

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

**Service Area 4
Child & Adult
Integrated Quality Improvement Committee**

*October 18, 2016
10:30am - Noon*

***St. Anne's Maternity Home
155 N. Occidental Blvd., Classroom
Los Angeles, CA. 90026
Phone #(213) 381-2931***

∞ Agenda ∞

- ❖ Introductions & Minutes review 10:30 – 10:45am
- ❖ Announcements
 - ▶ New District Chief SA 4 – Ms. Anabel Rodriguez
 - ▶ New SA 4 DMH QA liaison – Bertrand Levesque

- **LACDMH QI Updates** 10:45 – 11:30am
 - ▶ MHSIP Survey Training – Tonia Amos Jones 10:45 – 11:15am
 - ▶ Patients' Rights Office
 - ▶ Change of Provider analysts
 - ▶ Annual Beneficiary Grievance/appeal Report
 - ▶ OMD Updates
 - ▶ Policy Updates
 - ▶ Cultural Competency Updates

- **LACDMH QA Updates** 11:30 – Noon
 - ▶ Audits & Announcements
 - ▶ State Review Update
 - ▶ COS bulletin
 - ▶ Policy 16-02 on Outcome Measures posted
 - ▶ Policy 16-08 Revisions to A Guide to Procedure Codes
 - ▶ Policy 16-09 Organizational Provider's Manual Updates
 - ▶ QA Bulletin 16-06 Community Outreach Services
 - ▶ Delays in Board Registration for ASW, MFTI, and PCC
 - ▶ Clinical Forms Bulletin 16-03 Outpatient Medication Review Form

- **Miscellaneous**
 - ▶ Comments? Questions?

❖ Next meeting on Tuesday, November 15, 2016

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:	October 18, 2016
Place:	St. Anne's Maternity Home 155 N. Occidental Blvd., Los Angeles, CA. 90026	Start Time:	10:30am
Chair & Co-Chair:	Chair Dr. Kary To, LACDMH; Co-Chair –Christina Kubojiri, Children's Institute Inc.	Adjournment:	12:00pm
Members Present:	<ul style="list-style-type: none"> • Tonia Amos Jones • Silvia Yan • Evelyn Gutierrez • Naomi Arellano • Jenny Sanchez • Sarah Schreiber • Michael Olsen • Gilbert Morquecho • Jonathan Kang • Socorro Gertmenian • Shannon Vanderberg • Marietta Watson • Lisa Harvey • Cristina Sandoval • Annie Kim • Erica Melbourne • Carmen Chacon • Reza Khosrowabadi • Erica Lara • Jacqueline Bravo • Patricia Perez • Ari Winata • Bertrand Levesque • Jessie Marquez • Jonathan Figueroa • Ursula Monterroso • Evan Ranta • Lilia Sheynman • Phuong Tang • Ari Sargsyan • Gwen Lo • Sandra Long • Reyna Larios • Xochil Gantes 		
Members Absent:	<ul style="list-style-type: none"> • Dignity Health • Didi Hirsch • Downtown Mental Health • AIDS project LA • Alma Family Services • Anne Sippi Clinic • Behavioral Health Services • Filipino-American Services Group • LAC-USC Medical center • Hathaway-Sycamores • Health Research Association USC • satellite • Hollywood Mental Health • Jewish Family Services of LA • JWCH Institute • Koreatown Youth & Community Center • LAMP Community • LA Gay & Lesbian Center • Mental Health America • Northeast Mental Health Center • SRMT • Travelers Aid Society of LA • VIP Community Mental Health 		
Introductions:	Members present introduced themselves.		
Minutes Approval:			
Announcements:	<ul style="list-style-type: none"> • 		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>QI Updates</p> <p>Christina Kubojiri</p>	<p><u>QUALITY IMPROVEMENT UPDATES</u></p> <ul style="list-style-type: none"> • OMD updates: <ul style="list-style-type: none"> ◦ DMH Human Research Committee – reviews internal and external requests for research projects to be conducted. Directly Operated or Contract Providers <ul style="list-style-type: none"> ▪ There is a related policy from 2-3 years ago. Under Research section on LA DMH website ▪ The application process for either is similar. Projects go through IRB (Internal Review Board) first, then through the DMH human research committee process which looks at ethical issues, impact on systems, quality of the project, does it fit with mission, etc. ▪ Human Research Committee doesn't accept projects that only want to use contract staff only when project relates to data/clients. ◦ Clinical Incident Reporting Policy – still awaiting final signature/approval • Cultural Competency: <ul style="list-style-type: none"> ◦ Statement of Work has passed and they are awaiting vendor # which could take about a month ◦ LGBTQI2-S Survey: See attached survey results. <ul style="list-style-type: none"> ▪ 732 respondents completed survey • "Two Spirit" is included in the title to include the Native American term for Transgender. A request for a list of terminology was requested to be provided for members reference. • Overall consensus shows that there is a need for training for LGBTQ across service areas • JV-220 new form presentation: http://www.courts.ca.gov/documents/jv220.pdf <ul style="list-style-type: none"> ◦ Will cover the 2 processes: Delinquency court & Dependency Court ◦ Thursday, August 11, 10-12 pm. 600 S. Commonwealth Rm 113, 2nd floor ◦ Will clarify processes and other information not clearly defined, such as fax numbers, etc ◦ TAR is not included and needs to be its own separate presentation due to time constraints ◦ Change of provider mailbox is now set up to send out confirmation responses. 	<p>10/16/16 Christina sent members a follow up email to members with the Consumer perception survey link, deadline information and where to drop off surveys. Also included the Psychotropic Medication Authorization training cheat sheets, instructions from, JV forms and parameters.</p> <p>10/24/16 Christina emailed members the Fall 2016 Random Sample List for consumer surveys</p>	

