

County of Los Angeles – Department of Mental Health SA2 Children's QJC

April 18, 2013

Agenda

1:30 – 1:40 Introductions & Announcements

1:40 – 1:45 Review of Minutes from 2/21/13

1:45 – 3:15 Report from Departmental QI/QA..... Michelle Rittel

QI

- Cultural Competency Committee
- OMD
- PRO
- State System Review Feedback
- APS/EQRO
- QI Work Plan Evaluation for CY 2012 and QI Work Plan for CY 2013 — Mary Crosby

QA

- Audits/Reviews
- Program Review/Recertification
- IBHIS Update
- Chart Audit Preliminary Findings and Initial Request for Service Logs Feedback
- Medical Records
- LPCC
- Documentation Updates: Children's COD Forms, COS Forms, Day Tx Documentation Workgroup
- PEI Claiming Guide Update

3:15 – 3:30 Topics and Location for June Meeting

Contact: Michelle Rittel: Office – (213) 739-5526
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Email: mittel@dmh.lacounty.gov



Next Meeting:
Thursday, June 20, 2013
Location: TBA

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 Service Area 2 Children’s QIC Meeting
 QUALITY IMPROVEMENT COMMITTEE MINUTES**

Type of Meeting	SA 2 Children’s QIC	Date	April 18, 2013
Place	Tarzana Treatment Center	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chairs	Alex Medina and Angela Kahn		
Members Present	Alex Medina, Angela Kahn, Crystal Cianfrini-Perry, Danielle Price, Erica Louie, Colin Xie, Frank Sanchez, Genevieve Morgan, Hosun Kwon, James Randall, Kathleen Kim, Keith Star, Kelly Bijur, Mandy Ighani, Marissa Martinez, Mary Crosby, Michelle Rittel, Sara Pineda, Saul Zepeda, Solana Nosrati, Terra Mulcahy, Tiger Doan, Tim Peterson, Vicky Shabazzadeh, Deanna Park, Kimberly Williams		
Absent Members	Alexa Rhyan, Anabel Aispuro, Angie Ramirez, Audra Casabella, Bryan Sawlsville, Dennis Brotman, Dominique Eugene, Eva Carrera, Gaby Castaneda, Heather Donahue, Ibet Garibay, Jasmin Tolmajian, Kelly Martinez, Kim Farnham, Manuel Robles, Mark Rodriguez, Maria Asadourian, Mark Rodriguez, Michele Linden, Migum Gweon, Nancy Tarin, Norma De La Cruz, Olga Zysman, Patrick Kelly, Peggy Daglian, Rafael Montoya, Rhiannon De Carlo, Sarah Mitchell, Seth Bricklin, Sonia Herten-Greaven, Suzi Karapetyan, Tania Fallert, Vera Gisis		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:30pm .Thank you to Tarzana Treatment Center for hosting our QIC. Introductions were made. Members were requested to review the sign in sheet and make changes as needed to staff and agency information.		
Review of Minutes: Michelle Rittel	Minutes from 2/21/13 meeting were reviewed and approved.		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Departmental QIC Meeting Report: Michelle Rittel</p>	<p style="text-align: center;">Quality Improvement (QI)</p> <p>Cultural Competency Committee: Jim Randall gave a report for the CCC. There are 4 subcommittees that are looking for people to join. The next meeting is May 8th 1:30-3:30pm. They are always the second Wednesday of the month. You can email Jim for more information jrandall@dmh.lacounty.gov</p> <p>OMD: The last report was in March, when we were told the Peer Review is not ready to distribute. Also, the online SIR and E-prescribing is still "several months away".</p> <p>Patients Rights Office: They are expecting an increase in complaints due to the change from Healthy Families to Medi-Cal.</p> <p>State System Review: The report is not available yet. There was some feedback to go over. One concern was regarding the timeliness of routine MH appointments. There are no specific goals set system wide, but usually are seen within 30 days. The state feels that is too long. The state would also like to have Culture Specific Services added to the Provider Directory. Otherwise, they liked the Provider Directory and said we are doing a good job with cultural competency in general.</p>		

Departmental QIC Meeting Report:
Cont'd
Michelle Rittel

APPS/CAEORO: The dates for the upcoming review are April 29 and 30. There is no service area review, so there are no focus groups for our contractors.

