



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

Date:02.23.2023
 Time: 10am-12pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	<i>Dr. Erica Melbourne, Dr. Socorro Gertmenian, Jasmine Boyden, Alejandra Munoz, Andy Vigil, Anell Tercero, Annie Jackson, Dr. Armen Yekyazarian, Beatriz Perez, Bosco Ho, Brenda Moreno, Carina Hernandez, Carl Levinger, Carla Francis, Cedric Smoots, Chloe Gomez, Colette Harley, Courtney Olsen, Cynthia Sarmiento, Daiya Cunnane, David Worden, Diana Perez-Johnson, Edith Cruz, Emma Mendez, Erika Castillo, Geralyn La Fleur, Jamie Campos, Jenny Rodriguez, Jessica Palma, Jocelyn Bush Spurlin, Johnathan Figueroa, Julie Elder, Junious, Karla Cano, Katherine Webb, Laura Aquino, Liz E, Lizbeth Alvarado, Mandy Sommers, Mariana Villegas, Martin McDermott, Robin Moten, Rosemary Stevens, Sacha Dovick, Sara Van Koningsveld, “Coco” Satoko Luce, Shalane Brouchet, Shana Whitlow, Shantele Blackmon, Shaun Allen, Theodore Wilson, Dr. Tiffany Harvey, Tra Johnson, Vanessa Castro, Vanessa Martin, Victoria Kim, William Barreto, Windy Gaston, Yolanda Robles.</i>

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Erica Melbourne 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.	Dr. Erica Melbourne	
Minutes from January 2023	Minutes from the January 2023 QIC meeting are complete and will be shared with members by Dr. Melbourne.	Approval of January’s minutes will take place at the March QIC mtg.	
Mental Wellness Moment	Dr. Melbourne informed and reminded members that February is Black History Month, and the theme of 2023 is Black Resistance. African Americans have resisted historic and ongoing oppression in all forms, especially the racial terrorism of lynching, racial pogroms, and police killings since our arrival upon these shores.		

	<p>Dr. Melbourne shared how she is staying mentally well and gave members the opportunity to share as well.</p>		
<p>Quality Improvement</p> <ul style="list-style-type: none"> ➤ CPS ➤ Patient’s Rights <p>Quality Assurance</p> <ul style="list-style-type: none"> • Consumer Perception Survey <ul style="list-style-type: none"> ➤ Dr. Daiya Cunnane – Presentation • Patient’s Rights Office <ul style="list-style-type: none"> ➤ Ted Wilson- Presentation • CAN/PSC <ul style="list-style-type: none"> ➤ DMH PEI Outcomes Inbox for questions/or information about CANS-IP/PSC-35 at 	<p>Dr. Daiya Cunnane presented and shared the 2023 Consumer Perception Survey (CPS) updates with members.</p> <p>Dr. Cunnane discussed the current activities:</p> <ul style="list-style-type: none"> • Planning meetings have begun • Chief Information Office Bureau (CIOB) Application Development team is updating the LACDMH electronic portal • Provider Advocacy Office (PAO) setting up Legal Entity (LE)/ Contracted Providers with C Numbers and CPS application access • Quality Improvement (QI) Unit is planning and creating provider support materials and revising the trainings • No updates from UCLA to date <p>Dr. Cunnane shared the updates to the Electronic Portal:</p> <ul style="list-style-type: none"> • Training Environment for both LE and Directly <ul style="list-style-type: none"> – Must enter providers own email and phone when creating practice survey records • Working to add the same filtering functions for each portal • Removing previous CPS records from portal • Working on the T Mobile issue • LACDMH electronic application Comment report after the period is complete <p>Dr. Cunnane shared additional updates with members:</p> <ul style="list-style-type: none"> • Provider lists are being distributed in the Service Areas (SAs) • 2023 CPS General Overview (Recording) coming soon 		

