

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:	February 16, 2016
Place:	St. Anne's Maternity Home 155 N. Occidental Blvd., Los Angeles, CA. 90026	Start Time:	10:30am
		Adjournment:	12:00pm
Chair & Co-Chair:	Chair – Dr. Kary To, LACDMH; Co-Chair – Lisa Harvey, Para Los Niños		
Members Present:	<ul style="list-style-type: none"> • Ani Sargsyan • Beth Foster • Brooke Slusser • Bryan Kim • Carmen Chacon • Carmen Vargas • Charlotte Bautista • Christina Kubojiri • Diego Ramirez • Donetta Jackson • Dora Escalante • Ed Vidaurri • Efrain Marquez • Erica Melbourne • Francisco Carrillo • Heather Vargas • Hrug Ghazarian • Jacqueline Georgian • James Pelk • Jeannette Aguilar • Jennifer Garcia • Jose Guerra • Judy Cardona • Kanisha McReynolds • Kary To • Kumiko Tsuda • Leslie Shrager • Lisa Harvey • Lizette Hayman • Maribel Nieves • Marietta Watson • Martha Arechiga • Misty Aronoff • Nahara Martinez • Naomi Arellano • Nayon Kang • Patricia Perez • Reza Khosrowabadi • Sara McSweyn • Silvia Yan • Socorro Gertmenian • Tonia Amos Jones • Tsuyen Chen • Weili Lin • Windy Gaston 		
Members Absent:	<ul style="list-style-type: none"> • AIDS Project Los Angeles • Children's Hospital of Los Angeles • Filipino-American Services Groups • Health Research Assoc. USC Satellite • Hollywood Mental Health Center • JWCH Institute • LAC-USC Medical Center • L.A. Gay & Lesbian Center • Mental Health America • Northeast Mental Health Center • Optimist Youth Homes & Fam. Serv. • The Saban Free Clinic • Travelers Aid Society of L.A. • VIP Community M.H. Center 		
Introductions:	Members present introduced themselves.		
Minutes Approval:	January 19, 2016, meeting minutes were e-mailed to members on 2-12-16 meeting. No corrections were voiced. Two members moved to approve the minutes as is.		
Announcements:	<ul style="list-style-type: none"> • Ed Vidaurri introduced Kary To, SA 4 QIC Chair, to the group. Kary has filled Anahid Assaturian's former position. • Ed Vidaurri thanked Lisa Harvey for temporarily filling the SA 4 QIC Co-Chair duties. • Kary To announced two new Co-Chairs: Brooke Slusser w/EMQ FamiliesFirst & Christina Kubojiri w/Children's Institute. • Maribel Nieves w/Dignity Health announced she was leaving her position, said goodbye to the group, & anyone interested in her position should look at the Dignity Health web site. 		

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<p>QI Updates</p> <p>Tonia Amos Jones</p> <p>Tonia Amos Jones</p> <p>Lisa Harvey</p>	<p style="text-align: center;">QUALITY IMPROVEMENT UPDATES</p> <p><u>Quality Improvement Division (QID) Updates</u></p> <ul style="list-style-type: none"> • Spring (May) 2015 MHSIP Survey Reports. Tonia Amos Jones let members know that the Spring 2015 – MHSIP Survey reports were updated. Tonia had hoped members would have copies, but the reports were not paper copied or e-mailed. Lisa will ensure the reports are e-mailed to members after the meeting. • Test Calls 2015 & 2016. Tonia Amos Jones reminded members of the purpose & importance of the test calls. State now wants quarterly test call data. Tests calls for 2016 began this month in SA 1. SA 4 will make test calls in June. Tonia will discuss this in more detail as June gets closer. Tonia mentioned highlights of the 2015 Test Call Data Summary Report. This report is available on the LACDMH, Program Support Bureau web page. LACDMH wanted 80 test calls in 2015, but actually made 91. We increased the number of non-English calls, but had several incomplete forms. Often the caller and/or operator failed to get the other's name. Want to ensure each call is made, counts, & forms are complete. <p><u>Columbia Suicide Severity Rating Scale (C-SSRS)</u></p> <ul style="list-style-type: none"> • LACDMH ever closer to finalizing their policy on use of the C-SSRS. Expected that when finalized, it will state use of C-SSRS is required for Directly Operated (DO) sites and optional for Legal Entities (LE). • C-SSRS used with clients 8 years & older; clinical judgment for use with clients under 8 years old. • LACDMH stated that LAUSD has chosen to use the C-SSRS <p><u>Office of the Medical Director (OMD) Updates</u></p> <ul style="list-style-type: none"> • At the Departmental QIC meeting on 2-8-16 LACDMH's Office of the Medical Director (OMD) shared a copy of the 2013 Psychiatrist Peer Review Medication Monitoring Report dated February 2016. This report was NOT e-mailed to attendees. If you want a copy, contact Lisa and/or Kary and we'll get to you. • Reminded members to check the LACDMH web site for updated medication parameters (several updated in 2015). • FYI – LACDMH stated they are planning a training for some time in April (?) possibly titled <i>Psychopharmacology for Non-Prescribers</i>. Training not finalized or posted yet, but look for details soon. 	<ul style="list-style-type: none"> • Lisa e-mailed the Spring 2015 MHSIP Survey Reports & domains and scoring instructions to members on 2-23-16. • Notify members if C-SSRS policy is finalized before the next SA 4 QIC meeting in March. • Lisa and/or Kary can scan & e-mail a copy of the 2013 Psychiatrist Peer Review Medication Monitoring Report dated February 2016 to anyone who requests one. 	

