



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

August 18, 2021

1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

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

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)

SA 8 QI/QA Liaison: Ann Lee; **QI Division Lead:** Jennifer Regan; **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">➤ EQRO Review➤ QI Workplan FY 2020➤ Consumer Perception Survey Follow up – maintaining C#s➤ Medication Monitoring Update - Peer Review and SB 1291➤ MAT Access Points Project
2.	QA webpage: https://dmh.lacounty.gov/qa/ <ul style="list-style-type: none">❖ State Updates<ul style="list-style-type: none">➤ Medi-Cal RX & CalAIM❖ Health Information Management (Staff updates)❖ Training & Operations:<ul style="list-style-type: none">➤ Legal Entity Chart Reviews➤ QA Resources Module➤ Collaborative Documentation Updates❖ Medi-Cal Certification (Bulletin 21-01)❖ Policy & Technical Development:<ul style="list-style-type: none">➤ Policy 401.03➤ QA Bulletin 21-04: Organizational Providers Manual Updates➤ Clinical Forms Bulletin 21-03➤ CANS/PSC FAQs➤ COVID Flexibilities Update➤ Network Adequacy Updates➤ Access to Care Updates➤ Directly Operated Chart Reviews➤ Upcoming Webinars

Next SA 8 QI/QA Meeting Info:

September 15, 2021

1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

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



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA 8 QI/QA COMMITTEE MEETING
 08-15/2021
 1:30PM-3:30PM**

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 08/15/21 meeting recording: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9420
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://tinyurl.com/SA8QualityAug2021		
QUALITY ASSURANCE			
QA webpage	https://dmh.lacounty.gov/qid/		
Central Monthly QA/QI meeting	Central QA/QI Meeting recording QA QI Webcast for August 9 2021 - Aug 9th, 2021 (granicus.com) Next Central QA/QI meeting will be held on September 13th, 10:30am-12:00pm.		

<p>Network Adequacy/Access To Care Live Meetings</p>	<p>The August meeting has been canceled. Next meeting: September 14th, 9 - 10:00 AM</p> <p>Meeting recordings will be posted on the QA website.</p>
<p>Follow up questions from the SA 8 QI/QA meeting survey on 8/18/21</p>	<p>Q: I heard that agencies will not be mandated to use collaborative documentation by DMH, Is this correct? A: Correct. Collaborative documentation is not mandatory.</p>
<p>DHCS Updates</p>	<ul style="list-style-type: none"> ➤ Medi-Cal RX & CalAIM ➤ Per QA Bulletin 20-07R all prescribers had to be enrolled in Medi-Cal Rx by July 1, 2021. <ul style="list-style-type: none"> ○ The implementation and training by DHCS on Medi-Cal Rx has been delayed. ○ Per DHCS, Medi-Cal Rx will go live January 1, 2022 ○ We are still awaiting an Information Notice regarding this ➤ Providers should continue to work toward enrolling prescribers in Medi-Cal Rx per QA Bulletin 20-07R <ul style="list-style-type: none"> ○ Medi-Cal pharmacy benefits will be administered through the fee-for-service delivery system for all MediCal beneficiaries (generally referred to as “Medi-Cal Rx”). ○ DHCS has partnered with Magellan Medicaid Administration, Inc. (Magellan) to provide a wide-variety of administrative services and supports for Medi-Cal Rx. and will utilize the Medi-Cal Rx Provider Web Portal. ○ All prescribers must be enrolled in the Medi-Cal Rx Provider Web Portal to submit prior authorization treatment requests and view prescription history. ➤ Reviewed the CalAIM implementation dates that will allow time for training, technical assistance and training prior to the official go-live dates. (see slide 9) ➤ Reviewed DHCS Proposed Changes to Eligibility Criteria for SMHS and documentation reform (see slides 10-15)
<p>Health Information Management (HIM)</p>	<p>Charles Onunkwo, DMH Health Information Management Assistant Director, has been promoted and left DMH . QA anticipates filling the position quickly</p> <ul style="list-style-type: none"> ○ In the interim, please send general HIM related questions to dmhhim@dmh.lacounty.gov

