



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

Date:01.26.2023  
 Time: 10am-12pm

<b>Type of meeting:</b>	Virtual meeting
<b>Meeting Link:</b>	Join Microsoft Teams Meeting
<b>Members Present:</b>	<i>Dr. Erica Melbourne, Dr. Socorro Gertmenian, Jasmine Boyden, Alejandra Munoz, Andy Vigil, Anell Tercero, Dr. Armen Yekyazarian, Beatriz Perez, Bosco Ho, Carina Hernandez, Carl Levinger, Carla Francis, Cedric Smoots, Chloe Gomez, Colette Harley, Diana Perez-Johnson, Edith Cruz, Emma Mendez, Erika Castillo, GERALYN La Fleur, Jamie Campos, Jenny Rodriguez, Jessica Palma, Jocelyn Bush Spurlin, Julie Elder, Junious, Karla Cano, Katherine Webb, Laura Aquino, Liz E, Lizbeth Alvarado, Mandy Sommers, Martin McDermott, Robin Moten, Rosemary Stevens, Sacha Dovick, Sara Van Koningsveld, “Coco” Satoko Luce, Shantele Blackmon, Shaun Allen, Dr. Tiffany Harvey, Vannessa Martin, Victoria Kim, William Barreto, Windy Gaston, Yolanda Robles.</i>

<b>AGENDA ITEMS</b>	<b>DECISIONS AND ACTIONS</b>	<b>RESPONSIBLE UNIT/STAFF</b>	<b>DUE DATE</b>
<b>Welcome &amp; Introductions</b>	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	
<b>Minutes from October 2022</b>	Minutes from the October 2022 QIC meeting were shared with members during the meeting by Dr. Melbourne.	Jocelyn Bush Spurlin approved the minutes and Wendy Gaston seconded.	
<b>Mental Wellness Moment</b>	Dr. Melbourne informed and reminded members that January is Mental Wellness Month and reminded members to continue to focus on self-care, look for ways to strengthen mental resilience, and to continue to practice gratitude.		

<b>SA6 QIC Calendar 2023</b>	<p>Dr. Melbourne mentioned that she emailed the Service Area 6 QIC 2023 Calendar to members which will include the dates of the 2023 QIC meetings.</p>		
<p><b>Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• <b>Available Resource to Providers</b> <ul style="list-style-type: none"> <li>– <b>CANS-IOP and PSC FAC, CANS and PSC Quick Guides, Clinical Forms Bulletin 19-03 and 19-04</b></li> <li>– <b>QA Bulletins 19-02 and 19-03: <a href="https://dmh.lacounty.gov/outcomes/resources">https://dmh.lacounty.gov/outcomes/resources</a></b></li> <li>– <b>DMH PEI Outcomes Inbox for questions and/or information about CANS-IP/PSC-35 at <a href="mailto:Peicoutcomes@dmh.lacounty.gov">Peicoutcomes@dmh.lacounty.gov</a></b></li> </ul> </li> </ul> <p><b>Quality Assurance</b></p> <ul style="list-style-type: none"> <li>• <b>QA on the Air</b> <ul style="list-style-type: none"> <li>➤ <b>Transformation under Payment Reform part II</b></li> </ul> </li> <li>• <b>CaAIM</b></li> </ul>	<p>Dr. Melbourne shared that there was an update at the Departmental QI and QA meeting where they talked about the CANS and the PSC. Updates has been made to the FAQs, and the development of the quick guides and clinical forms bulletin has been shared. If you have any questions or concerns, please contact <a href="mailto:Peicoutcomes@dmh.lacounty.gov">Peicoutcomes@dmh.lacounty.gov</a>.</p> <p>Dr. Melbourne went over the CANS IP, the PSC-35 checklist, the different scenarios that are proposed, how and when those outcomes are administered and making sure that people are compliant with completing the forms.</p> <p>Dr. Melbourne shared information and scenarios with members regarding a care giver or client declining to complete the pediatric symptom checklist.</p> <p>Dr. Melbourne reminded members about the target ages, 6-20 in which the CANS is supposed to be administered.</p> <p>Dr. Melbourne mentioned that she will be reaching out to some members to update the old provider numbers that no longer exists.</p> <p>Dr. Melbourne shared that the QA on the air occurs every month and encouraged members to attend.</p> <p>Dr. Melbourne strongly encouraged members with billing and training staff on procedure codes to attend the meetings.</p>		

