

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

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

*May 16, 2017
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

■ **LACDMH QI Updates** 10:45 – 11:30am

- ▶ Cultural Competency: "Know the 5 Signs" & Change the Direction" Campaigns; Global Summit
- ▶ Policy Updates
- ▶ Magellan Pharmacy solutions effective June 1, 2017. New pharmacy cards will be going out to clients. What to do if cards are lost. Who is sent the cards when homeless client? Medication formulary drawback with Magellan.
- ▶ MHSIP survey week of May 15-19th. Reminder to return surveys to Kary by May 23rd
- ▶ EQRO updates
- ▶ Test Call data results
- ▶ Patients' Rights Office: July 1st updates to grievances and appeals timelines

■ **LACDMH QA Updates** 11:30 – Noon

- ▶ Upcoming Audits: A. Controller-Pacific Lodge (May 2); MR Grant - StarView (May 25)
- ▶ Medi-Cal Certification: Fire Clearance bulletin No. 17-01
- ▶ State- DHCS updates: Proposing change to a "Hybrid review" process; Results of DHCS review
- ▶ Training Updates
- ▶ LE Chart review update: next up San Fernando Valley, CII, and possibly one other agency
- ▶ Change to Organizational Manual upcoming: adding more on ICC, IHBS, TFC – by next FY
- ▶ NOA monitoring to begin: Will begin with D/O then LE's within this calendar year

■ **Miscellaneous/Questions**

- ❖ Next meeting on Tuesday, June 20, 2017

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:	May 16, 2017
Place:	St. Anne's Maternity Home 155 N. Occidental Blvd., Los Angeles, CA. 90026		Start Time:	10:30am
Chair & Co-Chair:	Chair Kary To, Ph.D, LACDMH; Co-Chair –Christina Kubojiri, LMFT, Children's Institute Inc.		Adjournment:	12:00pm
Members Present:	<ul style="list-style-type: none"> • Jessica Sanchez • Kanisha McReynolds • Silvia Yan • Lorne Leach • Evelyn Gutierrez • Leslie Shrager • Arleen Villavueva • Diego Ramirez • Jenny Sanchez • Lauren Permenter • Michael Olsen • Charlotte Bautista • Sandra Long 	<ul style="list-style-type: none"> • Ari Winata • Gilbert Morquecho • Raul Velasquez • Jonathan Kang • Socorro Gertmenian • Michelle Culver • Marietta Watson • Lisa Harvey • Cristina Sandoval • Shad Cruz • Ani Sargsyan • Reza Khosrowabadi 	<ul style="list-style-type: none"> • Erica Lata • Jessie Marquez • Misty Aronoff • Jacqueline Bravo • Jennifer Alquijay • Susan Lee • Allison Foster • Brenda Lopez • Denice Torres • Gwen Lo 	
Members Absent:	<ul style="list-style-type: none"> • Aids Project Los Angeles • Alma Family Services • Anne Sippt Clinic • California Hispanic Commission • Children's Hospital of L.A. • Dignity Health • DMH-AOT • DMH-ASOC • Mental Health America • SSG-Silver • United American Indian Involvement 	<ul style="list-style-type: none"> • DMH Downtown Mental Health • DMH TAY • DMH-SFC • Filipino-American Services Groups • Gateways homeless program • Gateways hospital • Gateways Normandie village and satellite • LA Gay and Lesbian Center • SRMT • VIP 	<ul style="list-style-type: none"> • Gateways Percy Village • Health Research Assoc USC satellite • JWCH Institute • Koreatown Youth & Community Center • LAC-USC Medical Center • LAMP community • SSG Alliance • Travelers Aid Society of LA 	
Introductions:	Members present introduced themselves.			
Minutes Approval:	Minutes approved for April			
Announcements:				

