LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 QIC Minutes

Type of Meeting	QIC	Date	January 20, 2015
Place	St. Anne's Maternity Home, 155 North Occidental Blvd., Los Angeles 90026	Start Time	10:30 a.m.
Chair & Co-Chair	Anahid Assatourian and Alyssa Bray	Adjournment	Noon
Members Present	Misty Aronoff at Alma Family Services; Kanisha McReynolds at Amanecer; Silvia Yan at APCTC; Donetta Jackson at The Anne Sippi Clinic; Efrain Marquez at BHS; Alma Bretado &Nahara Martinez, Regina Esparza and Germeen Duplessis at CHCADA; Leslie Shrager at Children's Bureau of Southern California; Rebecca Okpere & Karin Bonwitt at Downtown MHC; Mark Borkheim at DMH QI; Nikki Collier at DMH; Diann Kaainoa at DMH/SFC; Maribel Nieves at Dignity Health; Rene Ramirez & Jennifer Rafeedie at CHLA; Marcela Dioses at CII; Rosie Garcia at Didi Hirsch Metro Center; Nancy Weiner at DMH SA4; Michael Olsen & Carmen Vargas at ENKI; Jose Guerra at Eisner; Sara McSweyn at El Centro Del Pueblo; William Donnelly at Gateways Homeless Services Program; Julie Feuer at Gateways Percy Village; Beth Foster at Hillsides; Michele Linden & Kentaro Nakajima at IMCES; Dora Escalante & Militza Avila at JFS; Nayon Kang KYCC; Connie Chung Joe at KAFS; Ian Stulberg at LAMP; Socorro Gertmerian & Kristin Howard at LACGC Frankie Nixon at Optimist Youth Homes; Judi Stadler & Daisy Dsul at Para Los Ninos; Erica Melborne at SSG Project 180; Phrong Tang at SSG-Alliance; Reza Khosrowabadi & Marianna Oganesyan at St. Anne's Maternity Home; Robert Garcia at Star View Children & Family Services; Martha Arechiga and Nicole Nunez at Telecare Corp.; Patricia Perez at UAII; Dessiree Odom at VIP		
Absent Members	AIDS Project LA,DMH – ASOC, DMH MAT, Aviva; DMH SA4 Navigation Team, DMH – PRO, DMH – QA, DMH-OMD, EMQ, FASGI, Gateways Community MHC, Hollywood MHS; LAC-USC Medical Center, LA Gay & Lesbian, Mental Health America, Northeast MHC, Pacific Clinics, SSG API Alliance ACT, The Saban Free Clinic, Travelers Aid Society of LA.		
Introductions	Conducted by QIC membership		
Minutes Approval	The November minutes were reviewed and approved		
Announcements	None		

QUALITY IMPROVEMENT

Agenda Item And Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Responsible Person/Due Date
Test Calls Study Report &SA QIC Project Update	Test calls – New Schedule approved. Three things to note for Test Calls this year: • If you call as a relative of the client, both the name of the caller AND the name of the beneficiary should be shared. • If the caller is dissatisfied with something (interpretation or otherwise), please state specifically what you are dissatisfied with so that improvements can be made. • Each Service Area will be asked for a total of 10 Test Calls (5 English, 5 Non-English) ONLY (not more than ten). SA QI Project Update – The Family Engagement Project has some preliminary data outcomes (not all data are collected yet). So far they are showing improvements in areas they were hoping for (increasing the likelihood of providers engaging with families of clients). Once all data has been obtained, final results of outcomes will be provided.		**Alyssa Bray**

Provider Directory Posting Updates & Hard Copies	Provider Directory posting updates – DMH QID is finishing it up. They are checking with Liaisons and Chairs to ensure accuracy of changes, and once all confirmations are received, they will post the changes and print about 150 per Service Area (approximately). The posting will occur immediately, and the printing will take a couple of weeks after that.		
QUALITY IMPROVEMENT			
MHSIP Survey Training	MHSIP Survey Info – DMH QID is working on the 2014 MHSIP data. They have sent guidelines of how people can analyze the data at an agency level. DMH QI could help us with this (there would be a statistical cut-off with this – something like agencies needing a minimum of 30+ surveys).	**Decisions/ and Recommendations Actions/Scheduled Task**	**Responsible Person/Due Date**

QUALITY IMPROVEMENT			
Office of Medical Director Report	OMD – No update on restriction on antipsychotics for children. It's the prescriber's responsibility to get info to the pharmacies to complete the TAR. For questions – email kalee@dmh.lacounty.gov	**Decisions/ and Recommendations Actions/Scheduled Task**	**Responsible Person/Due Date**

