

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes**

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| Type of Meeting | Quality Improvement Committee | Date: | May 24, 2022 |
| Place | MS Teams | Start Time: | 10:00 AM |
| Chair Co-Chair | Dara Vines, DMH Misty Aronoff, Step Up On Second | End Time: | 11:30 AM |
| Members Present | Dara Vines, DMH; Misty Aronoff, Step Up On Second; Jacquelyn Wilcoxon, DMH; Marc Borkheim, DMH QA; Jennifer Regan, DMH QI; Tora Miller, DMH; Michelle Matthews, Edelman (Adult); Sherry Nourian, Vista Del Mar; Martha Andreani, Providence St. John's; Araceli Barajas, UCLA Ties for Families; Eloisa Ramos Robles, Exceptional Children's Foundation; Caitlyn O'Hara, Alcott Center; Mandy Sommers, St. Joseph Center; Claudia Angel, Exceptional Children's Foundation; Libby Hartigan, SHARE!; Renee Lee, QA – Medical Certification; Jorge Alfaro, Providence St. John's; Johanna Aguiluz, The People Concern; David Lee, DMH; Wendy Coloma, The People Concern; Heather Bowen, The Help Group; Jonathan Figueroa, Exodus; Exodus; Bianca Vargas, St. Joseph Center; Kelly Delich, Family Service of Santa Monica / VDM; Queta Allred, Didi Hirsch; Shanna Whitlow, Didi Hirsch; Kayla Jones, The Help Group; Anna Weber, Providence St. John's. | | |
| Excused/Absent Members | Claudia Morales, PACS; Patrice Grant, Edelman (Child); Sara van Koningsveld, St. Joseph Center; Cheryl Carrington, Vista Del Mar; David Tavlin, Step Up On Second; Ashlei Sullivan, The People Concern; Kristine Santoro, Didi Hirsch, Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Sara Nouri, Alcott Center; Kristi Rangel, Alcott Center; Aminah Ofumbi, Didi Hirsch; Camille Dennis, SHARE!; Trish Burkett, Exodus Recovery; Nilsa Gallardo, Edelman – Adult; Theodore M. Cannady, DMH; Blair Ibarra, Exodus; Angeline Loch, The People Concern; Marina Eckhart, Didi Hirsch; Lance Lenford, DMH; Michael Lyles, DMH; Esther Lee, CMMD/DMH; Maria Tan, OASOC; Stephanie Yamada, PACS; Michele Burton, The Help Group, Jenny Escalante, The Help Group; Filippo Forni, ND Vets; Gerardo Avila, Exodus; | | |

| Agenda Item and Presenter | Findings and Discussion | Decisions/ and Recommendations Actions/Scheduled Task | Person Responsible/ Due Date |
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| <p>Call to Order & Introductions</p> <p>DMH Updates</p> | <p>The meeting was called to order at 10:00 AM. The meeting was conducted via MS Teams and telephone due to the Covid-19 pandemic. Participants were asked to type their name and agency information in the meeting chat or to email the Chair if joining by telephone.</p> <p>Jacque Wilcoxon provided DMH and SA5 updates. As most members know, our DMH Director, Dr. Jonathon Sherin, has resigned his position effective July 1st. In addition, our DMH Chief Financial Officer, Greg Polk, will be leaving his position June 1st. Dr. Lisa Wong, who is currently a Senior Deputy Director overseeing the department’s clinical programs and community-based services, will assume the Acting Director role on July 1st. Jacque highlighted Dr. Wong’s career long experiences within DMH, including her work with clients living on Skid Row and her past District Chief roles for SA1 and SA2. Jacque hoped that our SA5 providers will get to know more about her and her vision for the Department in the coming months.</p> <p>May is API Awareness Month. There will be a presentation to promote API history and awareness at the SALT5 meeting this afternoon. If interested, please contact the SA5 Administrative Offices to request a MS Teams link for the meeting.</p> <p>May is also Mental Health Awareness Month. Jacque acknowledged “We Rise” (DMH) and other events being held by providers in the community to decrease stigma and create more awareness. (continued next page)</p> | | <p>Dara & Misty QIC Membership</p> |

