

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee (QIC) Meeting Minutes

Type of Meeting:	SA 4 Quality Improvement Committee (QIC)	Date:	January 19, 2016
Place:	St. Anne's Maternity Home 155 N. Occidental Blvd., Los Angeles, CA. 90026	Start Time:	10:30am
		Adjournment:	11:40am
Chair & Co-Chair:	Chair – Dr. Kary To, LACDMH; Co-Chair – Lisa Harvey, Para Los Niños		
Members Present:	<ul style="list-style-type: none"> • Annie Kim • Beth Foster • Carmen Chacon • Charlotte Bautista • Christina Kubojiri • Claudia Fierro • Diego Ramirez • Donetta Jackson • Dora Escalante • Ed Vidaurri • Efrain Marquez • Elizabeth Townsend • Erica Melbourne • Francisca Ramos • Francisco Carrillo • Heather Vargas • Hrug Ghazarian • Jacqueline Bravo • Jacqueline Georgian • James Pelk • Jennifer Alquijay • Jennifer Garcia • Joana Rodriguez • Kanisha McReynolds • Kim Farnham • Leslie Shrager • Lisa Harvey • Malcolm Clayton • Maria Alonzo • Maribel Nieves • Marietta Watson • Michael Olsen • Michelle Culver • Misty Aronoff • Nahara Martinez • Naomi Arellano • Nayon Kang • Raul Velasquez • Rebecca Okpere • Regina Esparza • Reza Khosrowabadi • Samantha Moss • Sara McSweyn • Silvia Yan • Socorro Gertmenian • Suzanne Gill • Tonia Amos Jones 		
Members Absent:	<ul style="list-style-type: none"> • AIDS Project Los Angeles • Children's Hospital of Los Angeles • Eisner Pediatric & Family Med. Ctr. • EMQ/FamiliesFirst • Exodus Recovery • Filipino-American Services Groups • Health Research Assoc. USC Satellite • Hollywood Mental Health Center • Korean American Family Services • LAC-USC Medical Center • L.A. Gay & Lesbian Center • Mental Health America • Northeast Mental Health Center • Travelers Aid Society of L.A. 		
Introductions:	Members present introduced themselves.		
Minutes Approval:	November 17, 2015, meeting minutes were e-mailed to members prior to the 1-19-16 meeting. No corrections were voiced. Two members moved to approve the minutes as is.		
Announcements:	<ul style="list-style-type: none"> • Ed Vidaurri announced that Kary To, SA 4 QIC Chair, was out sick today. • Ed Vidaurri let members know that following the November 2015 meeting four people had expressed interest in the Co-Chair position. Ed and Kary will follow-up with those individuals. • Ed inquired about any SA 4 providers going live in IBHIS. Para Los Ninos is scheduled to go live in IBHIS on 2-1-16. • Lisa Harvey announced needing to end meeting on time or early because of another event occurring in the room. 		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>QI Updates</p> <p>Lisa Harvey</p> <p>Lisa Harvey & Tonia Amos Jones</p> <p>Lisa Harvey</p>	<p style="text-align: center;">QUALITY IMPROVEMENT UPDATES</p> <p><u>Columbia Suicide Severity Rating Scale (C-SSRS)</u></p> <ul style="list-style-type: none"> LACDMH's P&P, Re: the C-SSRS, is getting closer to being finalized, but not finalized yet. <p><u>ACCESS Line Test Calls</u></p> <ul style="list-style-type: none"> DHCS wants quarterly test call data from MHP's. LACDMH has revised the test call schedule & supporting documents. Tonia Amos Jones let members know there would be one SA per month and SA 1 will start test calls in February 2016. SA 4 is currently scheduled to do test calls in June 2016. Tonia Amos Jones will present on the revised test call schedule and forms at our next SA 4 QIC meeting in January 2016. LACDMH has made the test call form electronic & fillable online. This will ensure required fields are completed and call will count. <p><u>ACCESS Line – American Sign Language capabilities</u></p> <ul style="list-style-type: none"> Currently, LACDMH's ACCESS Center only offers ASL assistance in English & Spanish. They hope to expand the ASL language capabilities in the future. If needing ASL assistance through the ACCESS Line, make sure you arrange at least 4-days in advance per P&P 200.02. <p><u>QI Project Update – Spirituality & Mental Health</u></p> <ul style="list-style-type: none"> Spirituality & Mental Health pre-surveys have been completed. Data is available. If SA 4 members are interested, let Lisa or Kary know & we can forward the data to you. Post-surveys will be going out soon. The pre & post surveys have the same questions. Reminded members that Leticia Ximenez is available to do a Spirituality & MH training at your site. She would need somewhere between 60-90 minutes. If interested, contact Leticia by e-mail at: LXimenez@dmh.lacounty.gov 	<ul style="list-style-type: none"> SA 4 QIC leadership will notify providers when LACDMH finalizes the P&P Tonia Amos Jones will provide more info on Test Calls at January 2016 meeting. 	

