
Lourdes Rabello	San Pedro MHC S8
LyNetta Shonibare	DMH QI Unit
Marc Borkheim	DMH QA Unit
Maria Llamas	For The Child
Martin Alvarez	Telecare LAOA
Melinda Kuoch	DMH HOME SA8
Michele Munde	Stars Behavioral Health Group
Nicolette Bidlingmeyer	1736 Family Crisis Center
Noemi Urgiles	San Pedro Mental Health Clinic
Paula Valencia	Star View BHUCC
Queta Allred	The Guidance Center
Renee Yu	SSG Alliance
Rosa Diaz	Alma Family Services
Ruth Wen	San Pedro Mental Health Center
Sarah Monson	ChildNet Youth & Family Services, CA
Shahnaz Sadeghi	
Susan Osborne	MHALA
Tiffani Tran	Counseling4Kids
Tiffany Harvey	California Institute of Health and Social Services Inc./Alafia Mental Health Institute
Yessica Brown	Crittenton Services