



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 6 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date:04.27.2023
Time: 10am-12pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	<i>Dr. Socorro Gertmenian, Jasmine Boyden, Alejandra Munoz, Andy Vigil, Annie Jackson, Dr. Armen Yekyazarian, Beatriz Perez, Belinda Williams, Bosco Ho, Brittany White, Carl Levinger, Caitlyn O'Hara, Cedric Smoots, Chloe Gomez, Courtney Olsen, Cynthia Sarmiento, Daiya Cunnane, Edith Cruz, Erika Castillo, Jamie Campos, Jamie Chess, Jamie Langford, Jane H. Park-Aspe, Jocelyn Bush Spurlin, Julie Elder, Karla Cano, Katherine Webb, Laura Aquino, Liz E, Lucy Khachtourians, Mandy Sommers, Mariana Villegas, Martin McDermott, M. Hernandez, Michael Bray, Myan Le, Robin Moten, Rosemary Stevens, Sacha Dovick, Sara Van Koningsveld, "Coco" Satoko Luce, Shantele Blackmon, Shaun Allen, Stuart Jackson, Sueretta Small, Dr. Tiffany Harvey, Vanessa Martin, Veronica Macias, Victoria Kim, Windy Gaston, Yolanda Robles, Yoshado Lang, Zonia K. Mijangos- Alonso.</i>

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Gertmenian welcomed everyone and called the meeting to order at 10:00a.m. Newcomers were given the opportunity to introduce themselves and sign-in via electronic sign-in sheet, chat box, over the phone and or by email.		
Minutes	Minutes from the March 2023 QIC meeting will be sent out later. There is no recording for the March meeting		

<p>Quality Improvement</p> <ul style="list-style-type: none"> ➤ Consumer Perception Survey 	<p>Dr. Gertmenian presented and shared the Consumer Perception Survey (CPS) updates with members.</p> <p>Dr. Gertmenian reminded members to check out the DMH Website for the updated CPS material which has the training video on how to complete the survey, as well as UCLA option, the DMH option and the paper option.</p> <p>Dr. Gertmenian mentioned that the Survey paper options need to be delivered to her no later than Wednesday, the 24th. As a reminder, you can't make photocopies of the Paper Survey and each individual packet needs to be printed as an individual packet. If you are doing the UCLA/DMH option, please make sure that you're attending those trainings.</p> <p>Dr. Gertmenian shared that the QI has worked out the issues with T-Mobile viewing the links as spam, which now makes it less difficult to text and send out the links for the surveys. There are recorded trainings available for the paper option, the LA County Electronic survey, and the UCLA option.</p> <p>Dr. Gertmenian reminded members that there is a training for the LA County DMH survey training, Directly Operated and Legal Entities.</p>		
<p>Quality Assurance</p> <ul style="list-style-type: none"> • CANS <ul style="list-style-type: none"> ➤ Updates ➤ Steps to Recertify ➤ Helpful tips ➤ Available Resources 	<p>Dr. Gertmenian shared an update from the Outcomes Division on the Child and Adolescent needs and strengths (CANS) training with members. There was one minor change that has to do with the lapse of time where there is an easier way to get certified without having to go through all the training modules. Members were reminded to recertify before the CANS certificate expires, and to retake the training after the certification expire date.</p> <p>For Additional Support in passing the exam, please contact Praed Coaching Support at: Coaching@TCOMTraining.com</p> <p>Additional Contacts to reach out to are:</p> <p>DMH CANS Training Coordinator, Adam Benson</p>		