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<p>QI Updates - continued</p> <p>Lisa Harvey & Tonia Amos Jones</p> <p>Lisa Harvey</p>	<p><u>MHSIP Surveys</u></p> <ul style="list-style-type: none"> • November 2015 administration went well. LACDMH received over 8,500 – an increase from November 2014. • LACDMH is asking the State for more notice on the survey week & for returning surveys to the State. They will also ask about field-based services. LACDMH was told to exclude field-based services, but other counties in California have included them. • LACDMH has May & November 2015 survey data. They will forward to QA Liaisons for dissemination to SA's. Individual provider data is only listed if the site submitted 15 or more surveys. • Reminder that there is a random selection of 30% of providers, not consumers, for each survey administration. Larger agencies tend to be consistently chosen b/c of their size. <p><u>Patients' Rights Office (PRO)</u></p> <ul style="list-style-type: none"> • Busy preparing for State System Review in February. If someone from PRO calls your agency requesting information, please send it. It's likely needed for the State Review. • Martin Hernandez from PRO stated in the Departmental QIC Meeting on 1-11-16 that all the PRO stuff is changing. Expect updated policies & forms to be released sometime after the State Review. • Request for Change of Provider P&P is not finalized yet, but when it is will say these forms are not required to be in waiting areas or lobbies. If you do have in your lobbies you may have to have it in all 12 threshold languages. Still needs to be available upon request of a client or family member. • PRO requested & has been given a dedicated e-mail address for providers to send their Request for Change of Provider Monthly Log forms. Don't have that e-mail address yet & not sure when providers can start using it. Several providers shared the frustration and time they've spent having to re-send previously submitted logs to PRO. PRO is aware of the issues & knows the system for collecting & tracking receipt needs to improve. The hope is the dedicated e-mail address will help. PRO said they cannot send a confirmation receipt b/c of the volume & time involved. • Do not confuse Request for Change of Provider forms with the grievance & appeals materials – these materials do need to be in waiting rooms/lobbies. 	<ul style="list-style-type: none"> • Survey data will be shared with attendees when received. • Lisa will try to find out more about the PRO dedicated e-mail address & share with the group at next meeting. 	<p>Lisa Harvey & Tonia Amos Jones</p>

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<p>QI Updates - continued</p> <p>Lisa Harvey</p>	<p><u>Cultural Competency Committee (CCC)</u></p> <ul style="list-style-type: none"> • CCC 2016 Meeting schedule was e-mailed to members. CCC's December 2015 meeting was cancelled. Meeting activities were moved to the January 2016 meeting. • People are always welcome to join the CCC meetings. Can participate in person or via conference call. • Free One-Day training for paraprofessional staff flyer e-mailed to attendees. <p><u>Policy & Procedure Updates</u></p> <ul style="list-style-type: none"> • P&P 103.02 (old #)/306.03 (new #) – Clinic Operations [medications, pharmacy & lab services] has been revised, but not finalized yet. This is a level 1 & 2 meaning it will apply to both DO'd & LE providers. <p>*****</p> <p style="text-align: center;">QUALITY ASSURANCE UPDATES</p> <p><u>QA Division, New Staff</u></p> <ul style="list-style-type: none"> • Michelle Young-Sambajon is a new Training Coordinator <p><u>Auditor-Controller Audits</u></p> <ul style="list-style-type: none"> • Stirling Behavioral Health – January 12, 2016 • Topanga West Guest Home – January 26, 2016 • Para Los Ninos – February 23, 2016 • Children's Bureau mentioned they had the Auditor-Controller audit recently & there were no findings. Great job! <p><u>QA Training Schedule</u></p> <ul style="list-style-type: none"> • LACDMH's QA Division Training Schedule for April, May, & June 2016 was previously e-mailed to attendees. <p><u>Quarterly Monitoring Reports for Directly Operated</u></p> <ul style="list-style-type: none"> • Quarterly Monitoring Reports for DO'd sites were due to the QA Division last Friday, 1-15-16. • QA wants these from COS programs too to ensure activities claimed to COS truly fit COS criteria. 	<ul style="list-style-type: none"> • Will notify SA 4 QIC members when policy is finalized. 	