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date

<p>QI Updates</p> <p>Christina Kubojiri</p>	<p style="text-align: center;"><u>QUALITY IMPROVEMENT UPDATES</u></p> <p>Office of Medical Director</p> <ul style="list-style-type: none"> - Shift to New Pharmacy Benefits Management (PBM) System will be for MSS for indigent clients June 1st. This shift will support consumers in having more choice and access to pharmacies when getting their prescriptions filled. Cll will need benefits card. If it is lost, a hotline will be available to verify the cll's number if needed. This program will not require additional enrollment or opening of episodes. PATs will be open until the end of June to allow for a crossover period. Will be managed by Magellan. <p>Patients' Rights Office</p> <ul style="list-style-type: none"> - Beneficiary documents have been updated to be more consumer friendly, as encouraged by the State. Changes made include the following: reformatting of handouts and forms, instructions on filing grievances have been incorporated into the form, timeline of processing appeals (3 business days has changed to 72 hrs). - Finalized forms will likely come out in late summer or early fall. Once approved, documents will get translated into the threshold languages. Please continue to use existing forms until further notice. <p>Cultural Competency Updates</p> <ul style="list-style-type: none"> - There are currently 3 workgroups—organizational assessment, needs of people w/ physical disabilities, system transformation (will have consumer participation) - Next CC Committee meeting is April 12th 1:30-3:30pm at 550 S. Vermont. There is an option to call in if can't attend in person. <p>Compliance, Privacy, and Audit services Bureau—Policy Updates</p> <ul style="list-style-type: none"> - Policy on nondiscrimination was released for D/Os. LACDMH did not have a policy on nondiscrimination previously. - 302.12 replaces walk-in service policy. Policy clarifies that there are no walk-in services, as clinics are now required to provide a specific date and specific time for the initial appl. Instructing clls to come during a block of time does not meet the requirement. - 305.02 addresses on-site testing of bodily fluids for substance abuse testing. <p>SA QI Project for CY 2016 and CY 2017</p> <ul style="list-style-type: none"> - QI embarks on project every year to improve services. - Potential project for this year—test call protocols for clinics. Similar protocol for ACCESS calls would be used. Test calls would be conducted for both D/O and Contract Providers. <p>ECRO</p> <ul style="list-style-type: none"> - Visiting in April (SA 2, 5) and September this year - Possible visit to SA8 in September <p>MHSIP</p> <ul style="list-style-type: none"> - Consumer Satisfaction Surveys from May 2016 will be posted on the LACDHM website. <ul style="list-style-type: none"> o LACDMH website has been updated with a new layout. Feedback is welcome regarding website, particularly in ease of using provider search (consumer friendly?) 	
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	<ul style="list-style-type: none"> • PSB Program Support Bureau website has not changed <ul style="list-style-type: none"> ○ Still awaiting for Service Area level data Outcomes—Scored highest for offering services at convenient times. ○ 3 threshold languages have been added to SA 8 (Korean, Spanish, Kumal/Cambodian). Test calls will need to be conducted in these languages <p>*****</p> <p style="text-align: center;"><u>QUALITY ASSURANCE UPDATES</u></p> <p>Audits and Reviews</p> <ul style="list-style-type: none"> - Auditor Controller visit for Star View started 3/14/15 <ul style="list-style-type: none"> ○ Feb and March 2016 is being reviewed. ○ 26 charts representing 55 claims are being reviewed. ○ It was reported that the Auditor Controller is giving a lot of feedback, especially about diagnoses, but this is consistent with past reviews. <ul style="list-style-type: none"> - MR Grant <ul style="list-style-type: none"> ○ One agency was reviewed last week. It was reported they are reviewing progress notes and financial documents for FY 2014-2015. Signatures were reviewed. <p>Med-Cal Certification</p> <ul style="list-style-type: none"> - Please notify District Chief when a program is moving or changing an address, or if there is a change in services offered. If the program is moving, a PFAR and fire clearance are needed prior to moving in. After getting approval, please confirm the services that are listed, as there may be mistakes. Please be advised that MSS will be deleted if there is no psychiatrist on site. They will request to see the MD schedule. 	
<p>QA Updates</p> <p>Christina Kubojiri</p>		
<p>Agenda Item & Presenter</p>	<p>Discussion & Findings</p> <p>State DHCS Updates</p> <ul style="list-style-type: none"> - DMH has submitted Plan of Care but not for chart review. - The State will "have more eyes" on DMH corrective action plans to ensure that they are being implemented. - There has been continuing debate regarding under which grants MFT trainees and MSW students can bill. Currently, there is no change to the current policy. <p>Training and Operations</p> <ul style="list-style-type: none"> - Updated training schedule has been provided. - Webinar videos will be available online by next week. <ul style="list-style-type: none"> ○ Topics addressed: CTPs, assessments, and progress notes. ○ Videos can be revised, so feedback is welcome. - September and December minutes have been posted on the website. - DMH Chart Review for LE <ul style="list-style-type: none"> ○ Co-chair agencies will go first. 	<p>Decisions, Recommendations, Actions, Scheduled Tasks</p> <p>Responsible Person / Due Date</p>

- o instructions will be provided for what to do. The procedure will mimic a state audit. Eg. Cit info will need to be redacted.
 - o Will be a "friendly, technical audit" (not a recoupable audit). There will not be auditing against claims. DMH will try to identify where technical assistance is needed (eg. CTP needs to match the assessment, clinical loop). The agency will be asked to do their own internal QA to address any findings. While the review is not intended to be recoupable, Compliance may need to get involved if there are egregious findings. The primary goal is to strengthen the QA process.
 - o Approximately 5 charts will be chosen per agency, but this will depend on agency size. A percentage of charts may be chosen.
- ICCIHBS Expansion Bulletin**
- Currently, only Wrap, IFCCS, TFC use Katie A Codes, but codes are being expanded to all EPSDT clis eligible for service.
 - In order to provide IHBS services, need to be trained in CPM. Please do not use new codes until given clearance.
- Organizational Provider's Manual Updates Bulletin**
- Included Dx updates have been included in the Org Manual
- Draft Bulletins**
- CTP Reminders and Guidelines
 - o Bulletin will provide examples and scenarios.
 - Changes in timelines for documentation
 - o Policy will be that notes will be completed by provider by end of the next business day, supervisor will have until the next business day to finalize the service once submitted by provider. The service will need to be finalized within a maximum of 5 days.
 - Addressing emergent services that arise during the assessment process (prior to having CTP in place)
 - o State expects that at a minimum, an assessment is completed where Medical necessity is established prior to providing any services
 - o If emergent needs arise (such as housing needs), staff can provide services prior to establishing a tx plan if progress note documents the emergent need (eg. housing) and goal is documented. All conditions of the CTP should be documented in the note. Need to indicate that clt meets medical necessity and the clt expresses verbal agreement. The therapist can bill for the assessment under TCM, and the case manager (or other person providing the service) can bill under TCM for the service referring back to the TCM goal in the TCM progress note by the therapist.

QUESTIONS should be emailed to Kary To: KT@dmh.lacounty.gov and Christina Kubojin: ckubojin@childrensinsulte.org and not sent directly to DMH QA. If questions cannot be answered, Kary or Christina will escalate the question to DMH QA contact person.

Next Meeting: June 20, 2017; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026

Respectfully Submitted



Christina Kubacki, LMFT – Clinical QA Coordinator, Children's
Institute, Inc.
SAA Co-Chair

