



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

Date:9.22.2022
 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, Aminah Ofumbi, Ana Gomez-Rodriguez, Andy Vigil, Anell Tercero, Bianca Vargas, Brittany White, Carl Levinger, Carla Francis, Carlisha Walker, Cedric Smoots, Chloe Gomez, Colette Harley, Courtney Olsen, Cynthia Sarmiento, Dr. Daiya Cunnane, Edith Cruz, Elizabeth Echeverria, Emma Mendez, Enrique Zuniga, Erika Lopez, Evelyn Gutierrez, Geralyn La Fleur, Jamie Campos, Jenny Rodriguez, Jocelyn Bush Spurlin, Kaela Stambor, Katherine Webb, Laura Aquino, Liz E, Mandy Sommers, Mariana Villegas, Martin McDermott, Michael Bray, Patricia Lopez, Porsha Dodson, Robin Moten, Rosemary Stevens, Sara van Koningsveld, "Coco" Satoko Luce, Shannon Wolfe, Shaun Allen, Stephanie Clark, Stephanie Villatoro, Tanya Fontenot, Dr. Tiffany Harvey, Victoria Kim, Virginia Astorga Gonzalez, William Barreto, Yvette Odell, Yvonne Tiffer</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 August 2022	Minutes were shared with members during the meeting by Dr. Melbourne.	The minutes were tabled until the October QIC meeting.	

<p>Mental Wellness Moment</p>	<p>Dr. Melbourne reminded members that September is suicide prevention month and shared the 9-8-8 suicide Crisis Lifeline which is led by Didi Hirsch.</p> <p>Dr. Erica shared the five steps to take that are known to help someone in crisis which were:</p> <ol style="list-style-type: none"> 1. ASK: Are you thinking about suicide: How do you hurt? How can I help? 2. BE THERE: In person or on the phone. Show support. Listen. Keep promises to connect. 3. HELP KEEP THEM SAFE: If the person in crisis is suicidal, details matter: Do they have a plan, or ideas about timing or method? You can call 988 to support their crisis care. 4. HELP THEM CONNECT: When someone is in crisis, connecting them with ongoing supports can help establish a safety net. Remind them they can call, text or chat 988 to connect with a trained crisis counselor 24/7. 5. FOLLOW UP: After the immediate crisis is over, check in. That text or call afterwards makes a real difference. 		
<p>Quality Assurance</p> <p>QIC Segment Knowledge Assessment Feedback Survey Patricia Lopez, MHC, RN</p>	<p>Patricia Lopez with Quality Assurance Training and Operations presented on the Knowledge Assessment Survey feedback</p> <p>Patrica Lopez went over the Goals of the Knowledge Assessment Survey, Process of the Knowledge Assessment Survey, and the Knowledge Assessment Feedback Survey Results as of 9/21/22.</p> <p>The purpose of the Knowledge Assessment Survey is to:</p> <ul style="list-style-type: none"> • Identify the system-wide areas of QA related requirements and Information that is not well understood. • To provide an opportunity for providers to highlight and clarify areas of QA related requirements and information that is not well understood. • To provide an opportunity for providers to perform internal assessments and provide training for Agency Clinicians. 		
<p>Quality Improvement</p> <ul style="list-style-type: none"> • Staff Wellness Activities <ul style="list-style-type: none"> ➤ What are agencies doing to ensure staff wellness? 	<p>Dr. Melbourne welcomed members to share what they are doing to ensure staff wellness.</p> <ul style="list-style-type: none"> • Cedric Smoots mentioned that his agency is moving toward being open, receiving feedback from staff, and what can be done to improve morale and retainment, as well as giving incentives such as giving a mental health day or paying for staff's birthdays. 		

