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

Date:8.25.2022
Time: 10am-12pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	*Dr. Erica Melbourne, Dr. Socorro Gertmenian, Jasmine Boyden, Aminah Ofumbi, Ana Gomez-Rodriguez, Andy Vigil, Bianca Vargas, Bosco Ho, Brenda Moreno, Carla Francis, Carlisha Walker, Cedric Smoots, Colette James, Courtney Olsen, Dr. Daiya Cunnane, David Worden, Debra Benjamin, Edith Cruz, Elizabeth Echeverria, Enrique Zuniga, Geralyn La Fleur, Iling Wang, Jamie Campos, Jenny Rodriguez, Kaela Stambor, Laura Aquino, Liz E, Lizbeth Alvarado, Loretta Lopez Herndon, Lynetta Shonibare, Mandy Sommers, Mariana Villegas, Martin McDermott, Michael Bray, Michael B. Silverman, Nikki Collier, Niloufar, Porsha Dodson, Robin Moten, Rosemary Stevens, Ruby Medina, Sacha Dovick, Sara van Koningsveld, "Coco" Satoko Luce, Shannon Wolf, Shaun Allen, Dr. Tiffany Harvey, Virginia Gonzalez, Yivette Odell, Yolanda Robles, Zuneybi,*

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 July 2022	Minutes were emailed to members by Dr. Melbourne.	Dr. Socorro Gertmenian approved the minutes and Liz E. seconded.	

08.06.2020 REV

Mental Wellness Moment **August- The opportune time to enjoy one's family with extra fun and activities**	Dr. Melbourne gave members time to reflect and share their Mental Wellness moments as well as reminded members that August is family fun month.		
Quality Assurance • **LE Workgroup Sessions Presentation ~ Nikki Collier, LCSW**	Nikki Collier from LACMH- Quality Assurance presented on the LE Workgroup Sessions. Ms. Collier mentioned that the QA had a Work Group in April- May for Contract Providers and EHR vendors focusing on Documentation Redesign. There were four sessions: First session focused on Assessment requirement, the Second session focused on the Problem list, the Third session focused on Progress notes, and the Fourth session gave providers time to provide feedback. Ms. Collier shared that there were updates and changes to the QA website.	**Nikki Collier** ncollier@dmh.lacounty.gov	
Quality Improvement • **QI Updates- Dr. Daiya Cunnane** ➤ **EQRO Virtual Site Visit- Oct 17-20** • **Medi-Cal Certification/Re-**	Dr. Daiya Cunnane from Quality Improvement shared with members that they are preparing for the EQRO Virtual Site Visit in October 2022. Dr. Cunnane shared that Service Areas three and four were selected for the EQRO site visit. Dr. Cunnane mentioned that the QI Videos are sharing interesting ways that they are starting to focus on staff wellness and staff morale. Dr. Cunnane shared that QI is hearing a lot from DOs but would like to hear what the LEs are doing as well. Iling Wang with DMH provided updates regarding Medi-Cal Certification and Re-Certification and reviewed the checklist which is also available		

08.06.2020 REV

Certification- Iling Wang ➢ **Electronic Policy Submission**	on the DMH Website. For any questions, please contact Iling Wang at (213) 943-8311 or ilwang@dmh.lacounty.gov.

Quality Assurance

● **QA on the Air**	Dr. Melbourne shared that there was a QA on the Air on August 17th, providing updates regarding documentation changes. Dr. Melbourne mentioned that the QA on the Air will resume in October since there will not be a QA on the Air in September.
● **LE Credential Survey**	Dr. Melbourne shared that there was a survey that went out that specifically addresses, credentials of your practitioners that are on site. There are no updates regarding the LE Credentialing Survey.
● **CalAIM**	
➢ **CalAIM Quiz-** **https://forms.offic e.com/g/v5Ke2the gE**	Dr. Melbourne mentioned that the CalAIM Quiz is a good tool to use for training purposes with staff. The link was sent to members by Dr. Erica Melbourne.
➢ **New Criteria to Access SMHS & Medical Necessity- Effective January 1, 2022**	**QA Bulletin:** **http://file.lacounty.gov/SDSInter/dmh/1117880_QABulletin21- 08UpdatedCriteriatoAccessSMHS.pdf**. **Training:** **http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9 640** **FAQs: http://file.lacounty.gov/SDSInter/dmh/1119877_QABulletin21- 08FAQs.pdf**

