

County of Los Angeles – Department of Mental Health
SA 4 Program Administration

SA 4
CHILD AND ADULT
INTEGRATED QUALITY IMPROVEMENT COMMITTEE

February 16, 2010
10:30 AM – 12:00 PM



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| I. | 10:30 AM | Welcome & Introductions |
| II. | 10:35 AM | Minutes Approval |
| III. | 10:40 AM | Handouts: RMD Bulletin No.: 10-003, 004 & 006,
Professional License Waivers, Change of Provider
Reports, Request to Change Provider Report & QI
Work Plan Implementation Status Report |
| IV. | 10: 50 AM | Election of Chair and Co-Chair |
| V. | 11:00 AM | Selection of QIC Project & Sub- Committee |
| VI. | 11:15 AM | Presentation:
Patient's Rights;
By Sylvia Guerrero from Patient's Rights Office |
| VII. | 11:55 AM | Announcements & Comments |

Next meeting: March 16, 2010
St. Anne's Maternity Home
155 N. Occidental Blvd. /Classroom
LA, CA 90026
(213) 381-2931

-LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee Meeting

Minutes

Type of Meeting	QIC	Date	February 16, 2010
Place	St. Anne's Maternity Home, 155 North Occidental Blvd., Los Angeles 90026	Start Time	10:30 a.m.
Co-Chairs	Alyssa Bray, Mary Cifuentes	Adjournment	12:00 noon
Members Present	Natalia Ewalt, Amanecer; Donetta Jackson, ASC; Silvia Yan, APCTC; Candace Sims, Lisa Sumlin & Nancy Tarin, Aviva; Maribel Nieves, California Behavioral; Leslie Shrager, Children's Bureau; Jennifer Rafeedie, CHLA; Mary Cifuentes, Children's Institute; Sherrie Yu, Didi Hirsch; Barbara Meyer, MAT; Mark Rodriguez, Eisner; Sara Jimenez McSweyn, El Centro del Pueblo; Erick Montano, Exodus Recovery; Charlotte Bautista, Gateways; Suzanne Gill, Gateways; Jenifer Johnson, Gateways Satellite; Kameelah Wilkerson, Hathaway-Sycamores; Lisa Harvey, Hollygrove; Kathy Silbert, Hollywood MH; Dan Litov, IMCES; Michael Schroeder & Dora Escalante, Jewish Family Services; Nayon Kang, KYCC; Genieve Morgan, LA Child Guidance; Leah Carroll, LAMP Community; Alvaro Campos, Northeast MH; Alyssa Bray, Optimist Youth; Reza Khosrowabadi, Veronica Garcia, St. Anne's; Oralia Van Leuven, Telecare; Susan Osborne, VIP; Jacqueline Yu, DMH Countywide.		
Absent Members	AIDS Project; Behavioral Health Services; Cedars Sinai; Downtown MH; El Dorado; ENKI; Filipino American; Health Research; Hillside; LAC-USC; LA Gay & Lesbian; Pacific Clinics; Para Los Ninos; Saban Free Clinic; SSG; Starview; Travelers Aid; 7 Generations.		
Minutes Approval	January Minutes were reviewed, revised and passed.		
Introductions	Chair Alyssa Bray began the meeting with introductions.		

Announcements

Chair Bray stated that only the Agenda would be distributed at the meetings; handouts would not be available at the meetings in order to save costs. The handouts will be e-mailed to members before the meeting; please print and bring with you to the meetings.

Chair Bray stated she attended the Countywide QA Departmental Meeting and was advised of provider audits. Only two providers stated they received notice of being audited. She also reminded members to use their referral logs.

Chair Bray stated the state was monitoring co-occurring disorders and substance abuse diagnosis with the dual diagnosis code. Please be sure to list the correct substance abuse and how it affects the mental health condition of the client.

She next discussed the Request for Change of Provider Report for the second fiscal quarter of 2010. She reminded members this report is sent to the state every month, and providers need to complete their logs and send them to Patients Right. A provider can deny a request, but they must state the reason. A couple providers said their agency was not listed on the report. Ted Wilson keeps track of the report. The report is not on the IS.