<p>Quality Assurance</p> <ul style="list-style-type: none"> • Surprise Kahoot! <ul style="list-style-type: none"> ➢ CalAIM: How well do you understand it? • Credentialing Requirements • CalAIM <ul style="list-style-type: none"> ➢ New Criteria to Access SMHS & Medical Necessity ➢ No Wrong Door ➢ Diagnosis Codes Information Notice ➢ Documentation Redesign • Org Manual Revisions-Coming Soon • Next Steps • Peer Support Services 	<ul style="list-style-type: none"> • Cynthia Sarmiento from Bayfront shared that they are still working a hybrid schedule, so they are trying to promote getting together more through supervision, and conducting it face to face. They are also looking at doing staff appreciation, reaching out more, being supportive and bringing everyone together. • Emma Mendez from Amanecer Community Counseling Services shared that they offer a monthly meditation session. <p>Dr. Gertmenian and Dr. Melbourne surprised members with a special surprise game, Kahoot! Most members participated in the Cal-AIM “How Well Do You Understand It” Kahoot Quiz. The purpose was to help build morale, test your knowledge, and bring some fun back into the QIC. The winners of the Kahoot game were Katherine Webb, Dr. Aminah Ofumbi & Chloe Gomez. Winners were asked to place their email in the chat so that a gift card could be emailed to them for their participation.</p> <p>Dr. Melbourne reminded members that there is a credentialing requirement for all licensed, waived, registered, and or certified providers. The link for the credentialing requirements was provided to members which will direct them to the Government website for DHCS that contains information about credentialing. _MHSUDS Information Notice 18-019 Final Rule Credentialing ADA (ca.gov)</p> <p>Dr. Melbourne shared that there will be updates to the organizational manual soon. There are no actual dates but there will be many revisions that will be made to the manual.</p> <p>Dr. Melbourne mentioned that there will be modifications to the record review and the claiming that can be associated with reviewing a record in preparation for an appointment that is missed or cancelled.</p> <p>Dr. Melbourne shared that there are updates from DHCS that will be folded into the Cal-AIM FAQ which will also change what has been documented in the organizational provider manual.</p>		
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<ul style="list-style-type: none"> • Screening and Transition Tools <ul style="list-style-type: none"> ➤ Pilot Feedback • Reminders <ul style="list-style-type: none"> ➤ Payment Reform/CPT Codes- July1, 2023 • New QA Process in Development • Announcements <ul style="list-style-type: none"> ➤ State System Review- September 27-30, 2022 ➤ Network Adequacy & Access to Care <ul style="list-style-type: none"> – Network Adequacy Certification Submission ➤ Waiver Reminder <ul style="list-style-type: none"> – Mental Health Professional Licensing Waivers- Department of Mental Health (lacounty.gov) 	<p>Dr. Melbourne shared that documentation will be forthcoming regarding record review following a missed or canceled session.</p> <p>Dr. Melbourne mentioned that due to the programs being impacted by the new Cal-AIM changes, modifications are being made to the following sections: Assessment, the Client Treatment Plan, The Care Plan, Progress Notes, TBS, IHBS, DTI and DR sections. The need for continuous client assessment, returning a client assessment and the formal client treatment plan will be removed.</p> <p>Dr. Melbourne updated members with information that will be added to the Organizational manual which included information about requirements for Medicare clients, the problem list section, and peer support services.</p> <p>Dr. Melbourne shared that DHCS has released a draft of the beneficiary handbook and is requesting feedback regarding it. Once that feedback has been incorporated into the updates, there will be a new beneficiary handbook that will be available. The NOABD, the service delivery form has been finalized and they are working to finalize updates to the application.</p> <p>Dr. Melbourne mentioned that the Organizational Providers Manual will be released very soon.</p> <p>Dr. Melbourne mentioned that the Peer Support Services is happening soon, and staff are participating in the trainings for the certification.</p> <p>Dr. Melbourne mentioned that DHCS will require standardized screening and transition tools across the state in January 2023. They are looking to add screening questions to the SRL, SRTS and the STRS 2.0.</p> <p>Dr. Melbourne reminded members about the changes to the Payment reform and CPT codes that will go into effect July 1, 2023.</p> <p>Dr. Melbourne shared that the QA Department has a new process that is in development that they are working on. The goal is to make the process for reviewing programs to assure the best quality services are provided across the programs while ensuring that the providers are adhering to the Departments</p>		
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<ul style="list-style-type: none"> • Training & Operations <ul style="list-style-type: none"> ➤ LE Chart Reviews ➤ QA Website Updates ➤ Recent Handouts <ul style="list-style-type: none"> – Summary of Documentation Redesign LE Workgroup Sessions ▪ CalAIM Documentation Redesign LE Workgroup Summary.pdf (govdelivery.com) <ul style="list-style-type: none"> – Feedback Survey 	<p>requirements. The Department is planning to make the rules the same for the Directly Operated and Legal Entity. There will be three parts to the review: data review, workflow discussion and chart review.</p> <p>Dr. Melbourne mentioned that the Sate System review is scheduled for September 27th- 30th.</p> <p>Dr. Melbourne reminded members that the Network Adequacy and Access to Care information was presented at the large QA QI meeting where they mentioned that everyone is doing well.</p> <p>Dr. Melbourne reminded members to make sure they are updating their availability to provide services to clients.</p> <p>Dr. Melbourne reminded members that there is a new way to submit information for waivers. Mental Health Professional Licensing Waivers - Department of Mental Health (lacounty.gov)</p> <p>Dr. Melbourne mentioned that the Legal Entity that's being reviewed at this time is Boys Republic. They are also working on summary reports and coordination of related meetings for recent reviews.</p> <p>Dr. Melbourne mentioned that Training and Operations is in the process of coordinating additional reviews for October and November, which may include providers for our service area.</p> <p>Dr. Melbourne reminded members that the QA website is being updated with links to resource materials and will also provide the trainings that are being created.</p> <p>Dr. Melbourne informed members about the handouts that were placed on the website: Summary of Documentation Redesign Legal Entity work group sessions CalAIM Documentation Redesign LE Workgroup Summary.pdf (govdelivery.com) and the Feedback Survey regarding QA Knowledge Assessment Survey. QA Knowledge Survey QIC Questions (office.com)</p>		
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<p>regarding QA Knowledge Assessment Survey Process</p> <ul style="list-style-type: none"> ▪ QA Knowledge Survey QIC Questions <ul style="list-style-type: none"> • Directly Operated Only <ul style="list-style-type: none"> ➤ Medical Records Process <ul style="list-style-type: none"> – Elements of Valid Authorization – Medical Records Requests Processing Time and Format – Charging for Copies of Records- Applying for a Public Benefit Programs 	<p>Dr. Melbourne shared that the Process for Medical Records request is only for the Directly Operated providers and discussed the steps which included the Elements of Valid Authorization, Medical Records Requests Processing Time, and Format, and charging for copies of records.</p>		
<p>Questions/Announcements</p>	<p>If you're having any trouble locating information, please email: EMelbourne@dmh.lacounty.gov and/or Socorro@wellnestla.org</p> <p>Quality Assurance Mailbox: QualityAssurance@dmh.lacounty.gov 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 to us for a timely response: Dr. Erica Melbourne, Chair, emelbourne@dmh.lacounty.gov and/or Dr. Socorro Gertmenian, Co-Chair. socorro@wellnestla.org</p> <p>NEXT MEETING: Thursday, October 27, 2022, Time: 10am-12pm, via Microsoft Teams</p>		
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