

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU - QUALITY IMPROVEMENT DIVISION**

QI WORK PLAN GOALS - CY 2015

DOMAIN I: MONITORING SERVICE DELIVERY CAPACITY

GOAL 1: At least 50% of Latinos estimated with SED and SMI at or below the 138% Federal Poverty Level (FPL) will be served LACDMH Short Doyle/Medi-Cal (SD/MC) facilities in FY 14-15

Population: Latino population estimated with SED and SMI and living at or below 138% FPL

Indicator: Latino consumers receiving outpatient services in LACDMH SD/MC facilities

Measure: Unduplicated number of Latino consumers served in LACDMH SD/MC outpatient facilities / By Latino population estimated with SED and SMI and living at or below 138% FPL multiplied by 100

Source(s) of Information:

1. Prevalence: California Health Interview Survey (CHIS)
2. Consumers Served: LACDMH Integrated System (IS)
3. Population Estimates: American Community Survey (ACS), U.S. Census Bureau

Responsible Entity: PSB-QID

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU - QUALITY IMPROVEMENT DIVISION**

QI WORK PLAN GOALS - CY 2015

DOMAIN I: MONITORING SERVICE DELIVERY CAPACITY

GOAL 2: At least 47% of Asian Pacific Islanders (API) estimated with SED and SMI at or below the 138% Federal Poverty Level (FPL) will be served in LACDMH Short Doyle/Medi-Cal (SD/MC) facilities in FY 14-15.

Population: API population estimated with SED and SMI and living at or below 138% FPL

Indicator: API consumers receiving outpatient services in LACDMH SD/MC facilities

Measure: Unduplicated number of API consumers served in LACDMH SD/MC outpatient facilities / By API population estimated with SED and SMI and living at or below 138% FPL multiplied by 100

Source(s) of Information:

1. Prevalence: California Health Interview Survey (CHIS)
2. Consumers Served: LACDMH Integrated System (IS)
3. Population Estimates: American Community Survey (ACS), U.S. Census Bureau

Responsible Entity: PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN I: MONITORING SERVICE DELIVERY CAPACITY

GOAL 3: Maintain the number of clients served by tele-psychiatry in CY 2015 at the same capacity as in CY 2014 (N=512)

Population: Consumers receiving mental health services through tele-psychiatry at various end points in Los Angeles County Department of Mental Health (LACDMH) Directly Operated Clinics of the Department of Mental Health

Indicator: Service delivery capacity for psychiatry appointments via tele-psychiatry

Measure: Number of consumers receiving mental health services through tele-psychiatry appointments in CY 2015 compared to CY 2014

Source(s) of Information/: LACDMH IS approved claims data

Responsible Entity: Office of the Medical Director (OMD), PSB-QID

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
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QI WORK PLAN GOALS - CY 2015

DOMAIN II: MONITORING ACCESSIBILITY OF SERVICES

GOAL 1: Maintain the percentage of after-hours PMRT responses with a response time of one hour or less at 73%

Population: Consumers receiving urgent after-hour care from Psychiatric Mobile Response Teams (PMRT) of the Los Angeles County Department of Mental Health (LACDMH) Emergency Outreach Bureau (EOB)

Indicator: Timeliness of after-hour care

Measure: The number of after-hour PMRT responses with response times of one hour or less / the total number of after-hours PMRT responses for the Calendar Year 2015 multiplied by 100

Source(s) of Information: ACCESS Center Data

Responsible Entity: EOB, ACCESS Center, PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN II: MONITORING ACCESSIBILITY OF SERVICES

GOAL 2a: Seventy-five percent of after-hours calls to the toll-free hotline are answered by a live agent within 1 minute from when they present to the Virtual Call Center (VCC) of the toll-free hotline.

GOAL 2b: Sixty Percent of daytime calls to the toll-free hotline are answered by a live agent within 1 minute from when they present to the Virtual Call Center (VCC) of the toll-free hotline.

Population: Callers using the ACCESS 24/7 Toll Free number:
1-800-854-7771

Indicator: Timeliness of the MHP's toll free hotline

Measure: 2a. The number of after-hours calls for the Calendar Year 2014 that are answered within one minute from when they present to the Virtual Call Center (VCC) / the total number of after-hours calls extended to the VCC for the Calendar Year 2014 multiplied by 100.

2b. The number of daytime calls for the Calendar Year 2014 that are answered within one minute from when they present to the Virtual Call Center (VCC) / the total number of daytime calls extended to the VCC for the Calendar Year 2014 multiplied by 100.

