

COUNTY OF LOS ANGELES

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DEPARTMENT OF MENTAL HEALTH

<http://dmh.lacounty.gov>

550 SOUTH VERMONT AVENUE, LOS ANGELES, CALIFORNIA 90020

Reply To: Terra Mulcahy, LCSW 213-739-2396
tmulcahy@dmh.lacounty.gov
Child, Youth, and Family Program Adm

AGENDA

Children's Countywide Quarterly Quality Improvement Committee February 11, 2010

550 South Vermont Avenue
2nd Floor Conference Room
10:00 AM – 12 Noon

CO-CHAIRS: Christine Williamson, Almansor Services
Lisa Harvey, EMQ-Hollygrove-FamiliesFirst, Inc.
Liaison: Terra Mulcahy, DMH, Residential-TBS Program Support

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|-------------|-------------------------|---------------------------------|---|
| I. | 10:00-10:05am: | Introductions: | Lisa Harvey, Co-Chair |
| | | Approval of Minutes: | Lisa Harvey, Co-Chair |
| II. | 10:05-10:20am: | TBS Update: | Elizabeth Fitzgerald, LCSW, Prog Head,
Residential-TBS Program Support |
| III. | 10:20 – 11:15am: | Recent Common Findings: | Sukeda K. Day, LCSW, Program Specialist
Nina Johnson, LMFT, Program Specialist
LAC Countywide Contract Monitoring
Division, Department of Auditor-Controller |
| IV. | 11:15 – 12:00pm: | Documentation Q & A: | Jennifer Eberle, MSW, MPA,
DMH Program Support Bureau, Standards
& Quality Assurance/Clinical Records |

Handouts Distributed at Meeting:

- Agenda 2/11/10 Meeting
- Minutes 11/12/09 Meeting
- RMD Bulletin No.: NGA 10-007: Medicare Provider Enrollment
- RMD Bulletin No.: NGA 10-006: New IS Shutdown Dates 3/3/2010, 3/4/2010
- QA Bulletin: No.:09-07: 11-13-09: Opening Date for Episodes
- QA Bulletin: No.:09-08: 11-13-09: Services & Claims to Medi-Cal During the Assessment Period
- QA Bulletin: No.:09-09: 11-13-09: Recording & Reporting a Mental Health Diagnosis
- QA Bulletin: No.:09-10 Revised: 11-25-09: Revision to Bulletin 09-10 Procedure Code Changes
- QA Bulletin: No.:09-11: 11-20-09: Changes to Information Required for a Claim Implemented Upon the Start of SD/MC II Claiming
- QI Work Plan Evaluation for CY 2009 and QI Work Plan for CY 2010: January 2010
- LAC Auditor Controller Common Findings Training

See Reverse Side of Agenda for Previously Emailed QIC Handouts and Materials

Call or email Terra Mulcahy (see above) regarding questions or additional information.

**Next Meeting: Thursday, 05/13/2010, 10:00am-12:00: 600 S. Commonwealth Ave, 2nd Fl Conf Rm #113
LA, CA 90005**

“To Enrich Lives Through Effective And Caring Service”

Previously Emailed QIC Handouts and Material Between 11/13/09 – 02/10/10:

Revenue Management Division NGA Bulletins:

- NGA RMD 09-061: Confirmation of IS Claiming
- NGA RMD 09-063: Important Notification IS Shutdown Dates
- NGA RMD 09-065: Clarification of IS Plan Changes
- NGA RMD 09-066: RMD Eligibility Assessment Requests
- NGA RMD 10-001: 250% Medi-Cal Working Disabled Training for January March
- NGA RMD 10-002: ECR Discontinued RMD Eligibility Assessment Guidelines Procedures Eligibility Assessment Request
- NGA RMD 10-003: 2010 Social Security Cost of Living Adjustment
- NGA RMD 10-004: Californiakids Enrollment ReOpened for LAC
- NGA RMD 10-005: RMD Bulletins Issued in 2009
- NGA RMD 10-006: Update of IS Shutdown Dates
- NGA RMD 10-007: Medicare Provider Enrollment
- RMD Eligibility Assessment Guidelines Procedures
- Eligibility Assessment Request

Additional Emailed Information:

- 01/04/10 Letter Notice of Continued IS Claiming Function
- Sanction List Reviews by Entity Contractors

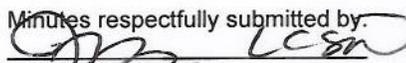
DMH QA Bulletins and Clinical Record Bulletins:

