

**LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH
Service Area II Program Administration**

Adult Quality Improvement Committee Meeting

March 16, 2017

San Fernando Mental Health Center

10:00 am-12:00 pm

Agenda

Welcome- Introductions & Agency Updates	All
Quality Improvement	
Clinical Quality Improvement	Kimber
OMD*	
PBM	
MHSIP*	Kimber
PRO	Jamie Walker DMH PRO
Cultural Competency Report	Sandra Chang Ptasinski, Ph.D. DMH PSB- QID
Policy Updates*	Kimber
QI Announcements	All
SA QI Project	
EQRO	
Quality Assurance	
Audits	All
State DHCS Updates	Kimber/All
Medi-cal Certifications	Kimber
Training & Operations	Kimber
Documentation Trainings*	
CW QA LE Chart Reviews	
QA Policy Updates & Technical Asst	Kimber
Clinical Forms & Quality Assurance Bulletins	Kimber
QA Announcements	All
Other	
How is this information disseminated in your agency	All
Future Agenda Items & Adjournment	All

Handout*

Next Meeting for SA 2 Adult QIC: May 18, at 10-12 pm

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Adult
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	Service Area 2 Adult Quality Improvement Committee	Date:	March 16, 2017
Place	10605 Balboa Ave 2nd fl Conference Room	Start Time:	10:00 a.m.
Chair	Kimber Salvaggio	End Time:	12:00 p.m.
Co-Chair	None		
Members Present	APCTC - Tiger Doan Child & Family Ctr - Karen Lee DMH SB 82 - Ramona Casupang DMH SCVMHC - Sabrina Barscheski DMH SFMHC - Diana Garcia DMH WVMHC - Jesus Romero ECDA - Katherine Fleming Hillview MHC - Denise Greenspan IMCES - James Pelk JFS - Dora Escalante SFVCMHC, Inc. - Angela Khan SFVCMHC, Inc. - Leslie Di Mascio Tarzana Tx Ctr - Karry Friedman Topanga West Guest Home/ACT Wellness Ctr - Michelle Logvinsky		
Absent Members	Didi Hirsch - Lee James Gossett DMH PSB QA - Allen Pouravanes DMH PRO - Jamie Walker DMH PSB Countywide QI - LyNetta Shonibare DMH PSB QID Cultural Competency Unit - Sandra Chang-Ptasinski DMH Urgent Care - Amy Kress DMH WVMHC - Sima Baikov El Dorado - Hillview MHC - Julie Jones PACS-LA -		
Agenda Item & Presenter	Discussion and Findings	Decisions Recommendations Actions Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 10:00 a.m.	Introductions were made	K. Salvaggio
Review of Minutes	January 2017 Minutes approved via email on 01/26/17		All
Agenda Item & Presenter	Discussion & Findings	Decisions Recommendations	Person Responsible

		Actions Tasks	
<p>Clinical Quality Improvement</p>	<p style="text-align: center;"><u>QUALITY IMPROVEMENT</u></p> <p>3.7 PARAMETERS FOR GENERAL HEALTH-RELATED MONITORING, CONSULTATION AND INTERVENTIONS</p> <ul style="list-style-type: none"> • New parameter added consultation with e-consult and reverse e-consult <ul style="list-style-type: none"> ○ Used when our providers are going to provide basic medical oversight –some rx result in undesirable SE (diabetes, hypertension- increased cholesterol) • Memo to DO and LE's re: sharing/receiving PHI will be coming soon along with 3 new HIPAA policy revisions <ul style="list-style-type: none"> ○ Health and Human Svc Guidance document available that explains the flexibility within HIPAA can also be consulted ○ 500.06 has all procedures • Pharmacy Benefits Mgmt will change and will be working with Magellan <ul style="list-style-type: none"> ○ PBM currently is PATS – internal RX tracking system ○ June 1st estimated start date ○ June 30 dismember the current network ○ Improved clinical & reporting services ○ More reports available to providers ○ Increase flexibility for prescribers ○ Increase pharmacy network ○ Within LE contracts faster on-boarding ○ Not tied to IBHIS ○ No add'l work flow for providers ○ Ensures indigent clients no more entering into IS to access PATS ○ Coordination of benefits cards to provide to pharmacy may be available to clients 	<p style="text-align: center;"><u>QUALITY IMPROVEMENT</u></p>	<p>Provided by Office of the Medical Director staff reported by Kimber</p>
<p>MHSIP</p>	<p><u>May 2016</u></p> <ul style="list-style-type: none"> • Maps and report will be posted today 		<p>Kimber/All</p>

