

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

**June 19, 2014**

## Agenda

1:30 – 1:35 Introductions & Announcements

1:35 – 1:40 Review of Minutes from 4/21/14

1:40 – 1:45 Report from Departmental QI/QA. . . . . Michelle Rittel

### QI

- Cultural Competency
- QI Workplan CY 2014

### QA

- Electronic Signatures
- Medi-Cal Satellite Sites
- QA Bulletin 14-01 Plan Development

1:45 – 2:15 Patients' Rights Office Presentation . . . . . Martin Hernandez

2:20 – 3:30 Documentation Policy Changes Presentation . . . . . Jennifer Hallman

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Next Meeting:

Thursday, August 21, 2014

Location: TBA



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

<b>Type of Meeting</b>	SA 2 Children’s QIC	<b>Date</b>	June 19, 2014
<b>Place</b>	Tarzana Treatment Centers	<b>Start Time</b>	1:30pm
<b>Chairperson</b>	Michelle Rittel	<b>End Time:</b>	3:30pm
<b>Co-Chairs</b>	Alex Medina and Angela Kahn		
<b>Members Present</b>	Alex Medina, Allen Pourvanes, Anabel Aispuro, Ashlei Sullivan, Crystal Cianfrini-Perry, Danielle Price, Erica Louie, Colin Xie, James Randall, Kathleen Kim, Adik Parsekhien, Kimberly Hirano, Mary Crosby, Michele Linden, Michelle Rittel, Sara Pineda, Seon Ji Park, Kristin Malka, Terra Mucaby, Tiger Doan, Tim Petersen, Vera Gisis, Vicky Shabanzadeh, Phachara Sujitpanya, Joan Dawson, Reina DeCuellar, Hosun Kwon, Martin Hernandez, Deanna Park, Marietta Watson, Luch Marero, Tara Iglesias,		
<b>Absent Members</b>	Agueda Cabrera, Angela Kahn, Audra Casabella, Bryan Sawlsville, Dennis Brotman, Frank Sanchez, Genevieve Morgan, Keith Star, Kim Farnham, Kristin Harkins, Maria Asadourian, Marisa Martinez, Mark Rodriguez, Nancy Tarin, Olga Zysman, Saul Zepeda, Seth Bricklin, Soltana Nosrati, Sonia Herten-Greaven		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order Introductions and Announcements:</b> Michelle Rittel	Meeting called to order at 1:30pm. Thank you to Tarzana Treatment Centers for hosting our meeting. There were no announcements		
<b>Review of Minutes:</b> Michelle Rittel	Minutes from 4/17/14 meeting were reviewed and approved.		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
<p><b>Departmental QIC Meeting Report:</b> Michelle Rittel</p>	<p>Cultural Competency Committee: The next LGBTQ Workgroup meeting is next Wednesday 6/25 10-12 at 695 S. Vermont on the 15<sup>th</sup> floor. If you are interested in attending you are always welcome to join. There is also a handout: National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care which has a definition of culture and terms/categories you would use in defining culture.</p> <p>QI Workplan – CY 2014: The Workplan was handed out and is available online along with the Evaluation for 2013.</p>		
<p><b>QI Presentation – Patients’ Rights Office – Martin Hernandez</b></p>	<p>Martin Hernandez from Patients’ Rights presented on Beneficiary Protection information, which is what every provider should be posting and providing to their consumers. This is important because this is a state mandate and when there is a system review or recertification for Medi-Cal, these things must be in place. They are also important because you are protecting the rights of the consumer. QA Bulletin 13-06 – Service Request Log &amp; Beneficiary Acknowledgment of Receipt was reviewed. The Medi-Cal Required Informing Materials Beneficiary Acknowledgment of Receipt form was handed out and reviewed. The Guide to Medi-Cal Mental Health Services and the Provider List must be offered to consumers when you open a case at your agency and you must document that they were offered. The Provider List is the list for our Service Area, not the entire county. You also need to have these materials available in the lobby, in the languages</p>		

**QI Presentation:  
Cont'd**  
Martin Hernandez

you provide services in, in your lobby area. Any time a consumer asks you for a copy of these materials, you should have them sign the acknowledgment of receipt. The form should be filed in the consumer's chart. You also need to have the most recent Local MH Plan Poster posted. They were handed out at a previous meeting and more will be available at our next meeting in August.

