

SPA3 QIC Meeting
Wednesday, May 18, 2011

Attendees:

Misty Aronoff, Makan Emadi, Catherine Weatherspoon, Helena Ditko, Leslie Shrager, Kristina Berada, Cecilia Rodriguez, Lisha Singleton, Linh Hua, Nancy Uberto, Michelle Hernandez, Windy L. Perez, Melody Taylor Stark, Gassia Ekizian, Ari Winata, Kameelah Wilkerson, Patricia Gonzalez, Ana Beltran Bortolussi, Denise Lee, Adri Vermillion, Judy Law, Damariz Vasquez, Stephanie Schneider, Sam Keo, Natalie Majors-Stewart, Melissa Pace, Elizabeth Owens, Claudia Fierro

I. Welcome and Introductions

II. Review of Minutes

Two corrections: Attendance sheet update and CAEQRO, Gassia attended the meeting and provided information.

QUALITY IMPROVEMENT

Melody Taylor Stark

CAEQRO

- ✓ Feedback: Review went well
- ✓ Feedback will be provided as it comes

Patient's Rights

Currently, a Director Position is open, review DMH website for more information

Test Calls

Will be conducted: July 1 – August 31st

- ✓ Asking providers to make calls
- ✓ Asking for 5 calls in English and 5 calls in non-English
- ✓ Some languages are underserved
- ✓ Asking members to provide information by next meeting
- ✓ Calls to be made weekends and afterhours
- ✓ Will receive a packet with information and feedback form

Cultural Competency

Next meeting: June 8, 1:30-3:30pm at 695 Vermont, 15th Floor, glass conference room

Claudia provided minutes from the last Cultural Competency meeting. There is still space available for representation from our service area. If possible consumer representation would be a plus.

Anna Beltrand, Bortolussi LeRoy Haynes

Valuable information – aware of needs;

- ✓ Forms being translated
- ✓ Members input
- ✓ Access calls – high Hispanic calls and tracking
- ✓ Process of Accessing – finding therapists that speak specific language, especially if client is in crisis
- ✓ People taking calls and how they need to respond. Found staffs were aloof.
- ✓ Posting different languages at the agencies
- ✓ Anyone can attend

State Outcome Surveys

- ✓ Sacramento State had a process to work with DMH
- ✓ Los Angeles County makes up 30% of consumers but only had an outcome of 2%
- ✓ DMH state staff being decreased from 147 to 19 due to cuts
- ✓ Los Angeles County will put a Plan B in place

QUALITY ASSURANCE

Gassia Ekizian

Audits

- ✓ QSR Review: Palmdale from May 31 to June 9th
- ✓ DMH having monthly meeting with Auditor Controller to make sure DMH standards are followed
- ✓ EPSDT – State DMH has revised contracts, audits will resume after this fiscal year
- ✓ Auditor/Controller – The Children’s Center of the Antelope Valley June 6, 2011.
- ✓ LACDMH QA Division staff is having monthly meetings with the Auditor-Controller staff to ensure consistency between Audit Controller and LACDMH expectations. If providers experience differences let QA Division know.
- ✓

CCCP/SFPR Update

May 6th, DMH met with Unions

- ✓ Responsibility of insuring goals (SFPR or head of service)
- ✓ Annual Assessment Requirements
- ✓ Changing the CCCP Annual Review date when other episodes are open (making an effort to simply)
- ✓ Reviewing the responsibility for ensuring goals on the CCCP and annual assessment requirement and changing the CCCP annual review date. More to come when final policy is released.

Some of the issues discussed:

Progress Notes: Always establish medical necessity versus updating information on the Assessment Addendum form.

CCCP Objective Writing Workgroup Update

- ✓ May 26th 3:00 – 5:00pm, contact Jennifer Eberle

Purpose is to establish expectations & guidelines for writing good treatment standardize objectives. If you'd like to be a part of that, contact Jennifer

Interim QA Division Chief

- Norma Fritsche is retiring. The interim QA division chief will be Donna Kay Davis. Final interviews are in process for Norma's replacement.

TAXONOMIES

WebEx on May 11th

Pay careful attention to letter that previously went out

- ✓ Chart the show changes to taxonomy codes
- ✓ Attachment 2 – What actions DMH will be taking
- ✓ EDI provider – can make changes, don't have to wait for DMH changes
 - 3 codes – Federal vs. State definition
 - Psychiatrist
 - Social worker resident
 - Psychologist – waived
 - Make sure you are choosing the correct code for your agency
 - Changes need to be made on CIOB paperwork form
 - Page 5, if you have any questions about specific claims, resubmit
 - Page 6, information from Mary Lou, contact for questions
 - May 16th, CIOB will start – no particular set date, keep checking the IS
 - Match the electronic health record to what the IS
 - No timeline set for when electronic health records to send information
 - Still waiting on a date of verification of what billing is regarding the Taxonomy

Presenter: Vandana Joshi, Program Head Quality Improvement Division

Service Area 3 Demography and Performance Outcomes

- Over date GIS Unit
- Round 2 – was here a few months ago
- <http://psbqi.dmh.lacounty.gov/data.htm>
 - All QIC documents
 - Service QIC Minutes
 - QI Evaluation Report
 - Maps, etc.
- Looking for feedback if information is helpful/usual

- Surveys will be conducted once a year

Demographic Profile for Los Angeles County by Service Areas FY 2009-2010 Part 1

- All information can be downloaded from the website
- Claudia will send out website links
- All 8 Service Areas together
 - Los Angeles County is 8 largest in the country
 - SPA 3 has second highest population of adults
 - Large Asian population living in SPA3
 - SPA3 is not serving enough adults/older Adults
 - SPA3 is not serving enough Asians
 - SPA3 has lowest penetration rates

Demographic Profile of Service Area 3 Part II Not many clinics in entire Service Area

- Higher proportion of Asian population compared to Countywide
- 53% of Women living below poverty level
- Higher TAY living below poverty level as compared to Countywide
- Higher percentage of Asians and Latinos served in SPA3 as compared to Countywide
- Higher number of children served in SPA3 as compared to Countywide
- Higher number of African American children being serviced
- Higher number of Asian adults and older adults being serviced
- Higher number of White adults being serviced

Please see handouts or Website for more information

State Performance Outcomes Summary Report Clinic Surveys – May 2009 Service Area 3

- What are the clients saying about the service in SPA3?
 - 446 surveys out of 16,549
 - Surveys were conducted in six languages, but in SPA3, only English and Spanish was used.

Please see handouts or Website for more information

AUDITS

Adri Vermilion, MFT Quality Assurance Specialist, Pacific Clinics (Auditor Controller Office)

Audit included 2009 - 2011

- 40 charts pulled
- Medical necessity was questioned in the 16 charts
- Medication and TBS notes looked good – no findings
- 1 non-medi-cal included diagnosis (not on primary list)
- DMH was very pleased; notes looked good

Enki (Children & Adults) random: 25 charts pulled
Everything was good

Pacific Clinics was also audited.

Next Meeting: Wednesday, June 15, 2011
Location TBA