



County of Los Angeles
Department of Mental Health

Incubation Training Academy
Basic Course

QUALITY MANAGEMENT

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Introduction

As of yet, there are no standard definitions or usage for the terms associated with the "quality" activities. From the federal government, State to State, County to County, Agency to Agency the definitions and usage of the terms vary. This presentation provides the current structure and definitions of "quality" activities in mental health in California and Los Angeles County.



Quality Management (QM) Program

The above term has recently been adopted by the State DMH as the umbrella term for quality activities.

It encompasses the elements of:

- Quality Improvement
- Quality Assurance
- Utilization Management/Utilization Review



QM Program

State DMH proposed definition

The QM Program shall increase desired outcomes through structural and operational processes and activities that are consistent with current professional knowledge.



QM Program Elements

- ❑ Program description that defines the QM structure and elements
- ❑ Performance monitoring activities
- ❑ Mechanism to identify and prioritize areas for improvement including the safety and effectiveness of medications practices



Quality Improvement (QI)

Proposed State DMH definition:

A process of monitoring the service delivery system with the aim of improving the processes of providing care and better meeting the needs of its clients.

Provider Participation in QI

Providers are required to participate in their Service Area Quality Improvement Committee (QIC). There are 2 Service Area Co-Chairs that participate in the LAC-DMH Departmental Quality Improvement Council.



Quality Improvement (QI)

In the Advanced Incubation Course these QI elements will be discussed:

- Program description (Policy 105.1)
- Work Plan & Evaluation
- State Review Protocols (Section H)
- Quality Improvement Committee Rosters
- Performance Outcomes and Reports



Important QI Activities

- ❑ Evaluate and update QI Work Plan including specific goals, objectives, and selected performance outcome measures at least annually
- ❑ Assessing consumer/family satisfaction through establishing survey processes in collaboration with the State DMH, informing providers of results of the survey processes, and implementing mechanisms to improve services
- ❑ Implementing Performance Improvement Projects (PIPs) - one clinical and one non-clinical one of which is a required Statewide PIP



Quality Assurance (QA)

Proposed State DMH definition:

Setting standards and implementing processes that will support understanding and compliance with standards set either by the organization or outside organizations with which it must comply.



Quality Assurance (QA)

In this Incubation Course these QA elements will be covered:

- Staffing Requirements, Scope of Practice, and Professional License Waivers (Monday)
- Clinical Records (Wednesday)
- Documentation (Wednesday)
- Medi-Cal Certification (Wednesday)
- Clinical Audits (Wednesday)



Quality Assurance (QA)

In the Advanced Incubation Course you will hear more about these QA elements:

- Types of Mental Health Services
- Medi-Cal Certification Application
- Clinical Loop - how the Assessment, the Client Plan, and Progress Notes should be linked



Basic QA Documents

- ❑ Organizational Provider's Manual
 - Service type definitions
 - Documentation requirements
 - Claiming rules
- ❑ Guide to Procedure Codes - the codes used to report and claim the services provided
 - Definition of each code
 - Who can use the code



Important QA Activities

- ❑ Internal QA review of records is required of all directly-operated and contract programs
- ❑ Each Service Area has periodic QA meetings; attendance is mandatory for all agencies



Utilization Management/Utilization Review (UM/UR)

Proposed State DMH definition:

The evaluation of the necessity, appropriateness, and efficiency of services provided to clients prospectively or retrospectively



Utilization Management/Utilization Review (UM/UR)

In LAC DMH UM is seen in all aspects - prospective, concurrent, and retrospective UR processes:

- Prospective reviews: approval/denial prior to the delivery of services - Day Treatment Intensive and Day Rehabilitative services and associated Outpatient
- Concurrent reviews: periodic approval/denial while the services are being delivered - inpatient hospital Medi-Cal services
- Retrospective reviews: approval/denial after the services have been delivered - all audits of the documentation of services performed after payment has been made