Handouts	<p>RMD 10-003 discusses the Social Security cost of living issue. There would be no increase this year for Medi-Care except for SSI.</p> <p>RMD 10-004 discusses the difference between California Kids and Healthy Families or Medi-Cal. California Kids supports kids who do not qualify due to immigration status. The services are for outpatient only and the child must be between 2 years and 18 years old. There is a \$49 a month fee; this is considered private insurance. A member asked if mental health services were included.</p> <p>RMD 10-006 discusses the IS shutdown on March 4, 2010 for four days. It will be back up for billing purposes on April 15. Providers can still access the IS for other services, just not billing.</p> <p>Next discussed was the Report on the QI Work Plan regarding Client Care Protocol. Please use the new CCCP and be sure to include clients in choosing their goals etc. Please be sure to obtain the signature of the client on the CCCP.</p>
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<u>Agenda Item & Presenter</u>	<u>Findings and Discussion</u>	<u>Decisions/ and Recommendations Actions/Scheduled Task</u>	<u>Responsible Person/Due Date</u>
Elections	<p>Dr. Assatourian discussed election of a new chair and co-chair for 2010. She nominated Chair Bray, who accepted. There were no objections. She then asked who would like to offer to be Co-Chair since Ms. Cifuentes will be not available. Dr. Assatourian stated that the co-chair only needs to attend the QIC Departmental meetings on the 2nd Mon day of the month. Leah Carroll volunteered to be co-chair for 2010. There were no objections.</p> <p>Next Chair Bray brought up the QIC Project and QIC Subcommittee. She asked for ideas for a project. Last year the project was on Case Management Resources. Ideas brought up at the last meeting were: No show appointments, challenges of agencies, sample CCCP goals, writing accurate diagnosis and documentation. She stated that they could invite an outside consultant to help with the project. The presentation of the project should not be longer than 3 hours.</p> <p>Members brought up the initial assessment, especially for children which is more difficult. There are two categories for children: zero to 5 and 6 to 17. Clinicians need to be certified for assessment of children zero to five. Areas that are missed during assessment of children include cultural competency and mental examination.</p>		

	<p>A member asked about adult assessments; stating an accurate diagnosis and written document on the CCCP would be helpful.</p> <p>Another member asked about training for coding. Chair Bray stated this was covered in the Case Management Project last year. However, DMH does have documentation training.</p> <p>Next Chair Bray asked for volunteers for the Subcommittee. Leah Carroll, Maribel Nieves and Susan Osborne volunteered to be on the Subcommittee. Dr. Assatourian stated that the Subcommittee meetings are open to all members. They are held at 9:30 a.m. before the regular QIC meeting.</p>		
<p><u>Agenda Item & Presenter</u></p> <p>Patients Rights Sylvia Guerrero</p>	<p>Ms. Guerrero stated that the main function of Patients Rights is to advise and represent clients in hearings. She said agencies need to follow federal and state codes and regulations. There are 30 advocates in Patients Rights.</p> <p>She stated they monitor agencies for respect and cultural competency for clients. They also check to see that the providers refer clients to other agencies if they do not have a program for them. Ms. Guerrero thought the Navigator Team also helped with services, but Dr. Assatourian advised they only work with FSP clients.</p>		

<p><u>Agenda Item & Presenter</u></p> <p>Patients Rights Sylvia Guerrero</p>	<p>She next discussed the NOAA during the initial assessment. She reminded everyone they must give the document to clients who do not meet criteria or when programs are not available for them at your agency. Be sure to fax a copy of the NOAA to Patients Rights.</p> <p>Ms. Guerrero discussed the Request for Change of Provider; she said this form was been revised. She stressed the importance of completing the log for the Request for Change of Provider and sending it in monthly to Patients Rights. She said agencies can deny a request and can call Patients Rights for a consult.</p> <p>A member asked who helps with referrals when a client is discharged from a program of if they are not within the service area. Ms. Guerrero stated that Medi-Cal clients should be referred to Patients Rights, although Patients Rights is not used as linkage. She stated she will bring this subject up with her chief to discuss with Dr. Southard.</p> <p>Ms. Guerrero said agencies must follow the steps when unilaterally cancelling a client. She said Patients Rights represents clients in State Fair Hearings. Laurie Balderama handles hearings. She said it is a very lengthy process.</p>		
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<p>Patients Rights Sylvia Guerrero</p>	<p>A member stated that a client came to their agency but did not meet target population. The client then went to Patients Rights, who called the agency. The client returned and presented differently and had to be accepted. They felt the client tricked the agency. Can clients have a second opinion? Ms. Guerrero stated that Patients Rights does advise and help clients seeking mental health services. They are allowed a second opinion, and we must serve them if they meet criteria per the second opinion.</p> <p>What happens if a client is eligible in one month and not the following month? This happens with full scope Medi-Cal clients per their contract with DO clinics. When the share of costs is so high that a client cannot afford it, they must be linked to Healthy Families. However, there are no funds in that program at this time. Ms. Guerrero stated she will discuss this dilemma with her director.</p> <p>The system is imposing restrictions such that agencies can only treat EBP disorders (which do not include ADHD or bipolar clients). Sometimes the client is referred to MHSA groups at the beginning of the month and will attend many meetings so they can get their prescription filled at the end of the month.</p> <p>.</p>		

	If you have a face-to-face assessment over the telephone, you still need to document it. You also need to open a file for a face-to-face assessment; you can also bill for this. If the client does not meet criteria, be sure to give them a NOAA and fax a copy to Patients Rights,		
<u>Next Meeting</u>	March 16, 2010		

Respectfully submitted,

Alyssa Bray, Chair

Mary Cifuentes, Co-Chair