COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE
November 01, 2011

AGENDA

I.	Welcome and Introductions	Monika/Jessica
II.	Review of Minutes	All
III.	Program Announcements • SA5 Agency Coordination Trouble Shooter	All
IV.	DMH Updates	Karen Williams
V.	Quality Assurance • Taxonomy • Questions & Answers	Monika/Jessica
VI.	Quality Improvement • Quality Improvement Work Plan CY 2011 • Presentation on Clinical Risk Management	 Monika/Jessica Mary Ann O'Donnell
VII.	Policy/Procedure • Policy No. 202.41 Client Identification and Address Verification	Monika/Jessica
VIII.	Next QIC Meeting	Monika/Jessica

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, January 10, 2012 at Didi Hirsch CMHC, 4760 S. Sepulveda Blvd. in Culver City from 9:00AM - 11:00AM.

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes

Type of Meeting	Quality Improvement Committee	Date	November 01, 2011
Place	Didi Hirsch CMHC 4760 S. Sepulveda Blvd., Culver City	Start Time	9:00 AM
Chairperson	Monika Johnson; co-chair Jessica Wilkins	Adjournment	11:00AM
Members Present	Karen Williams, DMH; Monika Johnson, DMH; Jessica Wilkins, Alcott Center; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Matt Meyer, Didi Hirsch; LeeAnn Skorohod, Exodus Recovery; Jamie Hayworth-Chin, Homes For Life Foundation; Jonnie Muckelroy, OPCC; Rene Buchanan, OPCC; Stephanie Yamada, Pacific Asian Counseling Services; Julie Connella, St. Joseph Center; Brooke Mathews, St. Joseph Center; Elly Baidoo, Step Up on Second; Kim Farnham, The Help Group; Natalie Levine, Vista Del Mar; Keith Miller, WCIL.		
Excused Members	Timothy Beyer, DMH; Kristi Rangel, Alcott Center; Bonnie McRae, Edelman – Child; David Kneip, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Anahita Saadatifad, Homes for Life Foundation; Amy Turk, OPCC; Michi Okano, Pacific Asian Counseling Services; Nick Maiorino, St. Joseph's Center; Dorothy Berndt, St. Joseph Center; Barbara Blum, Step Up on Second; Cheryl Carrington, Vista Del Mar; Kathy Osburn, WISE & Healthy Aging; Jennifer Levine, WISE & Healthy Aging.		
Absent Members	Thang Nguyen, DMH; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Yvette Willock, Pacific Clinics; Martha Andreani, St. John's CFDC; Sharon Greene, St. John's CFDC; Brenda Pitchford, UCLA Ties for Adoption; Paisha Allmendinger, UCLA Ties for Adoption; Susan Edelstein, UCLA Ties for Adoption.		

Agenda Item & Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made	Monika Johnson QIC Membership
Review of Minutes and Handouts	Minutes were reviewed, a typo was corrected, and the corrected version was approved for September, 2011. The Trouble Shooter Roster was updated.	Final approved Minutes for July, 2011 were distributed.	QIC Membership Monika Johnson

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DMH Update	• HIPAA 5010 Karen reminded QIC Members of the conversion of the Integrated System (IS) from HIPAA 4010 to HIPAA 5010 which will be effective by January 2012. She indicated that providers will need to submit all outstanding claims for services through September 30, 2011, no later than November 3, 2011, for EDI providers and November 4, 2011, for DDE providers. • AB 109, Public Safety Realignment Karen reported on the key provisions of the AB 109, 2011 Public Safety Realignment. She stated that former parolees who committed non-violent, non-serious, and non-sexual offenses will be released from State prisons into the community and will then be under the supervision of the Probation Department.	Monika and Jessica distributed copies of the letter "Transition of the Integrated System (IS) to meet HIPAA 5010 Requirements". The letter was sent to Executive Directors on September 27, 2011. A copy of the RMD Bulletin No.: NGA, 11-034, September 27, 2011 was also distributed.	Karen Williams

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	DMH has contracted with 10 agencies which have past experiences and expertise in working with this population. Didi Hirsch CMHC is the designated agency in SA5. Karen reminded providers that if a member of this population (former parolee) meets medical necessity and is seeking MH services at a non-designated agency, then the agency is expected to provide the services regardless of an existing contract. Question: Are they on parole or probation? Answer: The status changed from parole to probation with the Public Safety Realignment. They will be under the supervision of the Probation Department. It also appears that the majority will have co-occurring disorders, and probably most will not even seek services. However should there be an increase in referrals, then more agencies will be given contracts.		Karen Williams

