

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	June 15, 2023	
Place	Online – Teams Meeting	Start Time	1:30pm	
Chairperson	Michelle Rittel	End Time:	3:30pm	
Co-Chair	Open			
Members Present	Addie Castaneda, Adik Parsekhian, Amariyls Reyes, Anabel Aispuro, Araceli Ortiz, Armen Yekyazarian, Cheryl Davis, Cindy Luna, Claudia Morales, Dave Mendez, David Lopez, Diana Dawson, Emily Fitleberg, Evelyn Ramos, Gina Leggio, Gwen Thomas, Heather Bowen, Iliana Martinez, James McEwen, Jennifer Mitzner, Karely Gutierrez, Karina Krynsky, Katherine Smith-White, Kaylee Devine, Kimber Salvaggio, Laura Padrino, Lezly Zavala, Liliana Lira, Mercedes Cortez, Michelle Rittel, Myan Le, Pricilla Peraza, Sara Klausner, Stephanie Ochoa, Tanya Khanjian, Vicky 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 April 20, 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)			
<p>DMH QIC Meeting Report: Michelle Rittel</p>	<p>Presentation – CPS Spring 2023: Myan Le from DMH QI presented on preliminary response data from the Spring 2023 CPS. She complimented SA2 for having a response rate that really stood out and thanked everyone for their hard work and participation. She requested feedback from providers on their experience with the CPS process. Preliminary response data was reviewed. The powerpoint for the presentation was emailed to everyone before the meeting.</p> <p>2023 Provider Feedback on Service Area (SA) Quality Improvement Committee (QIC) Meetings Survey: The survey link was shared with providers and providers were encouraged to complete the survey.</p> <p>CANS-IP & PSC-35: There is an upcoming CANS webinar on June 22, 2023 at 10am and the link for that webinar was shared. A list of available resources for CANS-IP & PSC-35 was shared, including the link to the DMH Resource page.</p> <p>Compliance, Policy & Audit Services Update: Bulletins with new, revised and deleted policies are posted online and can be reviewed on the DMH website. The Special Policy bulletin 6/1/23 was briefly reviewed.</p> <p>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 crojas@dmh.lacounty.gov</p>		

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Quality Assurance (QA)			
Departmental QA Meeting Report: Michelle Rittel	<p>General QA Updates: Link to June 2023 QA/QI Monthly Central Meeting recording and slides was provided. Next QA On the Air is on 6/28/23 at 9am. Link to meeting was provided.</p> <p>State Updates: CalAIM – Payment Reform/CPT Codes – links to all of the QA On the Air webinars since December 2022 were provided.</p> <p>Draft QA Bulletin Re: Payment Reform was reviewed. Final bulletin should be going out this week.</p> <p>Changes to IHBS Pre-Authorization – changes to the IHBS Pre-Authorization process were reviewed. Providers discussed and clarified some information about the changes.</p> <p>Draft QA Bulletin re: New QA Process – bulletin was reviewed.</p> <p>Audits: None scheduled for SA2 Children’s Providers.</p> <p>Training and Operations: LE Contract Provider Chart Reviews – None Scheduled for SA2 Children’s Providers. They are working on finishing summary reports and scheduling exits for recent reviews and are in the process of coordinating additional reviews for July & August.</p> <p>QA Knowledge Assessment Survey – Survey #6 is open and the link was sent out to providers. The link was provided here as well. Survey will be open through end of June. For more information or to review previous surveys, please see the Knowledge Assessment Survey page on the QA website (link was provided).</p> <p>Currently in Development – Consent in a Mental Health Setting Training Video – available late June/early July.</p> <p>Collaborative Documentation Training Video – availability</p>		

Departmental QA Meeting Report, contd.:
Michelle Rittel

TBD. Interactive Progress Note Training Module – no availability information provided.
Presentation – Legal Entity Contract Provider Chart Reviews: Highlights of Observations – presented by Armen Yekyazarian from DMH QA Training & Operations. The power point slides for this presentation were emailed to everyone prior to the meeting. Highlights of the themes and trends observed during chart reviews in the past 12 months were reviewed including overall strengths, key themes regarding assessments, key themes regarding the problem list, key themes regarding care/treatment plans, key themes regarding progress notes, key themes regarding medication consents and overall takeaways based on the reviews. Examples of the kind of follow-up recommended were also reviewed.