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| <p>Quality Improvement</p> | <p>Lastly, Jacquie announced that the SA5 QIC role will be transitioning at the next SA meeting in August. Dara announced her July retirement and informed the membership that Tora Miller, LCSW will become the new SA5 QIC Chair.</p> <ul style="list-style-type: none"> • Spring 2022 CPS Week – Feedback and Debrief SA5 QIC CPS Selected Providers were engaged in a discussion regarding CPS survey administration week, last week (5/16/22 – 5/20/22). <p>Providers indicated that some consumers this year seemed reluctant to participate in CPS. Factors identified as possibly reducing participation included: 1) simultaneous testing in the schools (for youth); 2) recent completion of the Well-Being survey (Gallup); and, 3) the possible lack of investment on the part of some outpatient therapists tasked with encouraging CPS participation with their clients.</p> <p>Members stated that, overall, the DMH Electronic Portal functioned better compared with the previous CPS period.</p> <p>Reminders:</p> <ul style="list-style-type: none"> ➤ Paper Surveys due to SA5 Chair by Thursday, May 26, 2022 by 1pm: 11303 W. Washington Blvd, Suite 200 Los Angeles, CA 90066 ➤ Tally Sheets ➤ Comments Survey | <p>Providers were reminded to complete the online QI survey regarding the recent CPS administration (survey deadline 6/17/22).</p> | <p>Providers</p> <p>SA5 CPS Selected Providers; QI</p> |

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| Quality Assurance | <ul style="list-style-type: none"> • Cal AIM <ul style="list-style-type: none"> ➤ Documentation Redesign (7/1/22) A QA Bulletin, brief training video and updates to the Org Manual are in process. Current assessment forms meet requirements of the specified documentation redesign domains, so no immediate changes are necessary. A Problem List will be used to reflect a client’s current presentation instead of adding new information on an Assessment or Client Treatment Plan. The Client Treatment Plan is no longer required. However, Care Plans are required for TCM, ICC, Peer Support Services and STRTP services (to be documented in progress notes). ➤ Diagnosis Codes (Final) QA has a draft proposal regarding Diagnosis Codes changes. A first contact with a client may be with whomever can best meet the needs of what the client is requesting or needing (e.g., it can now be with a Case Manager). Non-Diagnosing staff (use Z55 – Z65). Diagnosing staff (use ICD 10 Codes, including Z55 – Z65). ➤ No Wrong Door (7/1/22) Clinically appropriate and covered SMHS are reimbursable Medi-Cal services even when: 1) services are provided prior to determination of a diagnosis, during the assessment or prior to determination of whether NSMHS or SMHS access criteria are met; 2) the beneficiary has a co-occurring substance use disorder (SUD), or, 3) NSMHS and SMHS are provided concurrently, if those services are coordinated and not duplicated. | | <p>Providers</p> <p>Providers</p> <p>Providers</p> |

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| | <ul style="list-style-type: none"> Medi-Cal Certification Updates (Renee Lee) Renee stated that the Medi-Cal Certification Unit is requesting that providers save and submit and/or resubmit their electronic certification documents in a specific manner. She provided the format in the MS Teams "chat". This change is necessary to maintain electronic provider files in the most consistent and efficient way possible. Providers were asked to refer to the Documentation Submission Guidelines and/or reach out to their Medi-Cal Certification Liaison if you have questions. https://dmh.lacounty.gov/qa/qampc/ The next Service Area 5 Quality Improvement Committee Meeting will be held on Tuesday, August 23, 2022 via MS Teams. | <p>The Medi-Cal Certification Checklists for DO and LE (revised 4/26/22) and Document Submission Guidelines for DO and LE (revised 4/26/22) were emailed to Providers prior to the meeting.</p> | <p>Providers</p> <p>Tora and Misty QIC Membership</p> |

Respectfully Submitted,

Dara Vines, PhD (Chair)