<p>peioutcomes@dmh.lacounty.gov</p>	<ul style="list-style-type: none"> - Assist providers in identifying the best survey version for their site - Links to Sexual Orientation and Gender Identity (SOGI) training links 		
<ul style="list-style-type: none"> • Policy and Technical Development 	<p>Please contact Dr. Daiya Cunnane if you have any questions or concerns.</p>		
<ul style="list-style-type: none"> ➤ Updates 	<ul style="list-style-type: none"> - QA Bulletin 23-01 Updated Organization Provider's Manual 		
	<p>Dr. Melbourne reminded members to make sure that they're in compliance when submitting the report and reminded members that the Change of Provider logs are due March 10th.</p>		
<ul style="list-style-type: none"> • http://file.lacounty.gov/SDSInter/dmh/1058269MH720Immediate-SameDayServicesAssessment7-1-19fillable.pdf 	<p>Dr. Gertmenian shared information and the process regarding the Notice of Action.</p>		
	<p>Dr. Melbourne announced and shared data about the CANS Client Level report with members. If you have questions about CANS and PEI Outcomes, please contact the peioutcomes@dmh.lacounty.gov.</p>		
	<p>Dr. Melbourne mentioned that the logs should be sent to the Change of provider mailbox in her absence. If you have issues with the reports being submitted, please contact Ted Wilson.</p>		
	<p>Dr. Melbourne shared that there has been an update to the Organization Providers manual to incorporate the CalAIM update as well as updates to the Documentation Redesign.</p>		
	<p>Dr. Melbourne mentioned that Chapter 1 includes information about the Specialty Mental Health Services.</p>		
	<p>Dr. Melbourne shared that QA Bulletin 22-06 will include information regarding what is reimbursable during the assessment period.</p>		
	<p>Dr. Melbourne mentioned that form for QA Bulletin 23-02 has been finalized and has been sent out.</p>		
<ul style="list-style-type: none"> - QA Bulletin 23-02 Updated QA Reviews and Training Under CalAIM 			
<ul style="list-style-type: none"> • Chart Review Tool & Training QA/QI Chart Review Requirements-Department of 			

<p><u>Mental Health</u> <u>(lacounty.gov)</u></p> <ul style="list-style-type: none"> • Access to Care <ul style="list-style-type: none"> ➤ Plan of Correction • QA on the Air <ul style="list-style-type: none"> – Transformation under Payment Reform Part III ➤ CalAIM <ul style="list-style-type: none"> – No New Updates: New Criteria to Access SMHS & Medical Necessity/No Wrong Door/*Diagnosis Codes Information Notice/*Documentation Redesign/Peer Support Services – Beneficiary Handbook – NOABD 	<p>Dr. Melbourne mentioned that the Chart Review Tool has been updated.</p> <p>Dr. Melbourne reminded members to make sure that DO's and Contracted Providers are utilizing the tools and review the trainings.</p> <p>Dr. Melbourne reminded members to make sure they are in compliance with access to care and to make sure that people are getting effective triage when coming in to access services.</p> <p>Dr. Melbourne encouraged members to attend the Webinar that takes place every month about access to care.</p> <p>Dr. Melbourne gave members an opportunity to share any best practices and suggestions that they are doing to effectively see clients within the 10 days.</p> <p>Dr. Melbourne shared that the QA on the Air was Wednesday, February 22nd. There was discussion on Payment Reform Part III, CPT Codes, and refining Taxonomy Codes at the meeting as well as an update on information about Mental Health Rehab Specialists.</p> <p>Dr. Melbourne shared the updates to the Documentation Travel time and the rate for each County.</p> <p>Dr. Melbourne mentioned that there are no new changes to the New Criteria to Access SMHS & Medical Necessity, No Wrong Door, Diagnosis Codes Information Notice, Documentation Redesign and Peer Support Services.</p> <p>Dr. Melbourne shared that the final version of the Beneficiary Handbook has been released from the State and they are working on incorporating the changes and getting it translated.</p> <p>Dr. Melbourne mentioned that the NOABD Service Delivery forms and the application have been finalized.</p>		
---	---	--	--