➢ **No Wrong Door- Effective July1, 2022**	Dr. Melbourne shared that there is a QA bulletin and training for the No Wrong Door, effective July 1, 2022. – **QA Bulletin:** **http://file.lacounty.gov/SDSInter/dmh/1126524_QABulletin22-06NoWrongDoor.pdf** – **Training:** **http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10092&utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=**
➢ **Diagnosis Codes Information Notice-Effective July 1, 2022**	Dr. Melbourne reiterated that there is a bulletin and training regarding the Diagnosis Codes that covers the codes that non-diagnosing staff may use which became effective July 2022. – **QA Bulletin:** **http://file.lacounty.gov/SDSInter/dmh/1126541_QABulletin22-05FirstPointofContacts.pdf** – **Training:** **http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10092&utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=**
➢ **Documentation Redesign**	**QA Bulletin:** **http://file.lacounty.gov/SDSInter/dmh/1125775_QABulletin22-04DocumentationRedesignforSMHS.pdf** **Training Video:** **http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10092**
• **Next Steps** ➢ **Beneficiary Handbook**	Dr. Melbourne mentioned that they are waiting for DHCS to provide the template for the beneficiary handbook.

➢ **NOABD-Service Delivery Form**	Dr. Melbourne mentioned that the NOABD form in English and Spanish has been finalized and was emailed to members.		
➢ **Organizational Providers**	They are also working on the organizational providers manual and corresponding DMH policies that are impacted by Cal AIM.		
➢ **Manual & DMH Policies**	There will be new codes added to the Guide to Procedure codes, the educational Skill Buildings, group code, engagement code and therapeutic activity.		
➢ **Chart Review Tools- New QA Process**			
• **CalAIM**			
➢ **Peer Support Services**	Dr. Melbourne mentioned that there has been a lot of correspondence regarding the Peer support services. Individuals with lived experience can get certified to be peer support specialist.		
➢ **Screening/Transition Tools (January 1, 2023)**	Dr. Melbourne shared that DHCS is requiring the use of standardized Screening and Transition tools across the state which will become effective January 1, 2023.		
➢ **Payment Reform (July 1,2023)**	Dr. Melbourne mentioned that Payment Reform will become effective a year from now in July 2023.		
• **Policy Updates**	Dr. Melbourne reminded members about the Policy Updates and changes: 1. The Clinical Documentation for all Payer Source, Policy, 401.03. There are no significant changes, but it has been finalized and posted.		

	2. Updates were made to the Timeliness and Progress notes for Clinical Records, Contents and Documentation Entry, Policy 401.02. 3. Dr. Melbourne mentioned that Policy 302.14 regarding how we're supposed to respond to initial request for service is in review and approval. 4. Dr. Melbourne mentioned that they are currently working on First Service Contact Policy 302.01.		
Training & Operations ➤ **LE Chart Reviews**	Dr. Melbourne shared that they are continuing with LE Chart reviews and summary reports for the recent reviews. Tessie Cleveland agencies are currently being reviewed and they're working on additional reviews for September and October.		
➤ **QA Website Updates**	Dr. Melbourne mentioned that there will be updates along with the removal of outdated information and materials and you will be able to see a new chat review checklist for Legal Entity Providers.		
➤ **QA Lead Coverage** ➤ **Things to Come**	There will be updates about general documentation and claiming modules except for reimbursement claiming which was updated earlier and select documentation and claiming handouts.		
– **Online Trainings**	Dr. Melbourne mentioned that there are trainings that are in development and they're working on a retention and release of clinical records in a Mental Health setting.		
Policy & Technical Development ➤ **System Review- September 27-30, 2022**	Dr. Melbourne reminded members about the System Review that is taking place September 27th through the 30th.		
➤ **Final QA Bulletin 22-08: Eating Disorders & Access to Care**	Dr. Melbourne mentioned that they are also working on finalizing QA Bulletin 2208, eating disorders and access to care. There will be trainings that will take place in the fall of 2022 and 2023.		

➤ **Access to Care** – **Reminders** ➤ **Place of Service (POS) 02/10** ➤ **STRTP Odds and Ends**	Dr. Melbourne reminded members that we do not have a wait list. When an individual comes in requesting services, an appointment must be offered even if it's beyond the access to care timelines. Dr. Melbourne reminded members that providers must be approved before they can say they are at capacity. Dr. Melbourne mentioned that they are working on Place of Service (POS), 2 and 10 which are now available for use. POS 2 is when you're utilizing telehealth and providing services in other than the patients home and POS 10 is providing services when the patients are in their home. Dr. Melbourne mentioned that the Short-Term Residential Treatment Plan (STRTP) still has a treatment plan. There are modifications being made to the old client treatment plan and there will be a new plan they are updating. There are also updates to the aftercare services and procedure codes.
Questions/Announcements	If you're having any trouble locating information, please email: EMelbourne@dmh.lacounty.gov and/or Socorrog@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. socorrog@wellnestla.org

NEXT MEETING: Date: Thursday, September 22, 2022, Time: 10am-12pm, via Microsoft Teams | | |