	<ul style="list-style-type: none"> ○ For subpoenas, contact: <ul style="list-style-type: none"> • Olga Birov: obirov@dmh.lacounty.gov • Yvonne Mijares: ymijares@dmh.lacounty.gov • Heather McDonald: HaMcDonald@dmh.lacounty.gov
Legal Entity (LE) Chart Reviews Update	<ul style="list-style-type: none"> ➤ Alma Family Services – still in process ➤ No upcoming review scheduled at this time
Training & Operations	<p>Collaborative Documentation</p> <ul style="list-style-type: none"> ➤ Next General & Train the Trainer Collaborative Documentation trainings soon to be scheduled ➤ Collaborative Documentation page currently being developed for the QA Website <ul style="list-style-type: none"> ○ Will include information and resources developed during the pilot and roll-out of Collaborative Documentation for directly operated programs ▪ Additional resources will be added to the page as they are developed
Medi-Cal Certification	<ul style="list-style-type: none"> ➤ New Medi-Cal certification Bulletin 21-01 Update Regarding COVID-19 Emergency Enrollment 1135 Waiver (8-2-2021) will be posted and emailed. ➤ The bulletin informs that the suspension of the fire clearance and onsite review requirements have been rescinded. ➤ DMH'S certification team will contact LEs and DO's to set up site visits and fire clearances ➤ Joel Solis is the SA 8 Certification liaison and can be reached at jsolis@dmh.lacounty.gov.
Policy and Technical Development	<p>1. Policy 401.03 Clinical Documentation for All Payer Sources has been revised.</p> <ul style="list-style-type: none"> ➤ Simplified policy to refer to the requirement to know, reference, and abide by requirements and provisions within: <ul style="list-style-type: none"> ○ Organizational Provider's Manual ○ Guide to Procedure Codes ○ All applicable QA Bulletins ○ All applicable policies, including 401.02 ➤ Retained requirement to have a quality assurance process to ensure all documentation requirements are met ➤ Removed all procedures for documentation requirements and placed in the Organizational Provider's Manual

2. QA Bulletin [21-04: Organizational Provider's Manual Updates](#)

- The Organizational Provider's manual revisions and updates were discussed. Please review the bulletin and revisions in the manual.

3. Clinical Forms Bulletin 21-03

- Re-Assessment Forms:
 - Removed checkboxes for "No Updates" and "Updates include..." due to concerns practitioners were not documenting client's current status
 - Added field for "if applicable, date of previous assessment..."
- Supplemental TBS/IHBS Assessment Forms:
 - Added checkboxes to indicate the Type of Request to assist authorizing staff and reduce back and forth with providers
- Client Treatment Plan Forms:
 - Added checkboxes to indicate the client/legal rep was offered a copy of the plan and justification if not offered

4. CANS/PSC FAQs

Reviewed and discussed the [CANS/PSC Update FAQs](#) that are posted with [19-03: CANS/PSC Update](#).

- Link to bulletins: <https://dmh.lacounty.gov/qa/qabul>

5. COVID UPDATES

Guidance by DHCS regarding COVID-19 flexibilities:

- CA Law requires a client's consent to receive services via telehealth/telephone to be documented in the chart but does not specify frequency of obtaining consent
- Flexibility for mental health facilities to obtain signed consent for medications form via Exec Order ends on September 30, 2021.
 - If client chooses not to sign, the provider shall document that client understands the nature and effect of the anti-psychotic meds and consents to administration but does not want to sign
- DHCS will be putting together a stakeholder workgroup to discuss telehealth/telephone recommendations around billing and utilization management protocols (December 2022)

	<ul style="list-style-type: none"> ➤ It is sufficient to document the reason for lack of signature on a client treatment plan and you do not need to obtain a wet signature at the next face to face contact <p>QA will be developing a QA Bulletin regarding updates to COVID-19 Flexibilities identified in QA Bulletin 20-01 based upon the above updated guidance provided by DHCS</p>
<p>Access to Care/Network Adequacy</p>	<p>Access to Care/Network Adequacy Webinar on August 10th has been CANCELLED</p> <ul style="list-style-type: none"> ➤ Currently working on testing updates to NAPPA <ul style="list-style-type: none"> • ETA is early September • Training materials will be sent out ➤ Please remember to keep information in NAPPA CURRENT (ie do not wait until our next DHCS reporting to update information) <ul style="list-style-type: none"> • QA is developing a monitoring process for ensuring information in NAPPA is current and accurate • Reminder: The information provides vital information for the Provider Directory <p>QA provided Access to Care training on required timelines and filling out the Service Request Log (SRL):</p> <ul style="list-style-type: none"> ➤ Recording will be posted on the QA Training page: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9221 <p>QA is developing a process for centrally reporting access to care concerns</p> <ul style="list-style-type: none"> • Will allow DMH to track concerns and ensure issues are promptly followed up on • Will allow QA to provide education and assistance to providers
<p>DO QA Check-ins & Chart Reviews</p>	<p>Please see slide 34.</p>

