

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

February 18, 2016

Agenda

1:30 – 1:35 Introductions & Announcements

1:35 – 1:40 Review of Minutes from October 15, 2015

1:40 – 3:20 Report from Departmental QI/QA.....Michelle Rittel

QI

- QI Liaison
- Clinical QI/OMD Report
- Test Calls
- MHSIP Survey
- PRO
- DHS Urgent/Non-Urgent requests
- CCC Updates
- Advanced Spirituality Trainings
- Clinical and Non-Clinical PIP
- Provider Directory
- CAPP Attendance

QA

- Audits
- Medi-Cal Certification Section
- State DHCS Updates
- Training & Operations
- Policy and Technical Development
 - Clinical forms Bulletin
 - ICD10 update
 - QA Protocols
 - Tx Plans'
 - IBHIS
 - QABs
 - OIG
 - Lockouts
 - Service Request Log
 - Workflow
 - FSP Referrals

3:20 – 3:30 Suggestions For Next Meeting/ Host for Next Meeting

Contact: Michelle Rittel: Office - (213) 739-5526
Cell - (213) 276-5521
E-mail: mittel@dmh.lacounty.gov



Next Meeting:
Thursday, October 15, 2015
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	February 18, 2016
Place	Hathaway-Sycamores	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chairs	Alex Medina and Angela Kahn		
Members Present	Adik Parsekhian, Jazmin Hernandez, Amelia Peck, Cheryl Davis, Danielle Price, Deanna Park, Colin Xie, Hrug Ghazarian, Kathleen Kim, Martha Basmadjian, Michelle Rittel, Sara Pineda, Sora Choi, Tiger Doan, James Pelk, Lynetta Gore, Garmal Dolne, Lorraine Ragosta, Amy Nearhoof, Melissa Hannon, Allen Pouravanes, Belinda Ankrah,		
Absent Members	Alex Medina, Alondra Hernandez, Anabel Aistpuro, Angela Kahn, Audra Casabella, Charity Wabuke, Eva Carrera, Frank Sanchez, Genevieve Morgan, Janette Baucham, Janie Strasner, Judy Cardona, Kameelah Wilkerson, Kim Farnham, Lucy Marrero, Maria Asadourian, Marietta Watson, Mark Rodriguez, Michele Linden, Phachara Sujirapanya, Sandra Chang Ptasinski, Soltana Nosrati, Stephanie Yamada, Tim Petersen, Vicky Shabanzadeh		
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 Hathaway-Sycamores for hosting our meeting this month. Introductions were made. Everyone was requested to review the sign in sheet to update information or remove names of people that don’t attend the meeting. Lynetta Gore is our new liaison from DMH QI. Luz Smith and Garmal Dolne from SA2 Children’s Navigation introduced themselves.		
Review of Minutes: Michelle Rittel	Minutes from 10/15/15 were reviewed and approved through email, not during the meeting.		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
<p>Departmental QIC Meeting Report: Michelle Rittel and Lynetta Gore</p>	<p>QI Liaison: Lynetta Gore introduced herself and reviewed some of the data from the Spring 2015 MHSIP surveys (see handout). SA2 had 38% of the total surveys for the county. A report will be posted online soon.</p> <p>The State now wants quarterly Test Calls, so going forward, there will be 2 SAs working on Test Calls each quarter. For now, testers will continue to use paper forms and return them to the QIC chair, who will then enter the data on the online forms.</p> <p>Clinical QI/OMD Report: The TAR was updated with DSM5 Diagnoses. DO programs are starting to use the Columbia Suicide assessment tool, which is on IBHIS. LE providers will be able to use the tool if they want to. It is posted online.</p> <p>PRO: The Request for Change of Provider Contact list was updated recently. Thank you for sending in your updates. And if you have any additional changes, please let me know any time. If you are sending in a CPC form, make sure that all fields are filled. PRO is working on improving this process. There is a new dedicated mailbox for your logs. DMHCOP@dmh.lacounty.gov Logs need to be submitted to PRO by the 10th of each month.</p> <p>FY 14-15 Grievance & Appeal Report was finalized and sent to state. Most were for quality of care and a few were for access to services. Please see the report handout for more information.</p> <p>Consumer Resource Directory has been updated and is available online.</p>	<p>Lynetta will email more data/information from the surveys to Michelle Rittel for distribution.</p>	

**Departmental QIC
Meeting Report,**

contd.:
Michelle Rittel

The NOA E in Spanish is posted online. If you need additional languages, contact Martin Hernandez in PRO.

Urgent (5day) and Non-Urgent Appointments from DHS Requests to ACCESS: Urgent and Non-Urgent referrals from DHS are submitted to the Access Appointment Line. Appointments are then scheduled by Access. Any excess Urgent slots are used for routine appointments. This has increased the number of appointments and is expected to increase.

CCC Updates: The meetings are now available by conference call. The meeting schedule was handed out.

Advanced Spirituality Trainings (SA QI Project): Presentations are ongoing. The baseline survey is done and the follow up survey is coming.

Para professionals can attend 1 day trainings. Information is on the handout.