QUALITY IMPROVEMENT			
	OMD Peer Review – Focused on compliance of BMI for clients receiving antipsychotics. Psychiatrist peer review follow-up continues for clients reviewed who were on an antipsychotic medication and who did not have a BMI documented or when is high. OMD Safety Intelligence – DO clinics are going through demos – they are not on SI yet. Regarding the	**Decisions/ and Recommendations Actions/Scheduled Task**	**Responsible Person/Due Date**

	requested contact information DMH asked from Contractors, they have only received responses from 35 agencies. These were requested at the Executive Provider level, but no they are being requested from the SA QICs. Each Legal Entity is being asked to return contact information for the designated person (with only one back- up) to Anahid Assatourian Mary Ann O'Donnell. LACDMH only wants one person designated, and would prefer the backup to be the District Chief. If your agency has not already provided this information to DMH, please email it to Anahid and Mary Ann.		
QUALITY IMPROVEMENT			
Cultural Competency Update	CCC – Mark Borkheim will be presenting at every QIC. This month he will be presenting on disparities in reaching certain underrepresented populations. He will also be providing information on hearing impaired policies. The Bilingual policy has been revised and submitted for feedback. They are also working on revising the interpreting Reminder – For agencies who are not on SRTS and are continuing to submit Cultural Competency Logs; their fax number is (213) 252-8747.	**Decisions/ and Recommendations Actions/Scheduled Task**	**Responsible Person/Due Date**
Patient's Rights Office (PRO)	PRO – New posters are here and ready to be disseminated. SA Liaisons/Chairs will disseminate a small number with a sign-out sheet (this is only the first round). PRO is on the 6th floor of the 550 building. The NOA-E form was translated into Spanish; it has been		

	edited and submitted to DHCS for approval. Once they receive approval, they will disseminate it.		
COD Update	Integrated Care Training Project – Flyer is attached. There is ongoing DMH contract with UCLA Integrated Substance Abuse Programs (ISAP). OMD will be launching an updated COD 101 training. The training will be presented live at all ASOC directly operated clinics with the ultimate goal of filming the training and providing it on DMH integrated care web site for ongoing access by both directly operated and contracted providers. They are also looking at medication assisted treatment with cravings and early recovery to help with early recovery from alcohol and opiate abuse. October 28 & 29 there is an Integrated Care Conference.		
Psychological Testing	Psychological Testing - Psychological testing is a way of assessing constructs such as cognitive skills and personality. Fee for Service Providers, Directly Operated, and Contractors without Psychological Testing included in their contracts should know that DMH provides psychological testing services through their Managed Care Division. Prior to Managed Care, psychological testing was over utilized. It was being performed without a clear clinical rationale and for administrative purposes other than those of the LACDMH. The Central Authorization Unit of the LACDH Managed Care Division preauthorizes testing. The testing is		

Question	administered by psychologists who ae contracted providers in Fee-For Service (FFS) Network, DO or Contactors who do not provide their own Psychological Testing, can contact Dr. Nathaniel Thomas at NThomas@dmh..lacounty.gov to request Psychological Testing. The process takes about six weeks from start to finish. If psychological testing is available in other languages?	Dr. Nathaniel Thomas sated No, but DMH has two psychologist who speak Spanish	Dr. Anahid Assatourian
QUALITY ASSURANCE			
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Announcements	Motion has been filed with Board of Supervisors regarding the consolidation of DHS, DMH, and DPH. The Board of Supervisors will be hearing the motion on Tuesday.		
Audits/Reviews	Auditor-Controller is auditing VIP in February, covering the period of February 2012 through February 2015		

State DHCS Updates	On January 13, 2015, the Board of Supervisors voted to combine DMH, DPH, and DHCS, the outcome is not known yet, but the position is whatever best serves the clients. ACHSA has been involved. The Board of Supervisors will have 60 days to come up with a proposed structure. DMH will keep us informed.		
State DHS Updates	State DHCS Updates – DSM 5 is scheduled to be implemented on October 1, 2015. It will require changes in both IBHIS and the IS (for Contractors who won't be in IBHIS by that point). State just stated that CSI submission (Client Service Information – basic demographic info, diagnosis info at admission and with frequent updates) will no longer be DSM, it will be ICD. Based on this, there could possibly (not definitely) be a decision potentially make it easier to switch in the IS.		
Question	For DSM5, if DMH will provide the list of Included Diagnosis to providers?	Jennifer Hallman/PSB Yes, as soon as DMH get the information from State	Dr. Anahid Assatourian
Documentation Training	Trainings – Based on feedback, they have added a column for registration status. They also added dates (so far just one date). New dates may specify that only specific staff may attend, so please look for this before registering. February 27 training is for managers or QA Liaisons. The Psychiatric Diagnosis Training is for Nurses of DO clinics only. Future trainings will open up to all disciplines, but for DO only.		

