

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

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

*June 20, 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

- ▶ Pharmacy Benefits Management updates & Reminders
- ▶ Safety Intelligence updates – Obtaining a C-number, forms on LACDMH website
- ▶ PRO updates – New state requirements effective 7/1/17, Submission protocol of Change of Provider Log issues are being addressed
- ▶ EQRO updates – SA 3 & 7 being reviewed September 25-28, 2017
- ▶ Test Call & QI Evaluation Report updates
- ▶ MHSIP Survey data Spring 2016 – see handout
- ▶ Cultural Competency – CCC Plan being updated due to recent EQRO feedback.
- ▶ Policy Updates – see handout

■ **LACDMH QA Updates** 11:30 – Noon

- ▶ Audits: A. Controller- Tarzana Treatment Center 6/12/17; MR Grant – request being made for more advanced notification prior to MR Grant reviews.
- ▶ Medi-Cal Certification: Congrats D/O & LE's!! 100% certification compliance. Discussion on "school-based" vs. "school linked".
- ▶ State- DHCS updates: State provided draft of the 29 page question/answer document posed to them from several years ago. LACDMH reviewed and provided feedback to State. Coming soon!
- ▶ Training Schedule – see handout
- ▶ Policy and Technical Development: LACDMH hopes to begin pulling SRL data from LE's soon. Then will eventually start spot checking NOA-A's and NOA-E's were issued when required.
 - ▶ Draft - Organizational Providers Manual Updates
 - ▶ Draft - Community Outreach Services Manual Updates
 - ▶ Draft - Organizational Providers Manual Updates
 - ▶ Draft - Determining if a Service is Billable to Medi-Cal Speciality Mental health Services

■ **Miscellaneous/Questions**

- ❖ Reminder: July 2017 meeting is dark
- ❖ **Next meeting will be Tuesday, August 15, 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:	June 20, 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"> • Jose Reyes • Silvia Yan • Lorne Leach • Evelyn Gutierrez • Sybil Chacko • Leslie Shrager • Arleen Villavueva • Diego Ramirez • Naomi Arellano • Jenny Sanchez • Lauren Permenter • Michael Olsen • Jae Son 	<ul style="list-style-type: none"> • Jonathan Figueroa • Charlotte Bautista • Ari Winata • Gilbert Morquecho • Dora Escalante • Jonathan Kang • Nancy Aquino • Michelle Culver • Marietta Watson • Lisa Harvey • Cristina Sandoval • Annie Kim • Haydee Guevara • Bertrand Levesque 	<ul style="list-style-type: none"> • Julissa Miro-Quesada • Shad Cruz • Carmen Chacon • Ani Sargsyan • Reza Khosrowabadi • Erica Lara • Jessie Marquez • Jacqueline Bravo • Jennifer Alquijay • Cyndi Balow (sp ?) • Brenda Lopez • Maritza Lebroin • Jessica Estrada • Dana McEwean • Denice Torres
Members Absent:	<ul style="list-style-type: none"> • Aids Project Los Angeles • Anne Sippi Clinic • Child Family Guidance Center • Dignity Health • DMH-AOT • DMH-ASOC • Mental Health America • SSG-Silver • United American Indian Involvement • VIP 	<ul style="list-style-type: none"> • DMH Downtown Mental Health • DMH TAY • Filipino-American Services Groups • Gateways homeless program • Gateways hospital • Gateways Normandie village and satellite • Gateways Percy Village • Gateways Forensic Residential • Hathaway Sycamores • SRMT 	<ul style="list-style-type: none"> • Health Research Assoc USC satellite • JWCH Institute • LAC-USC Medical Center • LAMP community • Travelers Aid Society of LA • LA Gay and Lesbian Center • Northeast Mental Health Center • Uplift Family Service (EMQ)
Introductions:	Members present introduced themselves.		
Minutes Approval:	Minutes approved for May 2017		
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> <ul style="list-style-type: none"> - Office of Medical Director <ul style="list-style-type: none"> - No new updates - Pharmacy Benefits Management <ul style="list-style-type: none"> - Switch from PATS to PBM is okay, but still working through some things - Currently focusing on making sure all clients have a Magellan ID and card. - Clients can obtain medication with the ID without card interim - LACDMH project team is doing daily updates ensuring new clients get entered into Magellan - Update was provided on behalf of Roderick Shaner, M.D., Medical Director to no longer send pharmacy eligibility mailbox emails with new client information. Contact Magellan directly for questions about ID cards, eligibility status prior authorization, etc - Patients' Rights Office <ul style="list-style-type: none"> - Info provided from the State on various items: Suggested wording, definitions on key terms, time frames for different things). New requirements wanted to be effective by 7/1/17. PRO busy preparing for this. - Continued frustration communicated to PRO regarding Monthly Change of Provider Logs. Continue to email the COP email address moving forward for SA4 unless otherwise informed. *An email was sent out post QIC meeting to confirm that the COP email address should be used to submit monthly logs for all SA's moving forward. - Safety Intelligence <ul style="list-style-type: none"> - LACDMH is working on access to SI for legal entities. LE's need to ensure staff needing access have a "C" number issued through CIOB. Forms located on LACDMH home page→IS Home page→Contract Providers→ IS Forms→ Integrated System Access. - Cultural Competency Updates <ul style="list-style-type: none"> - CCC plan is being updated due to recent EQRO review. - Organizational Assessment Project selected a vendor and is finalizing questions for workforce survey - May was national Mental Health awareness month. LACDMH implemented media campaigns and PSA's (postings on buses, radio and tv, etc) Some directed to target groups. Awaiting to see if leads to increased ACCESS center calls. - Policy updates <ul style="list-style-type: none"> - Reviewed 6 page updates to policies - Test Calls <ul style="list-style-type: none"> - Test calls in IBHIS become problematic as they should not be linked to a client record. LACDMH request to delete test call from IBHIS after quarterly report. Hoping to implement this in July. 	<p>7/17/17 Kary To emailed members Housing Documentation Training registration information</p> <p>7/11/17 Kary To emailed members update to no longer email client information to PBM email, but to contact Magellan directly with any inquires or questions.</p> <p>7/10/18 Kary To emailed members Pharmacy Communication update from Edward Jai</p> <p>7/5/17 Kary To emailed members Bulletin 17-14 Org Manual Updates & bulletin 17-15 PA Pharm Procedure Code Updates</p> <p>6/30/17 Kary To emailed members bulletin 17-13 Determining if a Treatment Service is Billable to Medi-Cal</p> <p>6/26/17 Christina emailed members update to submit COP logs to the COP email.</p>	