<ul style="list-style-type: none"> - Screening & Transition Tools- QA Bulletin 22-11 - Payment Reform • Training & Operations <ul style="list-style-type: none"> ➤ LE Chart Reviews - Optimist Youth Homes- March 20th ➤ Annual QA/QA Reports & Written QA/QI process - Difference between QA vs. QI: 1137166 QAVsQIHandbook.pdf (lacounty.gov) ➤ Collaborative Documentation Training Update - Collaborative Documentation- Department of Mental Health (lacounty.gov) 	<p>Dr. Melbourne shared that there will be a training for the Screening and Transition Tools, QA Bulletin 22-11, and there's a direct link that will be sent out for the recording.</p> <p>Dr. Melbourne shared and reminded member about the updates to Payment Reform</p> <ul style="list-style-type: none"> • No longer billing by the minute, some codes will be in 15-minute increments • Will utilize "add-on" procedure codes • Only bill for "direct patient care," documentation, travel time, review of records will be considered "admin" • Increase use of modifiers • Complex rules around which codes can be billed on the same day <p>Dr. Melbourne mentioned that DHCS released the Final Billing Manual.</p> <p>The QA on the Air meeting information was shared:</p> <ul style="list-style-type: none"> • December QA on the Air provided an overview of the upcoming changes: https://lacountymediahost.granicus.com/mediaplayer.php?clip_id=10471 • January QA on the Air provided specific codes and Modifier changes: https://lacountymediahost.granicus.com/mediaplayer.php?clip_id=10537 • February QA on the Air will address taxonomy code changes and other details. 		
---	---	--	--

<p>➤ Virtual Forms- Dr. Armen Yekyazarian</p> <p>• Records Retention Policy, Policy 401.01</p>	<p>Dr. Melbourne mentioned that Tobinworld will be moving to Optimist Youth Homes in March.</p> <p>Dr. Melbourne informed members that the Annual QA and Qi reports in the written QA Qi process for LE's was due February 15th. This is for legal entities.</p> <p>Dr. Melbourne went over the Records Retention Policy, Policy 401.01 with members. (DO's only)</p> <ul style="list-style-type: none"> • All clinical records and PHI shall be retained for a period that is at least equivalent to the later of any of the following: <ul style="list-style-type: none"> – 10 years. Following the conclusion of service; – For minors, until such time as the minor reaches 25 years of age; – 10 years after completion of all County, State and or Federal Audit; or – 10 years after the conclusion of any audit appeal and or when audit findings are fully resolved. • All documents created and scanned into the EHR after the implementation of the EHR shall be destroyed upon confirming the document(s) were successfully scanned into the EHR. <ul style="list-style-type: none"> – Documents originally created as part of a paper clinical record are subject to the retention period in Section C.1 and must be returned to the paper clinical record after scanning into EHR. – Records are not accepted for storage at the Hall of Administration. – Open service request for GRM pick-up 		
--	---	--	--

**Questions/
Announcements**

If you're having any trouble locating information, please email:

EMelbourne@dmh.lacounty.gov

and/or Socorro@wellnestla.org

Quality Assurance Mailbox:

▶ QualityAssurance@dmh.lacounty.gov

General Policy & Technical Development:

▶ QAPolicy@dmh.lacounty.gov

▶ IBHIS Error Connection: IBHISErrorCorrection@dmh.lacounty.gov

▶ Training Inquiries for Directly Operated Programs:

QADOTraining@dmh.lacounty.gov

▶ Network Adequacy & Access to Care:

NetworkAdequacy@dmh.lacounty.gov

▶ Professional Waivers:

Waivers@dmh.lacounty.gov

▶ Service Request Tracking System: SRTS@dmh.lacounty.gov

For any questions that may come up before the next meeting, please send an email to us for a timely response.

Dr. Erica Melbourne, Chair, emelbourne@dmh.lacounty.gov

Dr. Socorro Gertmenian, Co-Chair. socorro@wellnestla.org

NEXT MEETING: Date: Thursday, April 27, 2023, Time: 10am-12pm,
via Microsoft Teams