Question	If training materials will be available on line for Contracted Agencies?	Jennifer Hallman/PSB It has been done in the past but will look into that.	Dr. Anahid Assatourian
QA E-mail Address	QA Email Address – Will soon have an automatic response sent to everyone who emails them. It will thank people for their email, provide a time-expectation to receive a response email, and provide links to Bulletins, the Organizational Providers Manual, and Contact Lists for Liaisons and Chairs/Co-Chairs to make sure all Providers check with all other resources for answers to questions before contacting the DMH QA email address. The e-mail is; QA@dmh.lacounty.gov.		

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IBHIS Updates	IBHIS Updates – There are four Legal Entity Providers on IBHIS right now. The February rollout has been pushed back with no date specified at this time. They are currently fixing some problems. There are 97 Directly Operated Providers LIVE in IBHIS; Harbor will be rolled out in February.	**Decisions/ and Recommendations Actions/Scheduled Task**	**Responsible Person/Due Date**

	The DHCS/DMH Collaborative will be in April. They are in discussion with how jail/juvenile hall staff will be documenting (they have different computer systems), also discussing how DHCS EHRs will work, too (they are on ORCHID). DMH QA is revising chart review tool for auditing in IBHIS. They are going to field test it to make sure it works and then do some pilot testing. Currently it is in paper form, but ultimately they will be run in the system. Then the only thing that will be needed to be checked "manually" is things like Clinical Loop auditing. Reports – They are trying to get the service history report to populate IS information on it as well as IBHIS. This is a top priority right now. Once Providers are in IBHIS, they should not be closing episodes in the IS. DMH QA is also working on developing a Treatment Plan in IBHIS for Directly Operated Programs.		

QUALITY ASSURANCE

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	DMH QA is creating a Crisis Evaluation Progress Note for use by PMR programs (instead of using an assessment form). PMRT staff will use Progress Note format instead of on an assessment (but it the Progress Note will contain the same elements). They are creating one risk evaluation tool to be used by PMRT (and they might consider other staff		

	being able to use it). There was some push-back re the Columbia tool was push-back stating that it didn't cover what they did, but still in discussion. Regarding the standard risk evaluation form, they haven't discussed if whatever they create would be true for Contractors or not.		
QA Technical Assistance	QA Processes for Contract Providers – This request has not been sent to CEO's as of January 12th The due date is January 15. As of January 12th DMH QA had only received 22. The Original form should be submitted not the Draft form. The QA process should be clear and easy to follow up and the process meets the requirements.		
Medi-Cal Certification	No updates		
QA Policy & Updates	QA Bulletin 15-01– Filling out forms and writing reports – what qualifies as billable for these activities versus not billable. If Agency A and Agency B have communication referring for services it is seen as an administrative service, and NOT billable UNLESS both agencies are continuing to be involved in the client's treatment. If the communicating impacts the continuation of services to the client it's billable. If the communication loses the loop on services to the client, it's not billable.		

	Reminder that we are in a different audit climate. We have to show how this activity benefits the client as part of their identified treatment needs in the Assessment and Treatment Plan and ongoing part of their treatment as identified in client's Assessment and Treatment Plan documents. Ask yourself "I need to have interaction with this other agency because.....to meet client's needs identified in the client's Assessment and Treatment Plan". With this new Bulletin and more strict requirements, the SCAR Bulletin billing guidelines (the possibility of billing for SCAR reports if a client is a victim) will probably not be acceptable anymore. When thinking about things like Housing, Medi-Cal, and similar things, the State does not care if research has shown that clients benefit from these services. That is too abstract and not enough to justify billing. If you are wanting to bill for linking clients to things like housing (including filling out forms/applications, etc.), you must be very specific to this specific client's needs in his/her Assessment and Treatment Plan – it must be on both, the Treatment Plan alone is not enough – must be on both forms, and it must be ongoing. It cannot be about filling out a form one time, a one-time form is not billable, and it needs to be an ongoing service and an ongoing part of the treatment plan.		
Presentation	Extensive review of the Medi-Cal Certification/ Recertification was presented. Questions were	By: Elizabeth Townsend/Program	

Medi-Cal Certification/Recertification	answered and handouts were distributed.	Support Bureau	
QA Question from previous meeting	Who is the official contact person for SB785 forms at DMH?	Dr. Susan Cozolino/PSB Dr. Robert Byrd for children & for Adult Centralized Authorization Unit	Dr. Anahid Assatourian

Next Meeting: Tuesday, February 17, 2015
St. Anne's Maternity Home
155 N. Occidental Blvd.
Los Angeles, CA 90027

Respectfully submitted,

Alyssa Bray, LMFT, Chair

A. Assatourian

Anahid Assatourian, Psy.D. Co-Chair