



OFFICE OF ADMINISTRATIVE OPERATIONS
 QUALITY, OUTCOMES, AND TRAINING DIVISION – QUALITY IMPROVEMENT UNIT
 COUNTYWIDE QUALITY IMPROVEMENT COUNCIL (QIC)

MEETING MINUTES
April 2023

Type of meeting:	Monthly QIC Meeting	Date:	April 17, 2023
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:50 AM
Recording:	https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10820		
Members Present:	See table below.		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and/or Scheduled Tasks	Person(s) Responsible
I. Welcome and Introductions	Review of Minutes from the last meeting.	Dr. Kara Taguchi greets the Quality Improvement Committee (QIC) introduces the speakers and provides a brief overview on the meeting's agenda items. The April 17, 2023, Countywide QIC Meeting Minutes were discussed and have been distributed, request for changes and/or recommendations can be emailed.	Dr. Taguchi
II. QI Updates	<ul style="list-style-type: none"> CPS Updates 	Dr. Daiya Cunnane provided updates on CPS 2023 Surveys, Portal testing, Portals User Manual, and T Mobile issues. Dr. Cunnane stated the CPS Training links and dates will be recorded and posted on Granicus the DMH Portals production environment which is expected to open on April 25, 2023. Please see attachment: 2023 Consumer	Dr. Cunnane

		<p>Perception Surveys (CPS) Updates 04-17-23 pdf for detailed information.</p>	
<p>III. Observations from QA/QI survey and written reports.</p>	<p>The 2023 Annual Quality Assurance (QA) Quality Improvement (QI) Reports/Process they had received in the middle of February.</p>	<p>Ms. Collier stated QI received 103 out of 135. Some of QA’s observations were that some provider’s descriptions of claiming to COS were vague. Some providers did not do or know they had to complete the QA/QI Report/Written process because they do only COS. QA was able to clarify that they still need to do that and provided guidance on how. This year QA incorporated more QI elements into the 2023 QA/QI Report. QI collaborated with QA to put together a handout to explain the difference, which seemed helpful to the providers. Next year for 2024 will incorporate COS into a written process and the documentation of COS and making it clearer to what we are expecting. Attachment April Countywide Council-2023 QA-QI Report Observations.pdf.</p>	<p>N. Collier</p>
<p>IV. Clinical Performance Improvement Project (PIP)</p>	<ul style="list-style-type: none"> • Clinical PIP Overview and new PIP concepts • Eating Disorder (ED) PIP 	<p>Dr. Myan Le provided an overview of the Clinical PIP which is a state mandated study annually reviewed by EQRO. All mental health plans are required to have at least one active Clinical and non-clinical PIP every year. Dr. Le provided details on Clinical PIP Identifiers and potential PIP concepts. Sidra Gifford discussed LAC DMH’s Clinical PIP for 2023. Improving treatment disorders for individuals with ED. Some individuals with ED need a Higher Level of Care (HLOC), ED individuals frequently cycle through HLOC. Ms. Gifford provided detailed information on the Clinical Measures and interventions on ED stating Anorexia Nervosa is the second deadliest to Opioid</p>	<p>M. Le S. Gifford</p>

		<p>addition. Please see attachment: Clinical PIP concepts 4.20.23 pdf.</p>	
<p>V. QA Updates/ Questions</p>	<p>Payment Reform /Guide to Procedure Code</p> <p>Changes in the State Plan Amendment. Med-Cal Service working on interpretation.</p>	<p>Ms. Hallman provided updates from Quality Assurance (QA) regarding Payment Reform. The <i>draft</i> version of the Guide to Procedure Codes will be released Monday, April 24, 2023. The Guide will be kept as <i>draft</i> since it will be changing every day in relation to payment reform and guidance from the State. QA will be providing updates and identifying any changes with the last update date. The state is looking at support with family members and significant support in a different way. The State's focus is spending more time with clients, more time in therapy, more time with community health workers and more time with med appointments.</p> <p>QA is working through on the Directly Operated side doing analysis of spending time with clients. QA is how to bill for students and what codes can be use, because they cannot use CPT codes. QA is working on Directly Operated redesigning our progress code writing the progress notes and working on the drop-down list for interventions. The Guide to Procedures will be changing as well as the Org Manual will change. QA is working with work groups on the pre-authorization for IHBS, with changes coming in July 1, 2023.</p> <p>Regarding access to care QA is looking at sites that are currently not accepting and seeing if they are meeting the policy requirements.</p>	<p>J. Hallman</p>