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<p>QI Updates - continued</p> <p>Lisa Harvey</p>	<p><u>Provider Directory</u></p> <ul style="list-style-type: none"> At Departmental QIC meeting on 2-8-16 LACDMH stated the Provider Directory & the Service Area specific directories had been updated [prioritized for the State System Review]. Directories were translated into all 12 threshold languages and are also available in LARGE PRINT format. LACDMH hoping to “sync” the updated information with the online directories within the next 3-4 weeks. Periodically check your site’s information to make sure directories are accurate. <p><u>Countywide Performance Improvement Projects (PIP)</u></p> <ul style="list-style-type: none"> Did you know that LACDMH typically has two countywide PIP’s? Normally there’s a “clinical” and “non-clinical” PIP. The current clinical PIP is focused on Commercially Sexually Exploited Children & Youth (CSECY). The “non-clinical” PIP is expansion of the Vacancy Adjustment Notification System (VANS). The VANS system was originally piloted in SA 4 and is now being rolled out in SA 5. SA 6 will go next. <p><u>Patients’ Rights Office (PRO) Updates</u></p> <ul style="list-style-type: none"> PRO finalized their grievance & appeal report for FY ’14-’15 in preparation for the State System Review. There were approximately 406 grievances with 90% falling into the “Quality” category & 10% falling under the “Access” category. PRO states these categories will be changed by the State, so report will be different next year. <i>Request for Change of Provider Monthly Log forms.</i> Discontinue e-mailing them to an individual staff in the Patients’ Rights Office. PRO now has a dedicated e-mail address for receiving these forms. The e-mail address is: dmhcop@dmh.lacounty.gov If monthly log forms contain confidential information send them via secure or encrypted e-mail OR you can still FAX them if you prefer. Due to volume of e-mails and faxes received each month, LACDMH is unable to send confirmation of receipt. Providers encouraged to use e-mail for submission and to utilize the request receipt confirmation feature within Outlook. PRO updated their <i>Consumer Resource Directory</i>. It can be found on the LACDMH web site, under Patients’ Rights Office. 	<ul style="list-style-type: none"> There is a delay getting updated Provider Directory information synced with online directories. Lisa and/or Kary hope to have more information for members at the March SA 4 QIC meeting. Lisa e-mailed a copy of the new <i>Consumer Resource Directory</i> to members on 3-1-16. E-mail included directions for access to consumers per Medi-Cal Certification department. 	