<p>Pt's Rights</p> <p>Cultural Competency Report</p> <p>Policy Updates</p> <p>QI Announcements</p>	<ul style="list-style-type: none"> • 4 maps will be including – 1 for each survey type • Provider level data will be available • Older adult surveys – rec'd about 500 surveys • High satisfaction rates for YS and YSSF • Approx. 8500 surveys turned in • Better than last year - surprising given timing right before Thanksgiving <p>No Report</p> <ul style="list-style-type: none"> • Working on organizational assessment with a consultant • Looking at: <ul style="list-style-type: none"> ○ How much do we know as a work force ○ Needs of persons with physical disability ○ System transformations - consumer perspective of our work • Prep for eqro – will contact some programs on how they're reducing disparities in the system and providing culturally sensitive services • 24 reports for EQRO reviewers • Reminder of cc email psbcc@dmhlaounty.gov • See Feb & March handouts* • Eqro April 10-13 		<p>Provided by CC staff reported by Kimber</p> <p>Provided by Compliance Unit</p>
<p>Audits</p> <p>State DHCS Updates</p>	<p align="center"><u>QUALITY ASSURANCE</u></p> <p>None reported</p> <p><u>State DHCS updates</u></p> <ul style="list-style-type: none"> • Working on System Review POC <ul style="list-style-type: none"> ○ Evidence that disclosure, ownership and control collected from providers, potential conflict of interests ○ Will see changes in contract re: 	<p align="center"><u>QUALITY ASSURANCE</u></p>	<p>Kimber/All</p>

<p>Medi-Cal Certification</p>	<p>disclosures required</p> <ul style="list-style-type: none"> ○ Will be in new contracts as of July 2017 ○ Will not involve contract amendments ○ From code of federal regulation <p><u>Medi-Cal Certification Section</u></p> <ul style="list-style-type: none"> ● Timelines for fire clearance and site visits <ul style="list-style-type: none"> ○ Fire clearance due 6 month before cert ○ Site visit 3 months before cert ○ 30 days for corrections ● Relocation new site: <ul style="list-style-type: none"> ○ Notify lead DC and contract monitor ○ Don't move in until you get fire clearance ○ No MD (prescriber) at the site – Program Review will remove MSS ○ Confirm the letter mode of service & correct date 		
<p>Training & Operations</p>	<p><u>Training & Operations</u></p> <ul style="list-style-type: none"> ● LE chart reviews by QA <ul style="list-style-type: none"> ○ Mid-March first notification to providers ○ Will provide agency Countywide QA's 'OBSERVATIONS'(not findings) ○ Will ask providers to validate (or not) the OBSERVATIONS by doing their own review and report back to Countywide QA based on the providers 'observations' ○ If items are found that shouldn't be claimed Countywide QA will explain regulations ○ The audit period will be 3 months prior to date of review ○ Could be up to 25% of practitioners ○ Will use claim data ○ Will include an attachment stating documents that need to be prepared ○ What happens after? 		

<p>QA Policy Updates & Technical Asst.</p>	<ul style="list-style-type: none"> ▪ summary of what was observed ▪ a mtg with the provider based on any concerning observations ▪ then LE can do their own review ○ First round using LE's that have QIC co-chairs ○ Redacting so we are not an audit ○ Potentially 2 month sample of assessments, treatment plans, and progress notes. • Will have chart review tool for DO's to be submitted thru ibhis soon • Doc training videos – recorded, still editing ETA about 2 weeks reimbursement and claiming assmt CTP's progress notes <p><u>QA Policy and Technical Development*</u></p> <ul style="list-style-type: none"> • lcc/ihbs expansion – expanded to EPSDT codes h2015hk & t1017hk • In order for a program to access the codes the provider has to be trained on core practice model and other CW items thru CSOC • Draft QAB dx dsm5 & CTP reminders and new DTI/DR forms 		
<p>Announcements</p>	<p>None at this time.</p>		
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ 3.7 PARAMETERS FOR GENERAL HEALTH-RELATED MONITORING, CONSULTATION AND INTERVENTIONS ➤ Page 8 of MHSIP May 2016 Figure 1.01 ➤ February & March 2017 Policy Updates ➤ March 2017 Documentation Training Sch'd ➤ Draft QAB 17-xx Using DSM ➤ Draft QAB 17-xx CTP Reminders & Guidelines 		
<p>Next Meeting</p>	<ul style="list-style-type: none"> ➤ May 18, 2017 		

Respectfully Submitted,

Kimber Salvaggio

