LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Children's QIC Meeting
QUALITY IMPROVEMENT COMMITTEE MINUTES

Type of Meeting	SA 2 Children's QIC	Date	April 20, 2023
Place	Online – Teams Meeting	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chair	Open		
Members Present	Amarilys Reyes, Araceli Ortiz, Armen Yekyzarian, Cindy Luna, Dave Mendez, Diana Dawson, Gina Leggio, Gwen Thomas, Heather Bowen, Iliana Martinez, James McEwen, Jeanine Caro-Delvaille, Jennifer Mitzner, Judy Cardona, Karely Gutierrez, Kaylee Devine, Laura Padrino, Lezly Zavala, Maggie Holland, Michelle Rittel, Myan Le, Pricilla Peraza, Quenia Gonzlez, Roman Shain, Sara Klausner, Shirley Del Aguila, Tanya Khanjian, Tyler London, Victoria Shabanzadeh		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:30pm. Introductions were made.		
Review of Minutes: Michelle Rittel	Minutes from February 16, 2023 meeting were previously emailed for review and approved in the meeting.		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
DMH QIC Meeting Report: Michelle Rittel	CPS Trainings: Links were provided to the CPS trainings for providers. Once the recorded training links are released, they will be sent to providers. CANS-IP and PSC-35: Instructions to recertify for the CANS were provided. Instructions for recertification both before and after expiration were provided. Available resources for CANS certification were reviewed. Compliance, Policy & Audit Services Update: Bulletins with new, revised and deleted policies are posted online and can be reviewed on the DMH website. The 2023 Q1 bulletin was briefly reviewed. CAPP: The CAPP meeting is an online Teams meeting on the third Tuesday of the month, 11am-1pm. All Parent Partners are strongly encouraged to attend. Please have Parent Partners contact Cristina Rojas to be added to the email distribution list at crrojas@dmh.lacounty.gov Presentation: CPS Updates – presented by Myan Le from DMH QI. Reviewed updates on recent QI activities regarding CPS. Trainings are scheduled or have already taken place. Recordings of trainings will be available. Supporting documents are available on the website. 2023 CPS General Overview recording is available – approx. 40 minutes long – will help you determine which survey(s) is best for your program. Portal updates were reviewed. This year they are collecting declined paper survey information through a UCLA link. No physical declined surveys should be submitted.		

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Quality Assurance (QA)			
Departmental QA Meeting Report: Michelle Rittel	General QA Updates: Link to April 2023 QA/QI Monthly Central Meeting recording and slides was provided. Next QA On the Air is on 4/26/23 at 9am. Link to meeting was provided. State Updates: CalAIM – CalAIM Quiz - link was provided and providers were encouraged to have their staff complete the quiz. Peer Support Services – They have been added to the Org Manual and Guide to Procedure Codes. QA is updating NAPPA/IBHIS to include a new category/discipline for Certified Peer Support Specialist and a notice will go out with directions on claiming when it is available. Screening & Transition Tools – MCP Contact List has been updated. (DO) Service Request Log in IBHIS has been updated – screeners embedded, updated dispositions. SRTS Updates will be live 4/17/23 – screeners embedded, updated dispositions – both were reviewed. Chart Review and Training – Updated documents – Chart Review Tool, QA Requirements for DO, QA/QI Report for Legal Entities. Noncompliance with documentation requirements will not have accompanying recoupment. All new and existing providers are strongly encouraged to view videos prior to service delivery – Videos on DMH QA website. Payment Reform/CPT Codes – Effective July 1, 2023. Links to QA On the Air from December 2022 – March 2023 were provided. Key Concepts Under Payment Reform – The most specific code to describe the service should be used whenever possible, claims shall be by unit of service instead of by the exact minute, focus should be on direct patient care: only Direct Client Care is billable, reimbursement will be by		