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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"> Members reminded that the next CCC meeting will be on March 9, 2016, from 1:30 – 3:30pm at 550 S. Vermont Avenue, Los Angeles. Members can participate by attending in person or via conference call. One SA 4 member who attended a recent CCC meeting shared on the positive experience & encouraged others to consider attending. <p><u>LACDMH Safety Officer – for Directly Operated Sites Only</u></p> <ul style="list-style-type: none"> At the Departmental QIC meeting on 2-8-16 LACDMH's Safety Officer, Anna Levina, reminded DO'd staff of the "Injury & Illness Prevention Program." DO'd staff can find a description and other information on the LACDMH intranet. Anna Levina encourages staff to think about how their work place can be better? In all ways, not just safety. LACDMH has a Safety Committee that meets monthly & has representatives from all service areas. The Safety Committee looks at things from blood borne pathogens to ergonomics, dark parking lots, concerns with security guards, etc. Anna reminded staff to voice their concerns to their supervisors or managers first, whenever possible, and/or staff can fill out a suggestion form and/or speak with her directly. <p><u>External Quality Review Organization (EQRO)</u></p> <ul style="list-style-type: none"> The next <i>External Quality Review Organization</i> review of LACDMH will be this April 25th – 28th, 2016. This year the two service areas with increased focus are SA's 4 and 8. More information to come. If you want to learn more about the EQRO process and areas they review, use the link below to view the 2015 EQRO Report for Los Angeles County. <p>http://psbqi.dmh.lacounty.gov/QI/Report_Final/EQRO_Annual_Report_2014_2015.pdf</p> <p><u>LACDMH Policy Updates</u></p> <ul style="list-style-type: none"> Not much to report. Several policies moving through the process, but not finalized yet. 	<ul style="list-style-type: none"> The Cultural Competency Committee's 2016 meeting schedule was e-mailed to attendees in late 2015 & early 2016. If you'd like a copy of the schedule, contact Lisa or Kary. Safety Officer & safety program information specific to Directly Operated staff. Look for information on the LACDMH intranet. More information to be shared at the March SA 4 QIC Meeting. 	

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<p>QA Updates - continued</p> <p>Lisa Harvey</p>	<p><u>State System Review – continued from page 5</u></p> <ul style="list-style-type: none"> • Lisa shared there are approximately 21 charts from SA 4 providers. The State’s review period is 1-1-15 through 3-31-15. <p><u>Auditor-Controller Audit</u></p> <ul style="list-style-type: none"> • Lisa shared that her agency, Para Los Niños, will have the Auditor-Controller Audit starting on February 23, 2016. Lisa will share more at the March SA 4 QIC meeting. No other SA 4 providers indicated they were being audited. <p><u>Office of Inspector General (OIG) Audit</u></p> <ul style="list-style-type: none"> • The Centers for Medicare & Medicaid Services (CMS) or the “Feds” have been upset with overall audit results nationally, and then specifically with certain states. California is one of the states with poor performance. For example, in FY ’12-’13 the disallowance rate was 36%! It was significantly higher for inpatient services (i.e.: administrative days). • CMS is upset with repeat poor performance and lack of significant improvement. • CMS has decided to do an additional audit of 500 claims for California. CMS is going to see if their results mimic the State’s. LACDMH, based on numbers & percentages, expects that approximately 150 of those 500 claims could be LACDMH claims. • LACDMH knows this audit is coming, but as of 2-16-16, has not received any formal notification yet. <p><u>LACDMH’s QA Division Training Schedule</u></p> <ul style="list-style-type: none"> • Schedule was e-mailed to attendees on 2-12-16. Nothing else to report. 		

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<p>QA Updates - continued</p> <p>Lisa Harvey</p>	<p><u>QA Reports & Protocols</u></p> <ul style="list-style-type: none"> • <i>Directly Operated:</i> QA Division didn't send reminder e-mail because they knew several things were due at the same time. As of 2-8-16, 55 of 134 reports had been received. QA will reach out to QA Liaison's for help in getting the remaining reports. • <i>Legal Entities:</i> Reminder that only one QA Report is needed per LE, not per site within the LE. As of 2-8-16, LACDMH had 101 of 127 reports needed. <p><u>DHCS MHSUDS Information Notice - # 16-004, 2-5-16</u></p> <ul style="list-style-type: none"> • On 2-5-16 DHCS issued a notice on expansion of ICC & IHBS services for all full-scope, Medi-Cal eligible youth under the age of 21. Lisa e-mailed a copy of this notice to attendees after the meeting on 2-16-16. <p><u>LACDMH's Health Information Management (HIM) Data Integrity</u></p> <ul style="list-style-type: none"> • LACDMH's HIM Division is in the first stage of a large project focused on health record data integrity. They're finding lots of "corrupt data" and duplicated clients. LACDMH is reminding all providers of the importance of accurate information, oversight of data entered, and processes for detecting "corrupt data" & other issues. <p><u>IBHIS Updates</u> – Five providers went live in IBHIS as of 2-1-16. In SA 4, Para Los Ninos, was one of those LE's. So far so good, except Lisa reminded providers to keep their staff data updated.</p> <p><u>SA 4 QIC Member Questions:</u> Continue sending questions to Lisa Harvey and/or Kary To. Questions should go to Lisa and Kary prior to the QA Division at LACDMH.</p>	<ul style="list-style-type: none"> • Information is new. LACDMH looking at it. May know more by next SA 4 QIC meeting. 	

Next Meeting: March 15, 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 Niños
SA 4 QIC Co-Chair