

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

**Adult Quality Improvement Committee Meeting**

**May 18, 2017**

**San Fernando Mental Health Center**

**10:00 am-12:00 pm**

**Agenda**

Welcome- Introductions & Agency Updates	All
Review and Adoption of March 2017 Minutes*	
<b>Quality Improvement</b>	
Clinical Quality Improvement	Kimber
PBM*	
MHSIP	Kimber
PRO	Office of Pt's Rights
Cultural Competency Report	Sandra Chang Ptasinski, Ph.D. DMH PSB- QID
Policy Updates*	Kimber
QI Announcements	All
SA QI Project-Test Calls*	
EQRO	
<b>Quality Assurance</b>	
Audits	All
Medi-cal Certification*	Kimber
State DHCS Updates	Kimber/All
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
<b>Other</b>	
How is this information disseminated in your agency	All
Future Agenda Items & Adjournment	All

Handout\*

**Next Meeting for SA 2 Adult QIC: July 20, at 10-12 pm**

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

<b>Type of Meeting</b>	<b>Service Area 2 Adult Quality Improvement Committee</b>	<b>Date:</b>	<b>May 18, 2017</b>
<b>Place</b>	<b>10605 Balboa Ave 2<sup>nd</sup> fl Conference Room</b>	<b>Start Time:</b>	<b>10:00 a.m.</b>
<b>Chair</b>	<b>Kimber Salvaggio</b>	<b>End Time:</b>	<b>12:00 p.m.</b>
<b>Co-Chair</b>	<b>None</b>		
<b>Members Present</b>	<b>Child &amp; Family Ctr - Karen Lee</b> <b>Didi Hirsch - Lee James Gossett</b> <b>Didi Hirsch – Miriam Gonzalez</b> <b>DMH PSB Countywide QID - LyNetta Shonibare</b> <b>DMH SCVMHC - Sabrina Barscheski</b> <b>DMH SFMHC - Diana Garcia</b> <b>DMH Urgent Care – Sonny Monge</b> <b>ECDA – Sara Pineda</b> <b>ECDA – Angie Sanchez</b> <b>Hillview MHC - Denise Greenspan</b> <b>IMCES - James Pelk</b> <b>SFVCMHC, Inc. - Leslie Di Mascio</b> <b>Tarzana Tx Ctr - Karry Friedman</b> <b>Tarzana Tx Ctr – Sherry Winston</b> <b>Topanga West Guest Home/ACT Wellness Ctr - Michelle Logvinsky</b>		
<b>Absent Members</b>	<b>APCTC - Tiger Doan</b> <b>DMH PRO - Jamie Walker</b> <b>DMH PSB Cert – Belinda Ankrah</b> <b>DMH PSB Countywide QA - Allen Pouravanes</b> <b>DMH PSB Cultural Competency Unit - Sandra Chang-Ptasinski</b> <b>DMH SB 82 - Ramona Casupang</b> <b>DMH WVMHC - Sima Baikov</b> <b>El Dorado -</b> <b>JFS - Dora Escalante</b> <b>Hillview MHC - Julie Jones</b> <b>PACS-LA -</b> <b>SFVCMHC, Inc. - Angela Khan</b>		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions Recommendations Actions Tasks</b>	<b>Person Responsible</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 10:00 a.m.	Introductions were made	K. Salvaggio
<b>Review of Minutes</b>	Review and Adoption of March 2017 Minutes		All

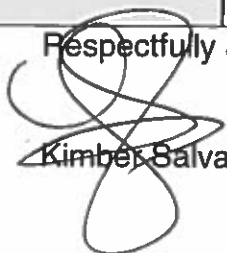
Agenda Item & Presenter	Discussion & Findings	Decisions Recommendations Actions Tasks	Person Responsible
<b>Clinical Quality Improvement</b>	<p style="text-align: center;"><b><u>QUALITY IMPROVEMENT</u></b></p> <ul style="list-style-type: none"> <li>• Pharmacy Benefits Mgmt               <ul style="list-style-type: none"> <li>○ See handouts</li> <li>○ If card is lost collaboration btwn clinic &amp; central omd &amp; pharmacy</li> <li>○ But client doesn't not need card to get rx</li> <li>○ Info being disseminated today to PH, prescribers, etc</li> <li>○ Want clinics to have copies of handouts available at clinic and begin discussions so clients are familiar with Magellan</li> <li>○ Cards being mailed out 3<sup>rd</sup> week in May</li> <li>○ Care coordination – client might have good relationship with current pharmacy but can now go to a pharmacy closer- might not be in the clients interest to change</li> <li>○ Prescribers used to have hard edits to lead you to a TAR if you are prescribing outside of formulary new system doesn't not have that</li> <li>○ Charge for e-prescribing?</li> </ul> </li> </ul>	<p style="text-align: center;"><b><u>QUALITY IMPROVEMENT</u></b></p>	<p>Provided by Office of the Medical Director staff reported by Kimber</p>
<b>MHSIP</b>	<p><b><u>MHSIP May 2017</u></b></p> <ul style="list-style-type: none"> <li>• How's it going?</li> <li>• Currently at about 1100</li> </ul>		
<b>Pt's Rights</b>	No Report	The group suggested that the lines on the Change of Provider Log is too small to enter meaningful info	Kimber will report this suggestion at the next Countywide QID mtg
<b>Cultural Competency Report</b>	<ul style="list-style-type: none"> <li>• May is mental health month</li> <li>• Change directions campaign – increase comfort level for public to discuss emotional suffering</li> <li>• Underserved targeting different ethnic</li> </ul>		<p>Provided by Sandra Chang-Ptasinski reported by Kimber</p>