QI Work Plan Evaluation for CY 2012 and QI Work Plan for CY 2013:
Mary Crosby

Copies of the QI Work Plan for CY 2013 were handed out. The QI Work Plan Evaluation for CY 2012 is available online. The QI Work Plan for 2013 has been expanded to a page for each goal, rather than a single page summary of all the goals. The goals that are applicable to providers were reviewed and discussed, specifically how the goals apply to providers and how providers can work toward those goals.

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Departmental QA Meeting Report: Michelle Rittel</p>	<p>Audits/Reviews: No Audits scheduled for SA2 at this time.</p> <p>Program Review/Recertification: There were overdue recertifications found during the System Review and that is the first time that has happened. Please make sure this is not happening at your agency.</p> <p>IBHIS Update: Directly Operated programs completed entering the data for their providers. The Pilot 1 agencies did this as well. All LE sites were supposed to start entering their data on 4/15/13 and the due date will be in July. The information will be verified against NNPEs and you will not be able to complete the data entry if it does not match. If NNPEs needs to be updated, it may take up to a month, so you should be entering your information early to leave time for corrections.</p> <p>Chart Audit Preliminary Findings and Initial Request for Service Logs Feedback: Draft report has not come yet. We do have preliminary findings that came from the Exit Conference. Medical Necessity: There was one chart with an excluded diagnosis. Also, the Diagnosis Information Form needs to be filled out completely, with a 5 Axis Diagnosis. Assessment: There was at least one missing assessment. There were comments regarding the Annual Assessment Update, however this is not a required form. The comments had to do with the diagnosis not being on the form and no mental status included. They also indicated that on the Adult Initial Assessments, there are not enough client strengths documented.</p>		
<p>Quality Assurance (QA)</p>			

**Departmental QA
Meeting Report
cont'd**

CCCP: They gave a lot of positive comments. Some were missing client signatures, or not signed in time, or had no date. There were also some missing interventions and service types. Progress Notes: There were problems with Group time calculations. There were discrepancies between the claim in the IS and the time on the note. There were interventions that were not linked to Clinical Loop. There were multiple staff listed, but no justification for their participation in the note. There were some notes that were copied or used templates.

Request for Initial Service Logs: Logs were handed back to providers. Not all providers got logs back today. There was also a handout that explains the problems that were found in the logs that were turned in for the System Review. Handout was reviewed and discussed.

Medical Records: For Directly Operated Programs, there will be a Keeper of Records meeting at the end of April. Photocopy Fees: for all providers, for clients requesting records, agencies should be trying to collect fees. The suggested rates are \$15 for attorney representatives and \$.25 per page for clients. This is not intended for use to charge other agencies for transfer of information for continuity of care. There have been a few instances of one agency billing another to fax client information such as assessments and CCCPs.

LPCC: For Contract agencies only. There will not be LPCCs at DMH. LPCCs will be AMHDs. Legal Entities will have to make sure they are within scope of practice and have additional training as needed.

Documentation Updates-- Children's COD Forms, COS Forms, Day Tx Documentation Workgroup: There will be trainings in May, June and July on the new COD forms. The forms should be out this month. One major issue is if forms will be required or optional. COS forms update will probably wait for IBHIS, rather than spending a lot of money updating

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Departmental QA Meeting Report cont'd	<p>on the IS when IBHIS is coming. There will be a form revision allowing EDI type claims to be submitted by contractors. For the Day Treatment Documentation Workgroup, an email was sent previously. The group is 4/22/13 1-3pm. If you are interested in participating, please contact Jen Hallman</p> <p>PEI Claiming Guide Update: There is a new guide coming soon. It was supposed to be online last week, but was delayed. It will be online with the other manuals.</p> <p>Consents and Authorizations for DCFS Involved Children: See handout. This handout applies to DMH Directly Operated Programs. Contracted programs can use this as a guide, but must consult with their legal counsel to determine the policy of their agency regarding consents.</p>		

Suggested Items for Next Meeting:	Tarzana Treatment Center has volunteered to host the next meeting as well.		
No agenda/speaker suggestions were made.			
Handouts:	QA Bulletin 11-02: Claiming for Groups		
	QI Work Plan Evaluation Report for CY 2012 and QI Work Plan for CY 2013		
	"QA Bliss" flyer (Positive Affirmations for QA Coordinator and Documentation Bliss)		
	System Review Observations of Initial Services Logs		
	Consents and Authorizations for DCFS Involved Children		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
NEXT MEETING:	Thursday June 20, 2013 1:30-3:30pm Tarzana Treatment Center 18646 Oxnard Street Tarzana, CA 91356		

Respectfully submitted,



Michelle Rittel, LCSW