EQRO

- Returning September 25-28, 2017. SA's of focus are 3 & 7
- Documents due by August 25th

QI Evaluation Report

- Handout provided with QI Work plan Evaluation summary for CY 2016 and CY 2017. 2 work plan goals for 2016 not met for legitimate reasons (related to Asian Pacific Islander population). Goals were revised for CY 2017.

QUALITY ASSURANCE UPDATES

Announcements: New DMH QA staff trainer, Wanita Yu will be providing training specific to Wraparound claiming and documentation, but is still new and currently in training herself.

Audits and Reviews

- Auditor Controller visit Tarzana Treatment Center 6/12/17
- MR Grant – Some providers communicated little notice and asked QA division for more advanced warning. QA Division indicated they are aware and are making the request.
- Compliance Review – El Centro Pueblo (28 charts)

Medi-Cal Certification

- DO's & LE's go into the second quarter with 100% certification compliance! Clarification between "satellite" and/or "school" site. A "site" is place that staff go to repeatedly and consistently to provide SMHS to consumers.

- School linked services are those one off's where school is not primary site for services, but rather a "field" location for times consumers cannot get to clinic or home is unavailable. School based services is when services primarily occur at the school because it's most convenient for clt, clt impairment primarily at school, or staff assigned there and have dedicated space to meet with clients.
- Each provider would do their own certification to submit their claims. One site may be certified by multiple providers.
- Required forms would need to be displayed for consumer access at the site. These forms can be shared by all providers at the site.
- It's a myth that providers should wait until their 3 year re-certification to get school based sites certified. Providers should seek these certifications ASAP. If unsure, contact district chief for assistance with process and collaborate with certification staff.
- All school districts vary on focus on fire safety vs. fire clearance. LE's should speak with school principals to figure out who initiates fire clearance and proof that is done that's needed for Medi-Cal certification
- Medi-Cal certification is address based
- School based sites need dedicated space that is secure, comfortable, and confidential to provide services. Can't just meet in supply closet, yard, etc.

QA Updates

Christina Kubojiri

Bertrand Levesque

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
Christina Kubojiri	<p>State DHCS: State is going to issue the Information Notice addressing questions from 2013 or 2014 review/training. 29 pages long, but no surprises or new information are anticipated</p> <p>Training and Operations <ul style="list-style-type: none"> Handout out of upcoming trainings provided to members </p> <p>LE chart review Reviews are on-going. LACDMH is conducting these friendly reviews in a collaborative and supportive manner. They are lending support and on objective perspective</p> <p>Draft Bulletins-content discussed- Draft bulletin: Updated COS manual should be finalized by 7/1/17. Not sure if travel time will be claimable to COS. LACDMH hasn't made decision on this yet. LACDMH hoping to pilot a half day COS documentation training maybe in July. Draft bulletin: Updates to Organizational Providers Manual Draft bulletin: Determining if a Service was Billable to Medi-Cal</p> <p>LACDMH will begin pulling SRL data from LE's soon. Afterward, spot checks that NOA-A's and NOA-E's were issued when required. Random request for the NOA may be made to confirm it was issued.</p> <p>New disposition choice being added to SRTS which will indicate first offered appointment was outside of required time frame, but client was offered a more timely appointment elsewhere and chose to remain with the provider. Then a NOA-E would not be required.</p> <p>QUESTIONS should be emailed to Kary To: KTo@dmh.lacounty.gov and Christina Kubojiri:ckubojiri@childrensinstitute.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.</p>		

Next Meeting: August 15, 2017; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026 July is dark.

Respectfully Submitted

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