

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE
November 6, 2007

AGENDA

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|---|---|-----------|
| I. Welcome and Introductions | Patrice/Jessica | (10 mins) |
| II. Review of Minutes | All | (10 mins) |
| III. Program Announcements | All | (10 mins) |
| IV. DMH Updates | Karen Williams | (15 mins) |
| V. Quality Improvement Updates | Ted Wilson | (15 mins) |
| VI. DMH Policy & Procedures | Patrice/Jessica | (15 mins) |
| | <ul style="list-style-type: none">• Addendum to Team Conference/Case Consultation Guidelines• Fraud, Waste, and Abuse Prevention (Policy No. 112.6)• The False Claims Act and Related Laws (Policy No. 112.7)• AB 2034 Status Update | |
| VII. Quality Assurance Updates | Patrice/Jessica | (20 mins) |
| | <ul style="list-style-type: none">• CIMH – EPSDT Documentation Training• Agency Audit Experience | |
| VIII. Discussion about QI Work Plan Goals | All | (15 mins) |
| | <ul style="list-style-type: none">• Capacity, Accessibility, Satisfaction, Clinical Issues, Continuity of Care, Provider Appeals | |
| IX. Next QIC Meeting | Patrice/Jessica | (10 mins) |
| | Due to the New Year's Day Holiday proposed date of next meeting | |

The next Service Area 5 Quality Improvement Committee meeting will be held on January 8, 2008 at Didi Hirsch CMHC 4760 S. Sepulveda Blvd. Culver City, CA from 9:00AM - 11:00AM

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QUALITY IMPROVEMENT COMMITTEE

November 6, 2007

Minutes

Draft

In Attendance:

Patrice Grant, DMH
Jessica Wilkins, Alcott Center
Ted Wilson, DMH-PEQIC
Martha Andreani, St. John's CDC
Diane Ruckenstein, WISE & Healthy Aging
Elizabeth Harris, Kayne-Eras
Jasmina Moore, Kayne-Eras
Cheryl Carrington, Vista Del Mar
Loretta Herndon, St. Joseph Center
Eloisa Ramos-Robles, UCLA Ties for Adoption
David Kneip, Exodus Recovery
Jennifer Shaner, Homes for Life
Nilsa Gallardo, Edelman – Child
Karen Williams, DMH
Michi Okano, PACS
Nicole Ryan, The HELP Group
Dorothy Berndt, St Joseph Center
Susan Edelstein, UCLA Ties for Adoption
Theodore M. Cannady, DMH Residential & TBS Unit
Michael Tredinnick, Didi Hirsch
Rose Garcia, Didi Hirsch

Review of Minutes:

Participants reviewed and approved minutes for September 2007. Patrice distributed final approved minutes for July 2007. Patrice updated Trouble Shooter Roster.

Program Announcements:

Diane Ruckenstein announced Center for Healthy Aging merged with WISE and their new name is WISE & Healthy Aging. Michi Okano announced that PACS has openings in their Children's FSP program which is a collaborative with Asian Pacific Alliance.

DMH Updates:

Karen Williams announced an upcoming Community Forum hosted by Zev Yaroslavsky at Sportsman Lodge on November 8, 2007 from 8:00AM-12:00PM. In addition, she made an announcement about the upcoming Open SAAC 5 and Westside Mental

Health Network Meeting scheduled for December 14, 2007 at the Ken Edwards Center at 12:00noon. This annual potluck meeting will recognize the accomplishments of Rhonda Meister from St Joseph Center as she retires and transitions from the Director of that program.

Karen discussed a memo that was sent by Dr. Southard titled "AB2034 Status Update". She noted that the program will no longer accept new clients however, current clients will not automatically move into the FSP programs. DMH will continue to work on ways to meet these clients' mental health needs within the existing programs.

Karen underscored the current deficit within DMH due, in part, to a decrease in revenue from the vehicle licensing fees. She further noted that the FSP enrollment expectations are below what was projected for the year since they began. She mentioned that SA5 had not yet filled all of their slots and that the billable services had been less than expected, to date. A comment from a FSP provider noted that many of the services provided to FSP clients are not claimed due to lock outs and other billing restrictions.

Another memo Karen discussed was the *Duplicate Error Correction Report* memo dated October 2, 2007. Specifically, this ECR is generated when there appears to be a duplication of services or billings. Agencies are then asked to verify the claim to determine if in fact it is a duplication or not, then resubmit the claim. However, this memo discussed the new report that was recently generated which included all claims with the same service (procedure code) delivered on the same day with the same amount of time claimed for the service. The report has increased the amount of claims that appear to be duplications. In addition, it has increased the work load as to the number of claims that need to be verified and resubmitted. Karen reminded agencies that providers are expected to bill services to the actual minute and not to round up or down, which may cut down on the number of claims that are generated from this report and appear to be duplications.

A new Initial Child Assessment form was released. Several providers received an email notifying them of this latest version. Eloisa from UCLA Ties volunteered to forward the email to Patrice who will then send it out to all the QIC members.

Quality Improvement Updates:

Ted announced the State Performance Outcome Survey implementation began Nov 1st and will continue through Nov 15th. When the survey period has been completed, agency liaisons should tally surveys and submit along with cover sheets to Patrice by November 26th. Patrice will then tally surveys for the entire SA and submit to Ted by Dec 3rd.

DMH Policy & Procedures:

Patrice distributed and discussed four recent handouts with regards to Policy & Procedures. They were 1) *Addendum to Team Conference/Case Consultation Guidelines*; 2) *Fraud, Waste, and Abuse Prevention*; 3) *The False Claims Act and Related Laws*; and 4) *Status Update for AB 2034*. The group was asked whether they

had already received the handouts and if it was duplicative to receive policies and procedures at the QIC meetings. The group asked that policies, procedures, and memos continue to be distributed at the QIC meetings since oftentimes they do not receive them in a timely fashion by other means.

Quality Assurance Updates:

Patrice and Jessica surveyed all who attended the CIMH – EPSDT Documentation Training recently in Burbank. Many reported that they had attended but some had not. Information was distributed on how to access the Training Manual from the CIMH website. Patrice and Jessica relayed information from the QIC Chairs' Meeting that Norma will be providing a LACDMH training based on the CIMH/State DMH Documentation Manual in the near future. Patrice agreed to contact Norma regarding date for this training.

Discussion about QI Work Plan Goals:

The group continued to discuss Service Area 5 issues regarding: Capacity, Accessibility, Satisfaction, Clinical Issues, Continuity of Care, and Provider Appeals. The group focused on Service Area Outcomes and the low ratings in the category of "consumers deciding their own treatment objectives". A discussion from the Children Service Providers focused on the notion that children often feel their caretakers are deciding their goals which focus on educational and behavioral issues. Adult providers suggested that the current CCCP document includes translating consumer long term goals into "symptoms" and language that Medi-Cal will clearly see meets medical necessity. It was suggested that consumers may feel less involved in the treatment planning process if the process involves conversion to "clinical language". It was suggested that the proposed new CCCP may increase consumer satisfaction in this area if the boxes of the symptom/functional impairment are removed from this document because they are already in other sections of the chart.

Next QIC Meeting:

Due to the New Year's Day holiday falling on the first Tuesday of the month, it was proposed that the next Service Area 5 QIC Meeting be held on the second Tuesday, which will be January 8, 2008.