

County of Los Angeles - Department of Mental Health

**Quality Improvement Work Plan Implementation Status Report
Dated 2/1/2010**

Prepared by: Program Support Bureau, Quality Improvement Division

NAME OF REPORT:

PATIENTS RIGHTS' OFFICE, REQUESTS FOR CHANGE OF PROVIDER

QI IMPLEMENTATION STATUS REPORT

Patients Rights' Office (PRO) provided quarterly reporting at the Departmental QIC monthly meetings for "Requests for Change of Provider Report" as follows:

Patients Rights' Office Request for Change of Provider
Quarterly Summary Reports/Reviews at Dept. QIC Meetings

QIC Mtg.	2008	2009	2010
January		1Q FY 08-09	
February	1&2Q FY 07-08		3&4Q FY 08-09 1&2Q FY 09-10
April		2Q FY 08-09	
June	3Q FY 07-08		
October	4Q FY 07-08		

- PRO Change of Provider Summary Log Reports for the First and Second Quarters of FY 09-10 showed the number of Requests for Change of Provider as follows:

Number of Requests for Change of Provider for FY 09-10

1st Q 09-10	2nd Q 09-10	3rd Q 09-10	4th Q 09-10	Total
109	78			187 to date

- PRO Requests for Change of Provider Summary Log Reports for First and Second quarters of FY 09-10 showed the number of providers submitting Change of Provider logs as follows:

Number of Providers Submitting Summary Log Reports for FY 09-10

1st Q 09-10	2nd Q 09-10	3rd Q 09-10	4th Q 09-10
187	182		

- PRO Change of Provider Summary Log Reports for the first and second quarters of FY 08-09 showed the number of Requests for Change of Provider as follows:

Number of Requests for Change of Provider for FY 08-09

1st Qrt 08-09	2nd Qrt 08-09	3rd Qrt 08-09	4th Qrt 08-09	Total
103	58	131	157	449

- PRO Request for Change of Provider Summary Log Reports for all four quarters of FY 08-09 showed the number of providers submitting Change of Provider Requests logs as follows:

Number of Providers Submitting Summary Log Reports for FY 08-09

1st Qrt 08-09	2nd Qrt 08-09	3rd Qrt 08-09	4th Qrt 08-09
161	187	218	227

The annual report for the Total Grievances for FY 09-10 will be available October 2010

Summary of Findings

1. The Number of Requests for Change of Provider for FY 09-10, 187, is showing as increase in comparison to the first and second quarter's total of 161 for FY 08-09. This is a 16% increase to date.
2. The number of Providers submitting Summary Log Reports is showing a slight increase in FY 09-10 from 187 in the First Quarter, 182 in the Second Quarter as compared to 161 in the First Quarter and 187 in the Second Quarters of FY 08-09 respectively.

Actions Requested/Needed

1. PRO is revising database, to make it more useful: Recommendations made regarding categorizing abuse issues, separating inpatient and outpatient grievances, putting numbers in context of total services provided and need for electronic software system for data.
2. PRO is coordinating an Outreach and Engagement small group workshop in Spanish.
3. A request was approved to initiate a Statement of Work (SOW) to transition the electronic data record of the grievance/appeal process.
4. Terms within categories related to Grievance/ Appeal presented continue to need further clarification and definition.

5. Discussed and moved related Work Plan goal from biannual to annual effective July 1, 2009 (1Q FY 09-10).
6. An Electronics Systems Focus Work Group for PRO and MHSA issues, complaints and grievances; the group is in the process of developing a Statement of Work (SOW). The purpose is to develop a Webinar and create an application not only for Patient Rights, but also for MHSA Implementation.

Recommended Policy Changes

1. QI to assist with expediting policy changes to P&P 200.2 regarding modifications of the Request of Change of Provider Form. The Compliance Office is reviewing the request for the policy changes.