Clinical and Non-Clinical PIPs – Non-Clinical: VANS is currently in use in SAs 4 & 5 and they will now start adding other SAs. Once all are on it, Access will start to use in once all SAs are on. Clinical: CSEC webinar will be available online in the future.

Provider Directory and ASL: Please review your information in the provider directory and send me any updates. If it is something that requires a PFAR, that process must be completed before making changes in the PD.
PD has been translated into all threshold languages.

If you have staff that can provide services in ASL, please make sure that information is in the PD

CAPP: Parent Partners for WRAP and FSP should attend. Both supervisors and PPs should block time on their calendar – last Tues. of month, 11am-1pm. This is a very important meeting.

Michelle will send email when a webinar is scheduled.

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Quality Assurance (QA)			
<p>Departmental QA Meeting Report: Michelle Rittel</p>	<p>Audits: Stirling was in January – Auditor/Controller. Currently we are going through System Review/Chart Review, which may be different with a lot of new questions from new auditors.</p> <p>Medi-Cal Certification Section: 6 of 8 SAs are in compliance. For SBMH – all schools that have SBMH must get fire clearance or you cannot provide services there. The schools have the fire clearance, you just need to find a copy, which may be difficult because a lot of school staff don't know where it is kept.</p> <p>State DHCS updates: You need to have waivers for your psychology students, Some agencies are not in compliance. Michelle will be asked to intervene as needed if agencies aren't getting their waivers.</p> <p>Training and Operations: Training/Presentation schedule was handed out.</p> <p>Policy and Technical Development: Clinical Forms Bulletin 15-07 has been posted. It is primarily for D/O programs, except for the Out Patient Medication Review. There are data elements for LEs.</p> <p>ICD10 – Allowable DX codes are available to select from on a dropdown menu. DMH QA is looking into T codes. Any change won't be for a couple of months. Included DX- QA is trying to clarify with State because there are some codes that are missing or are listed as non-included dx.</p>		

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Quality Assurance (QA)			
<p>Departmental QA Meeting Report: Michelle Rittell</p>	<p>Single contacts should be opened and closed on the same day, using the closing dx code. Updated QA protocols – LE are due annually – all of SA2 are in. Thank you to all of our providers. D/O need to give updates for protocol/procedure, but haven't updated since 2012. COS only programs will also be included, which they had not been previously. Treatment Plans – D/O moved to a new form with new elements. Long term goal is now Problems and Goals (still being implemented). LE need to have data elements. IBHIS – One LE was added in December, bringing the total to 5. 5 more will be added in February, 10 more in March. All providers need to be updated in PRM before going on IBHIS. QAB 16-01 – Verification of services – see bulletin handout. QAB 16-02 – System/chart review finalized and posted in Feb. If you are in the chart review, you should already know what to do, but feel free to ask Michelle any questions you may have. Office of Inspector General (OIG) – There is a federal review of 500 claims from across the state. It is likely to include both CSI and D/O. It is just like the state review. They don't come to us to review. They request copies of documents and we send them to Sacramento. The state has mentioned extrapolation. Inpatient lockout reminders – Inpatient claims get denied when providers bill anything except TCM for placement when a client is in the hospital Service Request Log (SRL) – QA is adding additional standard</p>		

Departmental QA Meeting Report, contd.:
Michelle Rittel

questions for universal screening, so you will need to add an updated SRL to your EHR.
Workflow - QA recommends slowing down the initial phase, rather than jumping into services with a client before you have assessed what would be the right service. Assessment and treatment plan do not have to be completed the first time you meet with a client.

FSP Referrals – The referral form must be the most recent version of the form. You will find it posted on the web page. Michelle has instructed the SA2 Child Navigators to send back referrals written on the wrong form. As with any official DMH form, you are required to use the most updated version. Also, you must send FSP referrals through SRTS. We will not be able to accept faxed referrals. Please remind staff to fill out all sections of the referral form.

Suggested Items for Next Meeting:

The Village offered to host the next QIC on April 21, 2016.

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Handouts:</p>	<p>Parameters for Spiritual Support Baseline Survey</p> <p>Annual Beneficiary Grievance/Appeal Report FY 2014-2015</p> <p>Clinical Forms Bulletin 15-07</p> <p>Flyer for Advanced MH & Spirituality Training for Paraprofessionals</p> <p>Documentation and Presentation Schedule from QA</p> <p>QAB 16-02 – Triennial Onsite Review: System/Chart Review</p> <p>QAB 16-01 - Verification of Services</p> <p>Summary Report of Test Calls Study: Monitoring Accessibility to the 24/7 Toll Free Access January 2016</p> <p>Policy 200.02 Hearing Impaired Mental Health</p> <p>Table 2: MHSIP Spring 2015 – YSS Subscale Domains Percent Respondent with “Agree” or “Strongly Agree” Responses</p>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
NEXT MEETING:	Thursday, April 21, 2016 1:30-3:30pm Pacific Lodge Youth Services 4900 Serrania Avenue Woodland Hills, 91364		

Respectfully submitted,

Michelle Rittel, LCSW