- QA Bulletin: No.:09-07: 11-13-09: Opening Date for Episodes
- QA Bulletin: No.:09-08: 11-13-09: Services & Claims to Medi-Cal During the Assessment Period
- QA Bulletin: No.:09-09: 11-13-09: Recording & Reporting a Mental Health Diagnosis
- QA Bulletin: No.:09-10 Revised: 11-25-09: Revision to Bulletin 09-10 Procedure Code Changes

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 QUALITY ASSURANCE LIAISONS MEETING
 FEBRUARY 11, 2010**

Attendees	Theodore M. Cannady, DMH Rhiannon DeCarlo, Maryvale Janet Fleishman, Starview Evelyn Duong, DMH Lisa Harvey, Hollygrove Mikki Beermann, DMH Toni Aikins, HillSides Lisa Sumlin, Aviva Diane Beekman, Five Acres Sonja Samoya, DMH Jan Nolan, LAUSD Ike Mendoza, DMH Saul Zepeda, Hathaway Syc Jen Eberle, DMH Alex Medina, Child Family Guid Jennifer Mitner, Olive Crest Misty Allen, Alma Maribel Nieves, CA Beh Health Leah Merjil, Bienvenidos Malin Mattson, St. Anne's Danielle Mitonovich, SGCC Darcy Deckman, Bayfront	Romeo Herrera, PH Lorna Pham, Harborview Jan Nolan, LAUSD, Laquita Suggs, SSG Don Gonzalez, DMH Tracy Alvarez, Rosemary Michelle Chiappone, Ettie Lee Adrine Bazikyan, Trinity Kelley Butler, DMH Kelly Jones, LAUSD Kathleen Kim, Bienvenidos Michelle Rittel, DMH Cindy Coons, Five Acres Cindy Luna Perez, Ettie Lee Kim Tran, Ettie Lee Norma DeLaCruz, Pac Lodge Elizabeth Fitzgerald, DMH Catherine Houghton, Pennylane Terra Mulcahy, DMH Christine Williamson, Almansor Jayne Millstein, Crittenton Shirley Robertson, DMH	Nikki Ryan, TheHelpGroup Candace Sims, Aviva Nayon Kang, KYCC Silvia Yan, APCTC Tracy Chinn, Pennylane Jennifer Ruiz, DMH Lisha Singleton, DMH Mary Cifuentes, CII Bertrand Levesque, DMH Marcelle Mendez, Whole Child Nancy Tarin, Aviva Maryam Ribady, Bayfront Lorna Pham, Harbor View Kim Nguyen Pierce, DMH AnaBeltranBortolussi, Leroy Heather Bays, St. Annes Dennis Brotman, Tobinworld Mary Speight, Pennylane Susan Edelstein, UCLA Ties Rozanne Miller, DMH Sukeda Day, AuditorController NinaJohnson, AuditorController Corina Santimateo, Harborview
Agenda Item	Discussion and Findings	Distributions Recommendations Actions Decisions Tasks	Person Presenting
Call to Order	The meeting was called to order at 10:00 am. Introductions were made.	No action required	Lisa Harvey
Minutes	Minutes were reviewed and approved by attendees. Lisa Harvey requested that the QIC membership ask their Agencies to request interested Consumers and Families to attend the Children's Countywide QIC meetings.	Minutes were approved	Lisa Harvey
Presentation	Residential/TBS Program Support, provided update re. TBS and expansion opportunities for current Katie A and WRAP providers. Under Wraparound there are two tiers: Wrap I Original and Wrap II "Wrap lite". Referrals for WRAP I, WRAP II are made by DCFS. In the past, Tier II referrals were not going to Wrap agencies fast enough resulting in underutilized WRAP \$. DMH is allowing use of WRAP dollars to meet "match" for provision of TBS services. Contract Providers use Katie A \$ or FSP \$ as match for TBS only if services are provided to either Katie A or FSP client respectively. The TBS Billing Service Code has been added to all current Katie A or FSP Child or TAY providers. Katie A or FSP providers who wish to become TBS providers must send a letter to their Lead District Chief, provide a mini Negotiation Package, and participate in a mandatory 2 day TBS training, 6/21 and 6/22/10. The settlement of Emily Q lawsuit requires that the TBS penetration rate is doubled by December 2010.	No action required	Elizabeth Fitzgerald
Presentation	Presented by Department of Auditor-Controller Countywide Contract Monitoring Division. Handout with power point presentation was provided (DMH Contract Compliance Training for DMH Staff and Contract Providers). Presenters identified compliance review process and common findings in audits to help agencies identify ways to improve.	No action required	Sukeda Day Nina Johnson