<ul style="list-style-type: none"> <li>➤ <b>Cal/AIM Quiz:</b> <a href="https://forms.office.com/g/v5Ke2thegE">https://forms.office.com/g/v5Ke2thegE</a></li> </ul>	<p>Dr. Melbourne reminded members to take the CalAIM Quiz. <a href="https://forms.office.com/g/v5Ke2thegE">https://forms.office.com/g/v5Ke2thegE</a></p>		
<ul style="list-style-type: none"> <li>➤ <b>No New Updates</b> <ul style="list-style-type: none"> <li>– <b>New Criteria to Access SMHS &amp; Medical Necessity; No Wrong Door/ Diagnosis Codes Information Notice/ Documentation Redesign/ Peer Support Services</b></li> </ul> </li> </ul>	<p>Dr. Melbourne mentioned that there are no new updates for the Criteria to Access Specialty Mental Health Services and Medical Necessity, Wrong Door, Diagnosis Codes, Information Notice, Documentation Redesign, and the Peer Support Services. If you need any information regarding the above bulletins and topics, please check your previous emails or go to the Departmental QA Website.</p> <p>Dr. Melbourne shared that the Department of Health Care Services is working on their final version of the beneficiary handbook.</p> <p>Dr. Melbourne shared that papers have been finalized for the NOABD Service Delivery forms and they're working to finalize the NOABD applications by mid-January.</p>		
<ul style="list-style-type: none"> <li>➤ <b>Updates</b> <ul style="list-style-type: none"> <li>– <b>Screening &amp; Transition Tools- QA Bulletin 22-11</b></li> <li>– <b>Payment Reform</b></li> <li>➤ <b>Pilot Feedback</b></li> </ul> </li> </ul>	<p>Dr. Melbourne mentioned that there was a Peer Support Services presentation at the Town Hall meeting on January 25<sup>th</sup> that discussed the number of people who have received certification to provide peer support services. The Peer Support Services has been included in the Organizational Manual in the guides and procedure codes which will also include the services that they will claim. QA is updating NAPA and IBHIS to include the new discipline category for the certified Peer Support Specialist.</p> <p>Dr. Melbourne updated members about the QA Bulletin 22-11 Screening and Transition of Care. If Directly-Operated or Contracted Providers have any questions related to this bulletin, please contact the QA Unit at <a href="mailto:Accesstocare@dmh.lacounty.gov">Accesstocare@dmh.lacounty.gov</a></p> <p>Dr. Melbourne reminded members about the updates to Payment Reform and mentioned that they are billing for direct patient care, no longer billing by the minute and some codes will be in 15-minute increments. Documentation, Travel time, and review of records is</p>		