<p>Screening & Transition Tools</p> <ul style="list-style-type: none"> ➤ Updates <p>Service Request Tracking System (SRTS)</p> <ul style="list-style-type: none"> ➤ Updates <p>Training & Operations</p> <ul style="list-style-type: none"> ➤ Chart Review and Training 	<p>ABenson@dmh.lacounty.gov</p> <p>Praed Support Help Email, support@TCOMTraining.com</p> <p>The CANS Recertification Tip Sheet can be accessed at, Resources-Department of Mental Health (lacounty.gov)</p> <p>Dr. Gertmenian shared updates on the Screening and Transition Tools with members:</p> <ul style="list-style-type: none"> • Manage Care Plan (MCP) contact list was updated on 4/5/23. • (DO) Service Request Log in IBHIS was updated on 3/10/23. <ul style="list-style-type: none"> – Screeners embedded – Dispositions updated • Service Request Tracking System (SRTS) updated to go live 4/17/23 <ul style="list-style-type: none"> – Screens embedded /updated & New Dispositions – Access Grants - Trained on the SRTS and Screeners this week • Coordination of Care Between MCPS & LACDMH <p>Dr. Gertmenian shared the updates and changes on the Service Request Tracking System (SRTS) with members:</p> <ul style="list-style-type: none"> • “Assessment Appointment given” has updated to “Appointment given” • “Crisis Response” has updated to “911 Law Enforcement Response” • “Treatment Appointment given” has updated to “Screened and Referred to MCP” • Screener Tools added to the SRTS. Reminder to check the attachment section <p>Dr. Gertmenian shared the updates to the Chart Review and Training:</p> <ul style="list-style-type: none"> • There will be no billing for travel and documentation starting in July. • Chart Review Tool 		
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<ul style="list-style-type: none"> • QA Bulletin: https://file.lacounty.gov/SDSInter/dmh/1137613/23-02chartreview/TrainingUnderCalAIM.pdf • Chart Review Tool: https://file.lacounty.gov/SDSInter/dmh/1137357/LACoMHP/ChartReviewTool.pdf • Reasons for Recoupment: https://www.dhcs.ca.gov/Documents/BHIN-22-063-Enclosure-3-SMHS-Reasons-for-Recoupment-FY-22-23.pdf • Training: https://www.dmh.lacounty.gov/qa/qa-training/ <ul style="list-style-type: none"> ➤ Collaborative Documentation Training Updates ➤ QA Website Updates ➤ HIPAA Updates 	<ul style="list-style-type: none"> • QA Requirements for DO's and • QA/QI Report for LE's to account for the new requirements <p>Dr. Gertmenian reminded members that the LE's chart reviews were due back in January and to reach out to DMH if assistance is needed.</p> <p>All new and existing Providers / Practitioners are strongly encouraged to view the videos prior to service delivery:</p> <ul style="list-style-type: none"> • Standardized Screening Process • Access to Care time frame reminders • Criteria to Access SMHS & Medical Necessity • Documentation Requirements • Reimbursement and Claiming • Standardized Transition Process <p>Dr. Gertmenian shared the updates to the Collaborative Documentation Training with members. The QA Unit will be developing video training for Collaborative Documentation instead of resuming the live webinar trainings. Once developed, it will be available with the existing resources on the Collaborative Documentation webpage on the LADCMH website.</p> <p>Dr. Gertmenian shared the updates to the QA website. There is a new video training on the Retention and Release of Clinical Records as well as an update to the training on consent in a Mental Health Setting which will be coming soon the QA website's training page.</p> <p>Dr. Gertmenian reminded members that HIPAA is in the process of being updated.</p> <p>Dr. Gertmenian mentioned that training on Consent and the Mental Health Setting will be available soon and that consent is required for telehealth in California.</p>		
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<p>➤ Beneficiary Handbook Updates</p> <ul style="list-style-type: none"> • https://dmh.lacounty.gov/our-service/patients_rights/mhp-handbooks/ <p>Policy 302.01 Updates</p> <ul style="list-style-type: none"> • https://Secure2.compliancebridge.com/lacdmh/public/index.php?Fuseaction=print.preview&docID=4004 <p>Quick Updates</p> <ul style="list-style-type: none"> • Access to Care • NAPPA • Health Information Management System • Payment Reform <p>QA on the Air Review</p> <p>Procedure Codes (Draft)</p>	<p>Dr. Gertmenian reminded members to view the updates to the QA Bulletin, the new Beneficiary Handbook and to also properly notify the consumers that a new handbook is out.</p> <p>Dr. Gertmenian shared the updates on the First Service Contact, Policy 302.02.</p> <ul style="list-style-type: none"> • Published on March 6, 2023 • Replaced the Opening Episodes Policy 312.02 • Provides Policy and Procedures related to First Service Contacts (including consent) and timely opening of service episodes <p>Dr. Gertmenian allowed members to provide feedback, ask questions and voice any concerns regarding Access to Care and client referrals.</p> <p>Dr. Gertmenian reminded members to make sure that their NAPPA information is as current as possible.</p> <p>Dr. Gertmenian suggested members to watch the Access to care recorded Webinar.</p> <p>Dr. Gertmenian shared information about Health Management (Dos) - There was a Keeper of Records open forum meeting on April 12th that had discussion on HIPAA coming out with new changes which were supposed to come out in March.</p> <p>Dr. Gertmenian shared the updates on Payment Reform and mentioned that everyone should focus on moving away from a cost-based reimbursement to better enable Counties and Providers to deliver value-based care that improves the quality of life for Medicare beneficiaries.</p> <p>Dr. Gertmenian discussed the Procedure Codes- Review of QA on the Air. The QA code was posted during the QA on the Air and the QA department would like feedback on how to improve their document. The Procedure code is in draft, and the payment reforms will be available</p>		
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<p>Taxonomy Update</p>	<p>July 1st. They're working on a cheat sheet as well as developing a guide on how the Procedure Code combinations work.</p> <p>Dr. Daiya Cunnane shared that they are still waiting on the Granicus recordings that have been delayed and that they are waiting for the UCLA letter templates to be posted on the website.</p> <p>Dr. Gertmenian mentioned that there should not be any changes made to the current taxonomies but to make sure that practitioner's passwords are current and to make sure they aren't logged out and that they are able to access the system and they understand how to navigate the system and understand their accounts.</p>		
<p>Questions/ Announcements</p>	<p>If you're having any trouble locating information, please email: Socorroq@wellnestla.org</p> <p>Quality Assurance Mailbox: ▶ QualityAssurance@dmh.lacounty.gov</p> <p>General Policy & Technical Development: ▶ QAPolicy@dmh.lacounty.gov</p> <p>▶ IBHIS Error Connection: IBHISErrorCorrection@dmh.lacounty.gov</p> <p>▶ Training Inquiries for Directly Operated Programs: QADOTraining@dmh.lacounty.gov</p> <p>▶ Network Adequacy & Access to Care: NetworkAdequacy@dmh.lacounty.gov</p>		

	<p>▶ Professional Waivers: Waivers@dmh.lacounty.gov</p> <p>▶ Service Request Tracking System: SRTS@dmh.lacounty.gov</p> <p>For any questions that may come up before the next meeting, please send an email for a timely response. Dr. Socorro Gertmenian, Co-Chair. socorrog@wellnestla.org</p> <p>NEXT MEETING: Date: Thursday, May 25th, 2023, Time: 10am-12pm, via Microsoft Teams</p>		
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