<p><b>Policy Updates*</b></p> <p><b>SA QI Project/Test Calls*</b></p> <p><b>PRO Field Svc</b></p> <p><b>QI Announcements</b></p>	<p>groups – watch for PSA's</p> <ul style="list-style-type: none"> <li>• Reminder of cc email psbcc@dmhacounty.gov</li> <li>• See April &amp; May handouts</li> <li>• See handouts</li> <li>• Volunteers</li> <li>• Re-introduced/Presented Field Services PRO NB</li> <li>• Eqro Exit Summary             <ul style="list-style-type: none"> <li>○ Coming back in September</li> <li>○ Looking at how trainings impact system, clients, etc</li> </ul> </li> </ul>	<p>ECDA &amp; IMCES volunteered to make test calls</p>	<p>Provided by Compliance Unit</p> <p>Kimber/All</p> <p>Kimber</p> <p>Kimber/All</p>
<p><b>Audits</b></p> <p><b>Medi-Cal Certification*</b></p> <p><b>State DHCS Updates</b></p>	<p style="text-align: center;"><b><u>QUALITY ASSURANCE</u></b></p> <p>SFMHC &amp; Hillview have Certifications this month</p> <ul style="list-style-type: none"> <li>• Certification bulletin             <ul style="list-style-type: none"> <li>○ Current = 12 months from the date of clearance</li> <li>○ See handout</li> </ul> </li> <li>• Triennial system review – might be moving to a 'bench/desk' review - Bench/Desk audit – send material up to the state rather than state coming out us for a full system review             <ul style="list-style-type: none"> <li>○ Would still come down for the chart review</li> <li>○ The system portion done electronically</li> <li>○ LAC DMH CW QA requested:                 <ul style="list-style-type: none"> <li>▪ Do more training for their auditors to increase inter-rater reliability</li> <li>▪ Strength based and</li> </ul> </li> </ul> </li> </ul>	<p style="text-align: center;"><b><u>QUALITY ASSURANCE</u></b></p>	<p>Kimber/All</p> <p>Provided by PSB-Certification staff reported by Kimber</p> <p>Provided by PSB-QA staff reported by Kimber</p>

<p><b>Training &amp; Operations</b></p>	<p>recovery oriented documentation approaches</p> <ul style="list-style-type: none"> <li>▪ Reduce duplication of reviews</li> </ul> <ul style="list-style-type: none"> <li>• DHCS           <ul style="list-style-type: none"> <li>○ Smhs aligning with Medicare</li> <li>○ Access standard will be standardized by time and distance to receives service both routine and emergency</li> <li>○ Size is determined by population of county</li> <li>○ Grievance procedures – tightening up timeframe</li> <li>○ This will be a significant change</li> <li>○ Contract will be updated sooner than expected next year</li> </ul> </li> <li>• LE Chart Review           <ul style="list-style-type: none"> <li>○ Finished LA Child Guidance and Hathaway Sycamores</li> <li>○ Working on format that is short concise and helpful and no-fault finding for report</li> <li>○ Next one is SFVCMHC and possibly ED</li> </ul> </li> <li>• Trainings           <ul style="list-style-type: none"> <li>○ Health Navigation – like Pacific Clinics</li> <li>○ SB 82 will be updated due to now having more info on what the teams do</li> </ul> </li> </ul>		<p>Provided by PSB-QA staff reported by Kimber</p>
<p><b>QA Policy Updates &amp; Technical Asst.</b></p>	<p><b><u>QA Policy and Technical Development*</u></b></p> <ul style="list-style-type: none"> <li>• QAB 17-8 travel time           <ul style="list-style-type: none"> <li>○ Client in group home across the county?</li> <li>○ Think about the purpose for travel</li> <li>○ The State see us as a system of services</li> <li>○ If you regularly provide services because that's where the consumers are then it's a provider site</li> <li>○ Starting location is determined by 'from your</li> </ul> </li> </ul>		<p>Provided by PSB-QA staff reported by Kimber</p>

	<p>office or your home' to where the client is - home to provider site no claim</p> <ul style="list-style-type: none"> <li>• QAB 17-9 services prior assmt           <ul style="list-style-type: none"> <li>○ Shift for some</li> <li>○ Look at work flow around definition of urgent</li> </ul> </li> <li>• QAB 17-10 CTP           <ul style="list-style-type: none"> <li>○ Lack of Housing due to MH issues as an impairment sx and bxs in assmt</li> <li>○ Simple objectives</li> </ul> </li> <li>• QAB 17-11 Crisis Stabilization</li> <li>• PA's – in discussion eligible for E &amp; M codes – potentially July 1</li> <li>• Org manual changes – TFC, ICCS, IHSS will be displayed like TBS</li> <li>• Within Dept start discussion on documenting and work flow requirements instead of time with client – more discussions to follow</li> <li>• Will begin monitoring of NOA's issues starting with DO's for timelessness &amp; denial based on assessment</li> </ul>		
<p><b>Announcements</b></p>	<p>None at this time</p>		
<p><b>Handouts</b></p>	<ul style="list-style-type: none"> <li>➤ Draft of March 2017 Minutes</li> <li>➤ 2 letters from OMD re: PBM</li> <li>➤ April &amp; May 2017 Policy Updates</li> <li>➤ 2017 Test Call Memo, Schedule, Survey Form, Guidelines, Sample Crisis &amp; Non-Crisis Scenarios, 2012-2016 Data</li> <li>➤ Medi-Cal Cert Section Certification Bulletin 17-01</li> <li>➤ May 2017 Documentation Training Sch'd</li> </ul>		
<p><b>Next Meeting</b></p>	<ul style="list-style-type: none"> <li>➤ <b>July 20, 2017</b></li> </ul>		

Respectfully Submitted,



Kimber Salvaggio