	<p>Common Findings:</p> <p>Billed services - Look for initial assessments</p> <p>Initial Assessment</p> <ul style="list-style-type: none">• If the initial assessment is unclear, all the following documentation entries will be unclear including the CCCP and progress notes.• Symptoms and behaviors on assessments are not supported by the diagnosis given.• Initial assessment must be an accurate picture of what's going on with the client NOW, not historically. <p>Annual Assessment</p> <p>Sometimes AAU's not done (required if client is in continuous treatment for 12+ months)</p> <ul style="list-style-type: none">• AAU's identify what progress has been made (past year) and current symptoms/behaviors and impairments are in the present.• Symptoms/behaviors need to be seen within the context of the client's familial culture. <p>CCCP</p> <ul style="list-style-type: none">• CCCP goals need to be specific/measurable.• Auditors see disconnects between goals that appear on the CCCP and what is documented as issues on the initial assessment and/or annual assessment updates. <p>Progress Notes</p> <ul style="list-style-type: none">• When billing for second or third staff, their interventions must be documented.• Progress notes should document staff interventions. Every note should identify what was attempted and accomplished toward the goal(s) on CCCP. <p>Providers expressed concerns how the transition to EBP's will impact progress note documentation. Jennifer Eberle, DMH Standards and QA, stated that requirements apply as always in EPSDT clinical chart documentation. Possible change for switch to EBP's practice may include the funding plan selected in the IS.</p> <ul style="list-style-type: none">• QA department at LAC DMH has received several questions regarding how documentation standards will be impacted by switch to EBP's. LAC DMH hopes to issue a QA Bulletin on this in near future.• QA recommends that providers not attempt to fit client into a specific box to fit the EBP; an honest assessment of client should be completed. <p><u>Lillian Bando</u> is the PEI contact person at LAC DMH for more information.</p> <p>TCM notes</p> <ul style="list-style-type: none">• LAC Auditor Controller chart reviews reveal weaknesses in linkage, placement, progress notes, and consultation. <p>TBS notes</p> <ul style="list-style-type: none">• Progress notes need to capture what makes TBS services unique.• TBS notes should not look and sound like just any other mental health service.		
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	<ul style="list-style-type: none"> State has developed a TBS documentation manual with samples on State DMH web site. <p>MED support notes Make sure MEDS clients get annual MED Consents done</p> <p>Day Treatment</p> <ul style="list-style-type: none"> Sign-in sheets should have space for clients to sign-in with space below for DTI staff to sign. Day Rehab - 1 : 10 Ratio Day Treatment - 1: 8 " Make sure DR and DTI notes speak to how child is interacting with peers as well as ability to follow instructions, rules, structure, etc. <p>Staff qualifications</p> <ul style="list-style-type: none"> Registered psychologists (not licensed) must also be "waivered" by the state. LAC DMH contact person for waivers is <u>Diane Guillory</u> Standards & Quality Assurance. <p>Performance Outcome Measures FYI – Auditor-Controller will start looking at this in future Audits. Look at Exhibit X in your contracts for how performance outcome measures are looked at and measured. www.auditor.lacounty.gov - Site for finding auditor-controllers findings and letters on specific agencies audited.</p> <p>Jennifer Eberle, DMH Standards QA and Clinical Records, presented information on the following:</p> <p>EPSDT screening referral-</p> <ul style="list-style-type: none"> State now wants this information. On form "yes" needs to be checked if child meets APR of #1-6. If child has APR of #7, do not check this box. <p>Pregnancy-</p> <ul style="list-style-type: none"> This box is only checked off if the client has an emergency/pregnancy emergency. <p>EBP concerns and providing services outside of the model-</p> <ul style="list-style-type: none"> Agencies are advised to consult with the EBP model developer if they have concerns regarding model fidelity. Agencies were reminded that DMH will provide training cost for the core EBP's, 4 of which are inclusive of children. <p>IS shut down-</p> <ul style="list-style-type: none"> IS shut down on March 9, 2010, use of the new codes coincides with this. DMH will allow providers a two month grace period to ensure roll out and usage of the new procedure codes after March 9,2010 <p>WRAP/CFT-</p> <ul style="list-style-type: none"> QA Bulleting should be going out soon which will confirm and explain new code 		
<p>Presentation</p>	<p>Next meeting</p> <p>The next Children's Quarterly Countywide QIC meeting: May 13, 2010 at 600 South Commonwealth, 2nd floor, Los Angeles, CA 90005, 10am-12pm.</p> <p>Minutes respectfully submitted by:  Jennifer Ruiz</p>	<p>No action required</p>	<p>Jennifer Eberle</p>