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Quality Assurance	• RMD Bulletin No.: NGA 11-039, OHC Adjustment Code Crosswalk Monika and Jessica distributed copies of the RMD Bulletin No.: NGA 11-039 and alerted providers that many important RMD bulletins had recently been sent to agencies.	Providers will ensure that their staff have access to current RMD bulletins.	Providers
	• Taxonomy Jessica followed up regarding the question of how to delete a taxonomy without deleting the staff. Jessica reported that the QA division said providers should call CIOB or submit the paper version of the Rendering Provider form and highlight that they only want to delete one specific taxonomy. A member agency volunteered that they had recently spoken to CIOB, and that they had requested that providers print out the IS 280 report and fax it with corrections to CIOB. Members discussed that agencies may want to wait until all of a rendering provider's claims are fully processed before deleting a taxonomy because without the appropriate	Providers decided to call CIOB and fax over corrections in a time frame that makes sense for their agency.	Providers

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Quality Assurance	taxonomy available, old claims will not be able to be corrected and resubmitted with correct data and taxonomy. • Quality Assurance Bulletin, Oct. 27, 2011, No. 11-05 Monika and Jessica distributed copies of the QA Bulletin, No. 11-05 and asked providers to review it in case it raised any questions to ask the QA Division. Providers asked the following questions:		Monika/Jessica
	Questions: Section #2, second paragraph states that "a MD/DO must sign off on <u>all objectives</u> for Medicare clients". Does it mean all objectives or only objectives for Medication Support Services? What if the client does not have a treating psychiatrist within the agency? What if they are only working with an LCSW? Questions: Does a physician also have to co-sign the Assessment form for all Medicare clients? What if the Assessment was done years before the client saw the psychiatrist?	Monika and Jessica will follow up with the QA Division to obtain answers to the questions that were posed.	Monika/Jessica

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Quality Assurance	Section #5 states the following:"Notification may be done ....through a phone message or post-it in the Clinical Record". Question: Providers said that the QA Division had previously stated that providers are not to leave post-it notes in the Clinical Record. Is this now an allowable procedure?		Providers
	• Quality Assurance Bulletin, No. 11-06, October 27, 2011, Evidence-Based Practice and Service Strategy Codes Monika and Jessica distributed the bulletin, asked providers to review it, and asked if there were any questions.	Monika and Jessica will follow up and ask the QA Division.	Monika/Jessica
	Question: A member asked for clarification about Section IIA, second paragraph that states "Rendering Providers do not have to be trained/certified in the EBP in order to associate the EBP code to a claim under a PEI plan. The group discussed that it seems that ancillary services provided by a non-trained provider could be billed to an EBP for clients enrolled in EBPs. Monika and Jessica asked the members if they had any outstanding procedure code,	Monika and Jessica will follow up w/ the QA Division to get verification.	Monika/Jessica

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	documentation or other QA questions that needed clarification. No questions were raised.	Providers will ask Monika/Jessica any new questions as they arise.	Providers
Quality Improvement	• Presentation on Risk Management Mary Ann O'Donnell provided contact information for the Clinical Risk Management Team and conducted a power point presentation on Clinical Risk Management with a focus on ➢ Clinical Incident Reporting and the newly revised form ➢ Preventing Clinical Incidents ➢ Managing At-Risk Clients ➢ Clinical Risk Management and Quality Improvement The presentation was interactive, and providers received answers to their questions about completion of incident reports and risk management.		Mary Ann O'Donnell
	Mary Ann indicated that she will send the e-mail link to an upcoming webinar that is hosted by the Suicide Prevention Resource Center (SPRC) Training Institute.	Mary Ann will send the link to Monika who will forward it to the providers.	Mary Ann O'Donnell Monika
	Mary Ann also referred to the Practice Communiqué and the Parameters on Gift Giving which are posted on the website. She stated that e-mail suggestions	The Practice Communiqué is posted on the Clinical Practice	Providers

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	are welcome if providers think there should be revisions to any of the Parameters.	page of the DMH Internet website	
Policy/Procedure	• Policy No. 202.41 Client Identification and Address Verification. Monika and Jessica distributed copies of the Policy No. 202.41. The members read and discussed the policy, and were asked if there were any questions.		
	Question regarding 2.2: If there is no picture identification available, as may happen for a homeless person who has lost their possessions, is it sufficient to document this until the staff can assist the client to obtain an acceptable form of identification?	Monika and Jessica will follow up and ask the QI Division.	Monika and Jessica
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, January 10, 2012 at Didi Hirsch CMHC, 4760 S. Sepulveda Blvd. in Culver City from 9:00AM – 11:00AM.	N/A	N/A

Respectfully Submitted,

M. Johnson, Psy.D.
Monika Johnson, Psy.D.

J. Wilkins MFT
Jessica Wilkins, MFT