Source(s) of Information: ACCESS Center Data

Responsible Entity: ACCESS Center, PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN II: MONITORING ACCESSIBILITY OF SERVICES

GOAL 3: Maintain percent of completed test calls to the toll free hotline at 98% in CY 2015

Population: Test Callers using the 24/7 Toll Free number: 1-800-854-7771

Indicator: Percent of Test Calls completed

Measure: Number of Test Calls completed / total number of test calls multiplied by 100

Source(s) of Information: Service Area Quality Improvement Committee (SA QIC) Test Calls

Responsible Entity: ACCESS Center, SA QICs, PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN II: MONITORING ACCESSIBILITY OF SERVICES

GOAL 4: Maintain the percent of consumers/families reporting that they are able to receive services at convenient locations at 86% in CY 2015

Population: Consumers served in SD / MC Outpatient and Day Treatment Facilities

Indicator: Convenience of service locations

Measure: The number of consumers/families that agree or strongly agree on the MHSIP survey that they are able to receive services at convenient locations / By the total number of consumers/families completed the survey during the survey period multiplied by 100

Source(s) of Information: Mental Health Statistics Improvement Program (MHSIP) Consumer Survey

Responsible Entity: PSB-QID, Los Angeles County Department of Mental Health (LACDMH) Outpatient and Day Treatment Providers

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QI WORK PLAN GOALS - CY 2015

DOMAIN II: MONITORING ACCESSIBILITY OF SERVICES

GOAL 5: Maintain the percent of consumers/families reporting that they are able to receive services at convenient times at 91.2% in CY 2015

Population: Outpatient Clinic and Day Treatment Program consumers/families

Indicator: Convenience of appointment times

Measure: The number of consumers/family members that agree or strongly agree on the MHSIP survey that they are able to receive services at convenient times / By the total number of consumers/family members that completed the survey during the survey period multiplied by 100

Source(s) of Information: Mental Health Statistics Improvement Program (MHSIP) Consumer Survey

Responsible Entity: PSB-QID, Los Angeles County Department of Mental Health Outpatient and Day treatment Providers

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
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QI WORK PLAN GOALS - CY 2015

DOMAIN III: MONITORING BENEFICIARY SATISFACTION

GOAL 1: Maintain the percent of consumers/families reporting that staff was sensitive to their cultural/ethnic background at 89.8% in CY 2015

Population: Outpatient Clinic and Day Treatment Program consumers/families

Indicator: Sensitivity of staff to consumers' cultural/ethnic backgrounds

Measure: The number of consumers/family members that agree or strongly agree that staff is sensitive to their cultural/ethnic background / By the total number of consumers/family members that completed the survey during the survey period multiplied by 100

Source(s) of Information: Mental Health Statistics Improvement Program (MHSIP)
Consumer Survey

Responsible Entity: Quality Improvement Division, Data-GIS Unit, Los Angeles County Department of Mental Health Outpatient and Day treatment Providers

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QI WORK PLAN GOALS - CY 2015

DOMAIN III: MONITORING BENEFICIARY SATISFACTION

GOAL 2: Maintain the percent of consumers/families reporting overall satisfaction with services provided at 85% in CY 2015 and continue year to year trending of the data

Population: Outpatient Clinic and Day Treatment Program consumers/families

Indicator: Overall satisfaction with services provided

Measure: The number of consumers/families that agree or strongly agree they are satisfied overall with the services they have received / By the total number of consumers/families that completed the survey during the survey period multiplied by 100

Source(s) of Information: Mental Health Statistics Improvement Program (MHSIP) Consumer Survey

Responsible Entity: PSB-QID, Los Angeles County Department of Mental Health (LACDMH) Outpatient and Day treatment Providers

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
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QI WORK PLAN GOALS - CY 2015

DOMAIN III: MONITORING BENEFICIARY SATISFACTION

GOAL 3: a. Monitor the grievances, appeals and requests for State Fair Hearings for FY 2014-2015

b. Resolve all standard appeals within 45 calendar days of receipt of appeal by Patients' Rights Office.

c. Resolve all grievances within 60 calendar days from the date the grievance was logged on the Problem Resolution Log

Population: Consumers/families served by Los Angeles County Department of Mental Health

Indicator: Resolution of beneficiary grievances, appeals, and requested State Fair Hearings

Measure: Number and type of the beneficiary grievances, appeals, and State Fair Hearings resolved and referred out, and pending for FY 2014-2015