<p><b>Training &amp; Operations</b></p> <ul style="list-style-type: none"> <li>• <b>LE Chart Reviews</b></li>   <li>• <b>QA/QI Reports &amp; Written QA/QI Process Presentation- Dr. Armen Yekyazarian</b></li>   <li>• <b>Updates to QA Training Webpage</b></li> </ul>	<p>considered an administrative task. There will be an increased use of modifier sand there is going to be more complex rules around the codes.</p> <p>Dr. Melbourne mentioned that the final billing manual has been released.</p> <p>Dr. Melbourne shared that Tobinworld’s review is expected to start 2/7/2023.</p> <p>Dr. Yekyazarian gave a power point presentation on the Annual QA/ QI reports as well as the QA/ QI processes. Providers were reminded that the annual QA/QI reports and written QA/QI process for the agencies are due by February 15<sup>th</sup>. An email was sent out on January 13<sup>th</sup> with the updated QA/QI reports and written process forms.</p> <p>Dr. Yekyazarian mentioned the items removed and added to the QA/QI Report form.</p> <ul style="list-style-type: none"> <li>- Removed the reference to a specific percentage and time frame cycle for reviewing charts</li> <li>- Removed the external Audits and Review Section</li> <li>- Added the Medication Monitoring and Outcome Measures</li> <li>- Added the Needs Evaluation Monitoring Sections</li> <li>- Updated Title of Form and added reference to QI throughout the form</li> </ul> <p>Only one report and process are needed per legal entity and should incorporate and cover all the providers under your legal entity. Old forms should not be used to submit your agencies report and processes. The QA will review and inform your organization of any missing or additional information needed or if there are any questions.</p> <p>If there have been any changes in your agency’s QA team, please contact LACDMH QA at <a href="mailto:QualityAssurance@dmh.lacounty.gov">QualityAssurance@dmh.lacounty.gov</a> to provide the most updated QA contact information to get the new forms out to your agency.</p> <p>Dr. Melbourne mentioned that there have been updates made to the QA training page. The general training link was removed for LEs and DOs.</p>		
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<p><b>Policy and Technical Development</b></p> <ul style="list-style-type: none"> <li>• <b>Provider Directory</b></li> <li>• <b>Final Clinical Forms Bulletin 22-02</b></li> </ul> <p><b>Health Information Management</b></p> <ul style="list-style-type: none"> <li>➤ <b>Public Benefits Programs</b> *DO's Only</li> </ul>	<p>Dr. Melbourne shared that the Provider Directory was updated and went live early January.</p> <p>Dr. Melbourne mentioned that the Final Clinical Forms bulletin 22-02 should be used for all existing clients. MH759- Open Payments Database Notification. DHCS 8765 C- Youth Screening Tool for M/C MHS/ DHCS 8765 A- Adult Screening Tool for M/C MHS/ DHCS 8765 B- Transition of Care Tool for M/C MHS. Updated: MH 500 Consent for Services</p> <p>Dr. Melbourne shared that the Mental Health form 707 Provider Communication and the Mental Health 739 Consent for groups or family sessions forms are Obsolete and no longer required.</p> <p>Dr. Melbourne discussed the Public Benefits Program (DO's Only) is for anyone who is applying for a public benefit program and that the client or employee is entitled a copy at no charge of their relevant portion of their patient records.</p>		
<p><b>Questions/Announcements</b></p>	<p>Dr. Melbourne shared that next month would be her last meeting as SA6 QIC Chair and that she will be transferring to the Training Unit at the end of February.</p> <p>If you're having any trouble locating information, please email:  <a href="mailto:EMelbourne@dmh.lacounty.gov">EMelbourne@dmh.lacounty.gov</a>  and/or <a href="mailto:Socorro@wellnestla.org">Socorro@wellnestla.org</a></p> <p>Quality Assurance Mailbox:  ▶ <a href="mailto:QualityAssurance@dmh.lacounty.gov">QualityAssurance@dmh.lacounty.gov</a></p> <p>General Policy &amp; Technical Development:  ▶ <a href="mailto:QAPolicy@dmh.lacounty.gov">QAPolicy@dmh.lacounty.gov</a></p> ▶ IBHIS Error Connection: <a href="mailto:IBHISErrorCorrection@dmh.lacounty.gov">IBHISErrorCorrection@dmh.lacounty.gov</a>		

	<p>▶ Training Inquiries for Directly Operated Programs: <a href="mailto:QADOTraining@dmh.lacounty.gov">QADOTraining@dmh.lacounty.gov</a></p> <p>▶ Network Adequacy &amp; Access to Care: <a href="mailto:NetworkAdequacy@dmh.lacounty.gov">NetworkAdequacy@dmh.lacounty.gov</a></p> <p>▶ Professional Waivers: <a href="mailto:Waivers@dmh.lacounty.gov">Waivers@dmh.lacounty.gov</a></p> <p>▶ Service Request Tracking System: <a href="mailto:SRTS@dmh.lacounty.gov">SRTS@dmh.lacounty.gov</a></p> <p>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, <a href="mailto:emelbourne@dmh.lacounty.gov">emelbourne@dmh.lacounty.gov</a> Dr. Socorro Gertmenian, Co-Chair. <a href="mailto:socorrog@wellnestla.org">socorrog@wellnestla.org</a></p> <p><b>NEXT MEETING:</b> Date: Thursday, February 23, 2023, Time: 10am-12pm, via Microsoft Teams</p>		
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