		<p>The new Beneficiary Handbook has been updated and is available in other languages. New clients are receiving the updated Beneficiary Handbook, a link to the handbook is also available on the website for current clients.</p> <p>There is a new Medi-cal benefit for mobile crisis response services which must be available throughout the county, we must implement that by 2023.</p>	
<p>VI. Updated Policies for LEs and DOS</p>		<p>Ms. Ditko stated due to the short staff in Compliance the LAC DMH Policy Bulletin will be going out quarterly not monthly.</p> <p>Ms. Ditko discussed LAC DMH Policies including new policies such as Policy 302.01 First Service Contact, that policy is for Directly Operated and Contractors. This policy replaced Opening and Closing of Episodes which was deleted.</p> <p>Pharmacy policies that are located in the portal, will be getting reorganized and renumbered to make them easier to identify and locate.</p> <p>There will also be about seven or eight Human Resource policies coming out soon. Ms. Ditko also provided detailed information on pharmaceutical policies and updated parameters in psychotropic medications.</p> <p>Please see attachment, Policy Bulletin Q1-23 pdf.</p>	<p>H. Ditko</p>
<p>VII. 2023 QI Workplan Overview</p>		<p>Dr. Kara Taguchi discussed the 2023 Workplan which shows DMH's quality improvement efforts. DMH is required to give a work plan to DHCS, the workplan was due at the end of March. This document will be changing and evolving throughout the year and is currently in the queue to be posted on the DMH website. There are some domains we are focusing on Service Delivery Capacity, Accessibility of Services, Beneficiary</p>	<p>K. Taguchi</p>

		<p>Satisfaction, Service Delivery Capacity, and Clinical Care. QI is trying to roll out the Child and Adolescent Needs and Strengths and Pediatric Symptom Checklist-35 aggregate reporting and providing the data, we are hoping that we can put out a client report throughout the County. Please see detailed attachment 2023 LA County DMH QAPI Work Plan Goal Final pdf.</p>	
<p>VII. Service Area Updates</p>		<p>Ms. Collier kindly stated she updated QA Contact list by SA and will send it out through the subscriber email.</p> <p>Dr. Cunnane announced there is a new chair for SA 1 her name is Carmen McClain.</p> <p>Nicole Gutman introduces two new Chairs for SA 4 Carmen Solis, and Angelica Sanchez.</p> <p>Misty Aronoff introduced a new (temporary) Chair for SA 5 Gwendolyn Davis.</p>	<p>SA QICs</p> <p>D. Cunnane</p> <p>N. Gutman</p> <p>M. Aronoff</p>
<p>Next Meeting:</p>		<p>May 15, 2023, from 9:00 to 10:50 a.m.</p>	

NAME	AGENCY	DMH PROGRAM
Angelica Fuentes	DMH	OCS South County Admin SA 5-8 & Countywide Specialty Programs.
Angelica Sanchez	DMH	SA4
Ann Lee	DMH	SA 8
Armen Yekyazarian	DMH	Quality Assurance
Bradley Bryant	DMH	Quality Assurance
Brian Dow	DMH	Quality Assurance
Carmen Solis	Alma Family Services	SA 4
Carmen McClain	DMH	SA 1

Caesar Moreno	The Whole Child	SA7
Christina Nairn	DMH	SA 4
Courtney Stephens	MHALA	Contracted Provider
Daiya Cunnane	DMH	Quality Improvement
Debbie Innes-Gomberg	DMH	Quality, Outcomes, and Training Division
Emilia Ramos	DMH	SA 8
Gassia Ekizian	Foothill Family	SA 3
Greg Tchakmakjian	DMH	SA 7
Gwendolyn Davis	DMH	SA 5
Helena Ditko	DMH	Clinical Policy
Hyun Kyung Lee	DMH	ARDI
Irma Martinez	DMH	SA 1
Jeannelli Acuna	DMH	Northeast Mental Health Center
Jennifer Hallman	DMH	Quality Assurance
John Sheehe	DMH	Access Center
Kara Taguchi	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Marc Borkheim	DMH	Quality Assurance
Marc Heiser	DMH	
Margaret Faye	Sycamore	SA 3
Mayra Gonzales	DMH	
Michael D. Olsen	Enki Health Services, Inc.	SA 3, SA4, and SA 7
Michele Munde	Star View Behavioral Health	SA 8
Michelle Rittel	DMH	SA 2
Misty Aronoff	Step Up on Second	SA 4-5
Myan Le	DMH	Quality Improvement
Nicole Gutman	DMH	SA 4
Nikki Collier	DMH	Quality Assurance
Patricia Lopez	DMH	Quality Assurance
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3

Sandra Chang	DMH	ARDI Cultural Competency Unit
Sandra Spector	All4kids	Contracted Provider
Sidra Gifford	DMH	QOTD
Shant Khachturian	DMH	Quality Assurance
Socorro Gertmenian	Wellnest LA	SA 4-7
Theodore Wilson	DMH	Patients' Rights Office
Victoria Lee	DMH	Quality Improvement
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Dr. Kara Taguchi,