Source(s) of Information: Patients' Rights Office (PRO) Data Reports

Responsible Entity: Patients' Rights Office (PRO), PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN III: MONITORING BENEFICIARY SATISFACTION

GOAL 4: Monitor Beneficiary Requests for Change of Provider including reasons given by consumers for their Change of Provider requests

Ninety-Five percent of providers will report the consumers' requests for change of provider in at least 11 of 12 months in CY 2015

Population: Consumers and their families served by Los Angeles County Department of Mental Health

Indicator: Number and type of Requests for Change of Provider

Measure: Number of providers reporting consumers' requests for change of provider in at least 11 of 12 months/ By the number of providers required to report their requests for change of provider to Patients' Rights Office (PRO) multiplied by 100

Source(s) of Information: Patients' Rights Office (PRO) Data Reports

Responsible Entity: Patients' Rights Office (PRO), PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN III: MONITORING BENEFICIARY SATISFACTION

GOAL 5: Implement the revised peer survey in CY 2015

Population: Consumers/families receiving mental health services at LACDMH Directly Operated and Contracted Programs

Indicator: Consumer/family perception of satisfaction

Measure: Revised peer survey developed by the Office of Consumer and Family Affairs in collaboration with the Quality Improvement Division in response to feedback provided by Service Area Administration to the CY 2014 peer survey and inclusive of family member input

Source(s) of Information: Revised peer survey on tele-form and summary reports of survey results for CY 2015 peer survey

Responsible Entity: Office of Consumer and Family Affairs, Office of the Director and PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN IV: MONITORING CLINICAL CARE

GOAL 1: Continue to improve medication practices through systematic use of medication parameters, peer review related to medication practices, and trainings for the use of medication.

Population: Consumers receiving medication support services

Indicator: Prescribing standards and parameters

Measure: Review and update of medication parameters, medication-related trainings, and reports of peer review related to medication practices

Source(s) of Information: Office of the Medical Director (OMD) Reports

Responsible Entity: Office of the Medical Director (OMD), PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN IV: MONITORING CLINICAL CARE

GOAL 2: Implement the Spiritual Self-Care Facilitator training at Wellness Centers in LACDMH Directly Operated Programs in CY 2015 to facilitate Spirituality Self-Care Groups with consumers at these Centers

Population: Consumers receiving mental health services at Wellness Centers in LACDMH Directly Operated Programs

Indicator: Impact of Spiritual Self-Care in Recovery and Wellness

Measure: Implementation of the Spiritual Self-Care Facilitator training at Wellness Centers in LACDMH Directly Operated Programs in CY 2015 and review of training evaluations and outcomes related to this training

Source(s) of Information/: Reports on the implementation and evaluation of the Spiritual Self-Care Facilitator training and outcomes related to the Spirituality Self-Care Group participants

Responsible Entity: Community and Government Relations Division (CGRD), Office of the Director and PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN IV: MONITORING CLINICAL CARE

GOAL 3: Continue to improve Clinical Care for Consumers with Co-Occurring Mental Health and Substance Use Disorders (COD) through on-site and online revised COD 101 training targeting all LACDMH Directly Operated and Contracted Adult System of Care (ASOC) programs in Calendar Year 2015

Population: Consumers receiving COD treatment services

Indicator: COD Training Protocols and Procedures to improve clinical care related to COD treatment

Measure: Review, update, and provision of COD 101 ASOC on-site training and online training accessible to all LACDMH Directly Operated and Contracted programs; total number of clinicians who completed the revised on-site/online training in CY 2015, and training evaluation summaries completed for these trainings

Source(s) of Information: Office of the Medical Director (OMD) Reports

Responsible Entity: Office of the Medical Director (OMD), PSB-QID

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QI WORK PLAN GOALS - CY 2015

DOMAIN V: MONITORING CONTINUITY OF CARE

GOAL 1: 90% of the consumers referred for urgent appointments by the Medi-Cal Managed Care Plans to the Urgent Appointment Line at the ACCESS Center will receive appointments for a Specialty Mental Health Service Assessment within 5 business days

Population: Consumers referred for urgent appointments by the Medi-Cal Managed Care Plans

Indicator: Continuity of Care for consumers referred for specialty mental health services by primary care providers and behavioral health network providers of the Medi-Cal Managed Care Plans

Measure: $\frac{\text{Number of Urgent Appointments received within five (5) business days from the date referred by the Medi-Cal Managed Care Plans to the Urgent Appointment Line for Calendar Year 2015}}{\text{Total Number of Urgent Appointment Referrals received from the Medi-Cal Managed Care Plans to the Urgent Appointment Line for the Calendar Year 2015}} \times 100$