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<p>QA Updates – continued</p> <p>Lisa Harvey</p>	<p><u>QA Reports for Directly Operated (DO) Sites</u></p> <ul style="list-style-type: none"> • QA Reports for DO sites are due to the QA Division. As of 1-11-16 they'd only received 47 out of 133. • QA Division stated they would send an e-mail reminder. If still not received by 2-1-16, will let QA Liaisons know for follow-up. Remember, even if no changes from last year's report, still need to re-submit for 2016. <p><u>QA Reports for Legal Entities (LE's)</u></p> <ul style="list-style-type: none"> • QA Division sent e-mail reminders & updated forms to LE's on 1-14-16 and extended the due date to 1-30-16. January 30th is a Saturday. • If LE already submitted their QA Report using the older forms, that's ok. Revision to forms was minor. • E-mail QA Reports and supporting documents to the QA Division at: QA@dmh.lacounty.gov • Same as with DO sites, even if no changes from 2015 to 2016, still need to resubmit. If anything has changed, incorporate into the 2016 report and/or attachments. <p><u>QA Contacts List by Service Area (SA)</u></p> <ul style="list-style-type: none"> • Don't confuse this list with the SA 4 QIC – LE QA Contacts List. The lists are different. The QA Contacts list, dated 12-21-15, was e-mailed to attendees prior to this meeting. It lists QIC Chairs, Co-Chairs, & QA Leads by service area + their contact information. • This list is posted on the LACDMH, Program Support Bureau web page. <p><u>SA 4, LE – QA Contacts List</u></p> <ul style="list-style-type: none"> • Thank you to the LE providers in SA 4 who provided their QA Contact's information. SA 4 Administration has compiled a list & will rely on members to inform us of changes so the list stays accurate. • Lisa named the LE providers who we still need QA Contact information on. 	<ul style="list-style-type: none"> • DO'd sites should contact the QA Division with any questions. • LE's should review the 1-14-16 e-mail sent to them and submit their 2016 QA Report to the QA Division, if not already done. 	

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<p>QA Updates - continued</p> <p>Lisa Harvey</p>	<p><u>QA Bulletins</u></p> <ul style="list-style-type: none"> • QA Bulletin # 16-01: Verification of Services. Bulletin explains this is a Federal requirement. Other counties have been doing this. LACDMH is piloting their version. Letters mailed to a sample of clients this month. LACDMH knows the letters & process will need to be refined. Clients chosen were from IBHIS, so mostly DO'd sites & services. • LACDMH is aware of concerns, Re: letters going to psychotic/paranoid/highly impaired clients, child clients, especially foster children. Will state that some services can be billed absent the client (i.e.: Plan Dev, TCM). <p><u>Exclusion Lists</u></p> <ul style="list-style-type: none"> • This is follow-up to our November 2015 meeting. Diane Guillory at LACDMH provided reference for exclusion list info. See DHCS, Annual Review Protocol for Consolidated Specialty Mental Health Services & Other Funded Services, FY 2015-2016, Section "H" – Program Integrity, page 72, items under number 5a. <p><u>Codes 90885 & 90889</u></p> <ul style="list-style-type: none"> • Codes discussed at 1-11-16 QA Liaison's meeting. Any service not involving another human being (phone or in-person) is automatically higher risk (and vulnerable to fraud). They are still billable services & codes, but providers should use with caution. • QA Division stated 90885 code was really intended for review of information during assessment of client. They encouraged providers to specify clearly what information is reviewed & how it's used for assessment of client. 	<ul style="list-style-type: none"> • Review QA Bulletin & increase awareness among your staff so that if a client receives one of these letters & asks service staff about it they are informed. 	

Next Meeting: February 16, 2016; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026

Respectfully Submitted

Lisa Harvey, LMFT

Lisa Harvey, LMFT – Q.A. Manager, Para Los Ninos
SA 4 QIC Co-Chair