QUALITY IMPROVEMENT			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage	https://dmh.lacounty.gov/qid/		
EQRO Review	❖ EQRO Review - Monday, September 27 – Thursday, September 30, 2021 • SAs 1 and 7 have been selected to participate in the review		
Quality Improvement Work Plan 2020	See slides 47-55. Discussed the workplan.		
CPS Spring 2021 Counts	Discussed slide 46 and possible workflow changes to increase counts for completed surveys. Encouraged LEs to work on C#s in advance of the spring 2022 surveys.		
Performance Improvement Projects	<ul style="list-style-type: none"> ❖ Medication Monitoring Update - Peer Review and SB 1291 <ul style="list-style-type: none"> ❖ Psychiatrist Peer Review 400.01 ❖ Procedures - Psychiatrist Peer Review 400.01-P ❖ MAT Access Points Project Increasing access to Medication Assisted Treatment for opioid and substance abuse disorders <ul style="list-style-type: none"> ❖ Coronavirus Response and Relief Supplemental Appropriations Act – Telehealth Expansion Project funding opportunity MAT Access Points Project 		
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 September 15, 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
8/18/2021
1:30PM-3:30PM**

Members Present:

NAME	AGENCY/PROGRAM
Aaron Quiroz	Tarzana Treatment Centers/AB-109 Program
Amber Tyner	Personal Involvement Center
Amy Sutherland	Aspiranet
Ann Lee (liaison)	DMH SA 8 Administration
Anna Galindo	Personal Involvement Center
Annette Desta	TMS/ Telehealth
Carlos Torres	One In Long Beach dba The LGBTQ Center Long Beach
Cherrelle Harris	Personal Involvement Center
Claudia Morales	PACS LA QA TRIAGE COORDINATOR
Courtney Stephens (co-chair)	MHALA
Cristina Magarin	DMH, CMMD SA 8
Dalia Diaz	Helpline Youth Counseling Inc.
Daphne King	South Bay Children's Health Center
Darcy Deckman	Aspiranet
David Worden	SHIELDS for Families
Debra DeLeon	SSG-OTTP
Della Clayburg	LAC DMH - SFC South County
Denise Shook	BHS
Tiffany Harvey	CIHSS/Alafia Mental Health Institute
Elizabeth Mota	CMMD-LACDMH
Erica Julian	Shields For Families
Evelyn Nankanja	Dream Home Care, Inc.
Gerardo Avila	Exodus Recovery, Inc.
Hala Masri	SSG Alliance
Helen Chang	DMH-Coastal API Family MHC
Janine A Solano	Starview Community Services
Jennifer mitzner	olive crest
Jesica Sandoval	AADAP, Inc.
Karina Quintero	Shields for Families
Kathleen Villagomez	San Pedro Mental Health
Kreshawna Anderson	TGC

Layhearb Poon	LBAPIFMHC
Linda Nakamura	Masada Homes
Lourdes Rabello	San Pedro MHC S8
MARC BORKHEIM	DMH QA
Marcus Mendez	Asian Pacific Aids Intervention-Special Service for Groups
Martin Alvarez	Telecare LAOA
Michele Munde (co-chair)	Stars Behavioral Health Group
Nicolette Bidlingmeyer	1736 family crisis center
Paula Valencia	Star View BHUCC
Queta Allred	Didi Hirsch MHS
Rosa Diaz	Alma Family Services
sarah barakat	bayfront yfs
Sarah Monson	ChildNet Youth & Family Services, Inc.
Susan Osborne	MHALA
Tiffani Tran	Counseling4Kids
Victoria Rodriguez	Dimondale Adolescent Agency
Yessica Brown	Crittenton Services for Children and Families