Notice of Action (NOA) forms were reviewed. The NOA A is used when you have done an assessment of a consumer and determined that they do not meet Medical Necessity. The form needs to be signed and given to the consumer, along with a copy of the NOA back, which details their appeal rights. The form must be faxed to Patients' Rights and you keep a copy of the form in an Administrative file, not a chart. The form must be completed within 3 days. In the field, you use 2 forms and write Duplicate on one of them. The Duplicate form is then faxed to Patients' Rights and put in the Administrative file. If the consumer has been detained by DCFRS, the form goes to the Legal Guardian, per the state. The NOA E is used when a consumer can't be seen within 30 calendar days after their initial request for services. This is true even when the consumer is ok with waiting for an appointment that is longer than 30 days away. The form and the NOA Back are given to the consumer, a copy is faxed to Patients' Rights and filed in an Administrative file. You should review Policy 202.43 Scheduling Clinical Appointments and Associated Documentation, which has been handed out and discussed in previous meetings.

Change of Provider Request Logs: Please make sure these are completed and sent to Patients' Rights every month.

Michelle Rittel will bring more MH Plan Posters to distribute at the next meeting in August.

Michelle Rittel will be sending an email to everyone asking for the contact person for the monthly Change of Provider Request Logs that are to be sent to Patients' Rights by the 10<sup>th</sup> of every month. You now have the option to send the log through secure email rather than faxing it.

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Quality Assurance (QA)</b>			
<b>Departmental QA Meeting Report:</b> Michelle Rittel	<p>Electronic Signatures: Handout was given out. If your agency is using electronic signatures, these instructions need to be followed. If the certification is not on file with DMH you are at risk of having all of your services disallowed in an audit.</p> <p>Medi-Cal Satellite Sites: This was discussed at the last meeting. The Final Bulletin was handed out today and was reviewed.</p> <p>QA Bulletin 14-01 - Plan Development: Case Conference is no longer a "stand alone", it is part of Plan Development. The Bulletin explains the type of service and how plan development can be done and what procedure codes would be used.</p> <p>State DHCS Updates: The state is moving to a 2 year review cycle instead of the 3 year cycle. Our next review could be as early as the end of 2015.</p>		

**QA Presentation –  
Documentation  
Policy Changes –  
Jennifer Hallman**

Jennifer Hallman from DMH QA presented on Documentation Policy Changes. There was a power point presentation and the power point was handed out. These changes went into effect last week and the policy, 104.09, is now available online. There is also a Clinical Records Bulletin and a QA Bulletin, which are also online. The Organizational Providers Manual Chapters 1 & 2 have been updated and posted online. There will be trainings on the updates for both Directly Operated and Contract Providers. Training bulletins will be sent next week. Chapter 4 will be revised next.

The changes to the Documentation Policy were necessary due to IBHIS, the Affordable Healthcare Act (ACA) and findings from the recent State Chart Review. Right now, we are at a 25% disallowance rate and the state wants us at 5%, so we really need to improve documentation. One thing that was done was that if we had requirements that were not a requirement of the state, they were pulled out. If DMH says something is a requirement, even if the state doesn't require it, when they come to audit, they audit based on DMH policies and procedures.

Changes were reviewed including new definitions and terms and items removed from the policy. For Assessments, renamed, revised and discontinued forms were reviewed. The new policy on Assessments was discussed, including assessments for new, returning and continuing clients. The Client Treatment Plan policy, Progress Notes and Primary Program of Service were reviewed and discussed. Please review the Power Point hand-out.

Michelle Rittel will send the links to the policy and the bulletins by email.

<b>Agenda Items &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<p><b>Suggested Items for Next Meeting:</b></p>	<p>There were no suggested items.</p>		
<p><b>Handouts:</b></p>	<p>Quality Improvement Work Plan CY 2014</p> <p>National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care: A Blueprint for Advancing and Sustaining CLAS Policy and Practice</p> <p>Electronic Signatures Information Packet</p> <p>Certification Bulletin 14-01: Medi-Cal Satellite Sites</p> <p>QA Bulletin 14-01: Plan Development</p>		

<b>Agenda Items &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>NEXT MEETING:</b>	Thursday August 21, 2014 1:30-3:30pm Child & Family Guidance Center 9650 Zelzah Ave. Northridge, CA 91325		

Respectfully submitted,



Michelle Rittel, LCSW