Policy & Technical Development: There were no updates at this time.

Network Adequacy & Access to Care: Access to Care: Access to Care Memo – CMMD will now confirm Access to Care data with QA prior to approving providers closing to new beneficiaries. This is due to many providers currently listed as not accepting new beneficiaries not meeting the criteria in Policy 302.14. Plans of correction will be required. If a provider turns away a client due to capacity, but has not been approved by CMMD, the provider will have to provide services to the client and submit a plan of correction.

Screeener and Transition Tool Reminders – Updates to the Managed Care Plan Contact List were reviewed.

Responding to Initial Requests for Service Policy 302.14 – Reminder – timeframes for responding to an initial request for services were reviewed.

SRL/SRTS Disposition – Initiated Outreach & Engagement – should only be selected when the client is not yet ready for mental health services and you plan on outreaching/engaging the client. If selected, there should be documentation in SRL/SRTS regarding the reason it was selected, the O & E that

<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p>	<p>was initiated and the plan to provide additional O & E. The disposition is not to be used when you are simply trying to get ahold of a client to offer an appointment.</p> <p>SRTS Transfers – “At Capacity” – if you receive an SRTS referral, you should not transfer it to another provider due to being “at capacity” if the provider is listed as accepting new beneficiaries in the Provider Directory and NAPPA. Transfers of these referrals delays treatment for the client. The request will be transferred back to the provider and the provider will be expected to see the client. Also, a plan of correction will be required. Please make sure that all staff who handle new requests are aware of this! The process for handling a referral when you are unable to see the client within the timeframes specified in Policy 302.07 were reviewed.</p> <p>Discipline/Taxonomies in NAPPA – information was briefly reviewed as it was already covered earlier in the meeting.</p> <p>Program Selection in NAPPA Reminder – if you have School Based services, you should select School Based in NAPPA. You do not need to also select PEI unless you also have a separate PEI program. “Other” should be selected very rarely and QA is looking at these and will be contacting providers. Prior to selecting Other, send an email to networkadequacy@dmh.lacounty.gov If you have General Outpatient Care services or PEI, the expectation is that you will accept any referral from the general public. Accessible by should be phone/walk-in or phone only. Prior to selecting any other option, email Network Adequacy.</p> <p>NAPPA – additional reminders about selection of Age Group and Accessible By were reviewed.</p> <p>Health Information Management (HIM): DO only. Accessing Medical Records – DMH website information was reviewed, including instructions for requesting access to medical records. FAQ was also reviewed.</p> <p>Authorization to Release PHI – Instructions for requesting this release were reviewed.</p> <p>Registration for Medical Records Monthly Meeting – DO only – email Heather McDonald hamcdonald@dmh.lacounty.gov – next meeting is 6/28/23 at 10am.</p>		
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<p>Departmental QA Meeting Report, contd.: Michelle Rittel</p> <p>Suggested Items for Next Meeting:</p> <p>Handouts:</p>	<p>There were no suggestions.</p> <p>CANS PSC Webinar Flyer CPS Spring 2023 Preliminary Survey Response Statistics (slides) June 2023 QICs – QA Lead Segment (slides) Managed Care Plan Contact List 6-2-23 SA2 Children’s QIC Meeting Power Point – June 15, 2023 SA2 Children’s QIC Meeting Agenda – June 15, 2023 SA2 Children’s QIC Meeting – Minutes from April 20, 2023</p>		
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Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Next Meeting:</p>	<p>Thursday, August 17, 2023 1:30-3:30pm Location: Online – Teams Meeting</p>		

Respectfully submitted,

Michelle Rittel, LCSW