

County of Los Angeles - Department of Mental Health

Quality Improvement Work Plan Implementation Status Report

Dated 10/20/09

Prepared by: Program Support Bureau, Quality Improvement Division

NAME OF REPORT:

CLINICAL DOCUMENTATION CORE COMPETENCIES

QI IMPLEMENTATION STATUS REPORT

The MHP identified clinical documentation as a core competency for clinicians including specialty clinical documentation for specialized clinical services such as Specialized Foster Care. In October 2008 there was a STATS commitment to establish appropriate clinical documentation core competencies for all new clinical staff and specialty clinical staff. (Attached memo: STATS Commitment: Training Program for LAC-DMH Specialty Foster Care Workers). QA/QI collaborated to initiate Clinical Documentation Training and Specialized Foster Care Clinical Documentation Trainings.

Clinical Documentation Training for new employee/clinicians is specified in LAC-DMH policy (P&P 609.54.3.1&2). The Specialized Foster Care Training is based upon the Core Practice Model.

Clinical Documentation Trainings for new and existing employees occur through collaborative QA/ QI activities and include discussions and comments from administrative and clinical staff throughout Los Angeles County Department of Mental Health (LAC-DMH).

Summary of Findings

New Employee Clinical Documentation Training was initiated in June 2008 and regular offerings (Total of 15) have occurred through the end of CY 2009. The dates of offerings in 2008 were: 6/19/2008, 8/25/2008, 9/22/2008, 10/27/2008, 11/17/2008 and 12/17/2008. In 2009, the dates of offerings were: 2/5/2009, 4/27/2009, 5/6/2009, 6/18/2009, 7/22/2009, 9/16/2009, 10/7/2009, 11/4/2009 and 12/2/2009 (Pending).

To ensure clinicians have a roadmap for their consumer/family driven plan of care the Clinical Documentation Training includes:

A. Components of Medical Necessity

The Clinical Loop: Assessment to Client Care Coordination Plan to Progress notes.

B. Knowledge of the basic requirements of quality documentation for Medi-Cal services.

The following topics are also covered as part of Clinical Documentation Training:

1. Initial Assessment and Annual Assessment Update
2. Language, Cultural and Linguistic Issues.
3. Discharge Summary, Off-Site Services and Claiming Time.

4. Reimbursable and Non-reimbursable Services.
5. Procedure Code usage, knowledge of types of services and Procedure Codes within each type.
6. The types of services addressed in the training include:
 - a. Mental Health Services
 - b. Targeted Case Management
 - c. Medication Support Services
 - d. Crisis Intervention
 - e. Therapeutic Behavioral Services
 - f. Day Rehabilitation Services
 - g. Day Treatment Intensive

Action Requested/Needed

1. QI to facilitate TLN system for clinical documentation training for new/existing clinical staff.

Recommended Policy Change

1. Initiate TLN data/reports from electronic system to identify and address areas of concern/improvement and report these to Departmental QIC. Examine issues of trainings completed by staff including participant evaluations.
2. Monitor to ensure curriculum is revised and updated as needed.