Source(s) of Information: ACCESS Center, Health Care Reform Operations Bureau, Special Projects Unit

Responsible Entity: ACCESS Center, Health Care Reform Operations Bureau, Special Projects Unit, PSB-QID

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
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QI WORK PLAN GOALS - CY 2015

DOMAIN VI: MONITORING PROVIDER APPEALS

GOAL 1: The MHP will respond in writing to 100% of all appeals from providers within 60 calendar days from the date of receipt of the appeal

Population: Contracted Providers

Indicator: Timeliness of the MHP's written response to Provider Appeals

Measure: Number of MHP's responses to Provider Appeals (day treatment, inpatient, and outpatient) within 60 calendar days for Calendar Year 2015 / By the total number of provider appeals for Calendar Year 2015 multiplied by 100

Source(s) of Information: Los Angeles County Department of Mental Health (LACDMH) Managed Care Division and Provider Support Organization (PSO)

Responsible Entity: Managed Care Division, PSO, PSB-QID

QUALITY IMPROVEMENT WORK PLAN - CY 2015

I. MONITORING SERVICE DELIVERY CAPACITY

1. At least 50% of Latinos estimated with SED and SMI at or below the 138% Federal Poverty Level (FPL) will be served in LACDMH Short Doyle/Medi-Cal (SD/MC) facilities in FY 14-15
2. At least 47% of Asian Pacific Islanders (API) estimated with SED and SMI at or below the 138% Federal Poverty Level (FPL) will be served in LACDMH Short Doyle/Medi-Cal (SD/MC) facilities in FY 14-15
3. Maintain the number of clients served by tele-psychiatry in CY 2015 at the same capacity as in CY 2014 (N=512)

II. MONITORING ACCESSIBILITY OF SERVICES

1. Maintain the percentage of after-hours PMRT responses with a response time of one hour or less at 73%
- 2a. Seventy-five Percent of after-hours calls to the toll free hotline are answered by a live agent within 1 minute from when they present to the Virtual Call Center (VCC) of the toll free hotline
- 2b. Sixty percent of daytime calls to the toll free hotline are answered by a live agent within 1 minute from when they present to the Virtual Call Center (VCC) of the toll free hotline
3. Maintain percent of completed test calls to the toll free hotline at 98% in CY 2015
4. Maintain the percent of consumers/families reporting that they are able to receive services at convenient locations at 88% in CY 2015
5. Maintain the percent of consumers/families reporting that they are able to receive services at convenient times at 91.2% in CY 2015

III. MONITORING BENEFICIARY SATISFACTION

1. Maintain the percent of consumers/families reporting that staff was sensitive to their cultural/ethnic background at 89.8% in CY 2015
2. Maintain the percent of consumers/families reporting overall satisfaction with services provided at 85% in CY 2015 and continue year-to-year trending of the data
3. Monitor the grievances, appeals and requests for State Fair Hearings for FY 2014-2015. Resolve all standard appeals within 45 calendar days of receipt of appeal by Patients' Rights Office. Resolve all grievances within 60 calendar days from the date the grievance was logged on the Problem Resolution Log
4. Monitor Beneficiary Requests for Change of Provider including reasons given by consumers for their change of provider requests. Ninety-five percent of providers will report the requests for change of provider in at least 11 of 12 months in CY 2015
5. Implement the revised peer survey in CY 2015

IV. MONITORING CLINICAL CARE

1. Continue to improve medication practices through systematic use of medication parameters, peer review related to medication practices, and trainings for the use of medication
2. Implement the Spiritual Self-Care Facilitator training at Wellness Centers in LACDMH Directly Operated Programs in CY 2015 to facilitate Spirituality Self-Care groups with consumers at these Centers
3. Continue to improve Clinical Care for Consumers with Co-Occurring Mental Health and Substance Use Disorders (COD) through on-site and online revised COD 101 training targeting all LACDMH Directly Operated and Contracted Adult System of Care (ASOC) programs in Calendar Year 2015

V. MONITORING CONTINUITY OF CARE

1. 90% of the consumers referred for urgent appointments by the Medi-Cal Managed Care Plans to the Urgent Appointment Line at the ACCESS Center will receive appointments for a Specialty Mental Health Service Assessment within 5 business days

VI. MONITORING OF PROVIDER APPEALS

1. The MHP will respond in writing to 100% of all appeals from providers within 60 calendar days from the date of receipt of the appeal