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>Christina Kubojiri</p>	<ul style="list-style-type: none"> • PRO: <ul style="list-style-type: none"> ○ There has been final decision made on how to capture grievances/complaints and updates to procedure are coming. ○ Within the next few months PRO will be working on new grievance/procedure, new release of information, new release of notices (postings which will be in 12 threshold languages), and new pamphlets. <ul style="list-style-type: none"> ▪ Additional time will be allotted for PRO related updates at next month's DMH QIC meeting ○ MHSA vs. Medi-Cal grievances: <ul style="list-style-type: none"> ▪ MHSA is different funding than SMHS (specialty MHS) so not included in grievance reporting. <p>Program heads do their own tracking and reporting for programmatic complaints.</p> <ul style="list-style-type: none"> • However, PRO does look into if a client is being d/c from FSP, but not wanting to be d/c; problems with clinician; etc. • EQRO: <ul style="list-style-type: none"> ○ Positive workgroup meetings held, but it feels like there was not enough time to truly discuss all areas of LA County services and issues. ○ Attendees found there is a lack of understanding between D/O and contractor's implementation and work flow barriers ○ It'd be nice to standardize the mental health industry pay scale as it ultimately effects a lot of the industry down to client services ○ Highlighted the positive high attendance at CC meetings. ○ New PIP areas will need to be identified as VANS is implemented and CSECY has been rolled out. Draft report to come out in 60 days. ○ Recommended EQRO reviews be moved to September instead of April since too many other deadlines fall in same month. State will approve this for next year, but we can't go a year without an EQRO review. This September 2016, a review will be conducted again. Most likely SA 2 & 5, but this could vary. In 2017 there will only be an EQRO review in September and moving forward. • SA QIC project – Cultural Competency trainings: <ul style="list-style-type: none"> ○ SA4 & 5 will be scheduled to begin first, most likely the end of September. ○ 60-70 attendee capacity ○ About 2 hour training ○ There may be additional "make-up" sessions in the future 		

Christina Kubojiri

QUALITY ASSURANCE UPDATES

- **Upcoming Audits:** LAUSD-Aug 22, El Dorado-Sept 28, Starview-Sept 13, no Moss Levy updates
- **SSG Alliance (step-down program)** had surprise DHS State audit. 10 people showed up announced. Interviewed staff & clients. Focus was on chart audit and not financial folders. They brought scanners/copiers and requested 50 client records (some specific notes). DHS will be in contact for 6 months. TeleCare was also contacted by DHS but were there for 2 days.
- **Medi-cal certification** – the state has been cross referencing and checking legal entity information across 3 sites. If certification department contacts your agency it may be in response to something appearing deactivated.
 - Secretary of State website
 - NEMPES
 - State OPS
- **BBS website** has timeframes posted for processing different applications
 - For example: minimum 60 days for processing application for Law & Ethics new required exam
- **Agencies** need to remember to request waivers when applicable for psychology students having completed 48 semester/finemster units or out of compliance and they should not be claiming. If you are unsure or have questions, please contact Diane Guillory (dguillory@dmh.lacounty.gov)
 - Refer to letter 10-03 on LA DMH website: Providersletters & information notices ainformation letters 2010 à 10-03 Professional License Waiver
- **D/O only Mental Health MAA:**
 - Official state letter has been received July 13, 2016. New MAA effective date is 10/1/16.
 - Significant changes occurring which means the state will provide training sometime in August in order to move forward with implementing changes
 - One change is that 100% of time will need to be accounted for even if not all time is allotted to MAA. (Other MAA programs already do this)
 - Internal MAA claiming plans need to be updated as a result
 - New plan is required to be provided to State/Feds by December or earlier
 - Training scope is extending past the original 8 items that were discussed a year ago
- **Training Update:**
 - 9/30/16 Documentation Training is Full as of 8/8/16, but additional October and November dates will become available

Christina Kubojiri

- August's doc training had a good turnout of 91 attendees
- DMH QA held their first Supervisor Documentation training for D/O
- DHCS draft report:
 - DMH is awaiting response from the state on 2 items before sending official bulletin out
 - 82% compliance which is improvement over previous years
 - August 22nd DMH will be contacting providers regarding any findings
 - If appealing, supporting documents will be due to DMH by August 29th
 - Plan of Corrections will be due by September 2nd
 - A template for the Plan of Corrections will be provided
- Jen Hallman indicated there is an issue where a lot of client demographic data in the I.S. is now not matching appropriately in IHBIS due to providers going into the I.S. and changing information to look like a completely different client. She does not know why this is being done, but it could be part of the reason some are having OMA issues.
- Outpatient Medication Review form:
 - Changes that were made several months ago:
 - Statement of Reasonable Alternatives added
 - Side effects if medication is taken greater than 3 months
 - Clarified statement communicating that client can revoke consent at any time
 - Information is updated in IHBIS for D/O
 - Currently being translated into threshold languages
- Update on the 7 excluded diagnosis being asked to be included Medi-Cal diagnosis:
 - Hopeful the state is still considering as a denial has not been received yet
- The state is looking into alternative protocol instead of assigning deferred diagnosis for 1 x contact cases. LA County would support the alternative most likely as assigning deferred doesn't seem best practice.
- Service Request log: Should already be in agency's EHR or out of compliance
- **QUESTIONS**

Next Meeting: November 15, 2016; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026

Respectfully Submitted



Christina Kubojiri, MFT – Clinical QA Coordinator, Children's
Institute, Inc.
SA4 Co-Chair