Departmental QA Meeting Report, contd.: Michelle Rittel	provider type (discipline) at a fixed rate, no matter the service provided. Payment Reform Status Update – working on a draft version of the Guide to Procedure Codes that will be released in the next 2 weeks, several outstanding issues they are still awaiting a response from DHCS – students, collateral, for Directly Operated we will be utilizing this as an opportunity to simplify progress note documentation while also deriving the procedure code for the practitioner. Audits: None scheduled for SA2 Children's Providers. Training and Operations: LE Contract Provider Chart Reviews – Optimist Youth Homes started 3/20/23. In process of coordinating additional reviews for May and June. Annual QA/QI Reports & Written QA/QI – as of last week, 102 of 135 providers had submitted them. Training and Operations team is following up with those that have not submitted yet. Reminder that all LE providers are required to submit Annual QA/QI Reports and Written Processes, even those that only do COS. Collaborative Documentation Training Update – QA will develop a video training instead of resuming live trainings. Once done, it will be available on the Collaborative Documentation page of the QA website. QA Website Updates – New video training on Retention and Release of Clinical Records. Training on consent in a mental health setting is coming soon. In Process – Next QA Knowledge Assessment Survey in development. QA Contacts by Service Area list has been updated. Presentation – 2023 Annual QA/QI Reports/Processes – presented by Armen Yekyazarian from DMH QA Training and Operations. Reviewed process and purpose of QA Reports/Processes. The majority of SA2 providers have submitted them. Observations from the 2023 QA/QI Reports & Written Processes were reviewed including concepts and elements providers need clarification on. They are currently		

Departmental QA Meeting Report, contd.: Michelle Rittel	looking at ways to revise and update the form to clarify some things and make it more user friendly. Policy & Technical Development: QA Bulletin 23-03 Updated Medi-Cal Beneficiary Handbook & Notification to Beneficiaries – Bulletin was previously emailed to everyone. Bulletin was briefly reviewed. Policy 302.01 First Service Contact – Policy was reviewed. Network Adequacy & Access to Care: Access to Care – We have reached over 80% timely access to care and need to continue to improve. Providers not currently accepting new clients are strongly encouraged to review workflow to see if they can begin accepting clients. QA will be looking at urgent appointment timeliness and issuing NOABDs for untimely appointments. All providers are expected to assist in improving access to care. The last Network Adequacy/Access to Care webinar on 4/3/23 focused on ways clinics have improved capacity and access to care. You are encouraged to attend the next webinar. NAPPA – providers must continue to ensure NAPPA is updated on a regular basis and all practitioners' information is kept up to date. DMH is currently working to submit NAPPA data to the state on a monthly basis. Access to Care – Big Picture Interventions – Leverage the flexibility and efficiency CalAIM provides (Documentation redesign and First Point of Contact), Screening & Transition Tools (training links provided), Monitor and Tracking (Scheduling calendars, monitoring reports), Workflows. Access to Care – Recommended Interventions – interventions were reviewed including: creating standardized intake slots, having supervisors complete assessments, double booking appointments, creating Assessment Only team, case management/nursing/rehab evaluation first when medically necessary, reduce intake slot duration, increase # of intakes per clinician/per week, implement screening & transition tools. Review of CalAIM Access to Care Clinic Redesign examples from DMH DO programs. All programs have had significant improvement in access to care using these interventions.	

Departmental QA Meeting Report, contd.: Michelle Rittel	Itemized Updates in SRTS Release – Screener updates were briefly reviewed. Accepting New Beneficiaries – data was briefly reviewed. Data required in NAPPA – missing data briefly reviewed. Health Information Management (HIM): DO only. Keeper of Records Meeting – Wednesday, April 12, 2023. To register email Heather McDonald hamcdonald@dmh.lacounty.gov		
Suggested Items for Nest Meeting:	There were no suggestions.		
Handouts:	CANS Recertification Tip Sheet Managed Care Plan – Contact List 4-5-23 Policy Bulletin Q1-23 QA Bulletin 23-03 SA2 Children's QIC Power Point – April 20, 2023 SA2 Children's QIC Minutes – February 16, 2023 SA2 Children's QIC Agenda – April 20, 2023		

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Next Meeting:	Thursday, June 15, 2023 1:30-3:30pm Location: Online – Teams Meeting		

Respectfully submitted,

Michelle Rittel, LCSW