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

QUALITY IMPROVEMENT COMMITTEE
January 10, 2012

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 • QA Bulletin, No. 11-05 REVISED, Top Five FAQ's About Writing Objectives on the Client Care Coordination Plan • QA Bulletin, No. 11-07 New Minor Consent for Mental Health Services Law • QA Bulletin, No. 11-08 Medi-Cal Lockouts & MHSA Funding • QA Bulletin, No. 11-09 Quality Assurance E-Mail Address • Clinical Records Bulletin, Ed. 2011-08, Nov. 28, 2011 New Forms • Clinical Records Bulletin, Ed. 2011-09, December 07, 2011, MH 525 – Consent For Minor (Revised), MH 702 – Consent For Observation (New) • DMH Letter No: 11-02 "Suspension of the Use of Statistically Valid Sample Sizes And Extrapolation for Early and Periodic Screening, Diagnosis, And Treatment (EPSDT) Chart Reviews	Monika/Jessica
VI.	Quality Improvement • Countywide Performance Outcome Survey Training • Summary Report of Test Calls Study: Monitoring Accessibility to the 24/7 Toll Free Access Line,	 UCLA/ Timothy Beyer Timothy Beyer

November 14, 2011

- Request To Change Provider Report, 1st Quarter Data for FY 2011-2012, Service Area 5 — Monika/Jessica
- SA5 Provider Directory — Monika/Jessica

VII. Policy/Procedure — Monika/Jessica

- Policy No. 112.07 The False Claims Act and Related Laws
- Policy No. 202.03 Persons Authorized To Initiate Involuntary Lanterman-Petris-Short (LPS) Detention
- Policy No. 111.01 – 111.08 Department of Mental Health Care Related Policies (DELETED POLICIES)

VIII. Next QIC Meeting — Monika/Jessica

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 06, 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	January 10, 2012
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; Timothy Beyer, DMH; Vandana Joshi, DMH; Thang Nguyen, DMH; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Bonnie McRae, Edelman – Child; Matt Meyer, Didi Hirsch; Bryan Sawlsville, Didi Hirsch; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; LeeAnn Skorohod, Exodus Recovery; David Kneip, Exodus Recovery; Kim Farnham, The Help Group; Melissa Fernandez, The Help Group; Philip Foxwell-Guaglianone, Homes For Life Foundation; Susan Strom, OPCC; Martha Andreani, St. John's CFDC; Julie Connella, St. Joseph Center; Elly Baidoo, Step Up on Second; Cheryl Carrington, Vista Del Mar; Keith Miller, WCIL; Jennifer Levine, WISE & Healthy Aging.		
Additional Training Participants	Trevor Powell, Alcott Center; Alejandrina Lizarraga, DMH-Edelman; Melody Stewart, DMH-Edelman; Sherrie Yu, Didi Hirsch; Marino Solano, Didi Hirsch; Evelynn Lopez-Madregal, Didi Hirsch; Veronica Rodriguez, Didi Hirsch; Soheil Ahaddian, FFS Provider; Lynbor Burgine, FFS Provider; Haleh Eghrari, FFS Provider; Elizabeth Farr, FFS Provider; Laura O'Conner, FFS Provider; Shirley Simpson, FFS Provider; Lerner Stuart, FFS Provider; Walter W. Murrell, FFS Provider; Emily Linaman, Step Up on Second; Cindy Torres, Vista Del Mar.		
Excused Members	Kristi Rangel, Alcott Center; Kathy Shoemaker, Exodus Recovery; Anahita Saadatifad, Homes for Life Foundation; Amy Turk, OPCC; Nick Maiorino, St. Joseph's Center; Brooke Mathews, St. Joseph Center; Dorothy Berndt, St. Joseph Center; Barbara Blum, Step Up on Second; Natalie Levine, Vista Del Mar; Kathy Osburn, WISE & Healthy Aging.		
Absent Members	Michi Okano, Pacific Asian Counseling Services; Stephanie Yamada, Pacific Asian Counseling Services; Yvette Willock, Pacific Clinics; 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 and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date

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 and approved for November, 2011. The Trouble Shooter Roster was updated.	Final approved Minutes for September, 2011 were distributed.	QIC Membership Monika Johnson

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Quality Improvement	• County Performance Outcomes Survey FY 2011-2012 Survey Training The training was attended by SA5 Contract Providers and by some FFS Providers who at the end of the training received packets of preprinted surveys to be distributed to clients during the survey implementation period. The training comprised a power point presentation and was conducted by Dr. Vandana Joshi and Dr. Timothy Beyer from the DMH Program Support Bureau Quality Improvement Division. The presentation was interactive and generated many questions by providers of whom most were answered during the training.	Survey packets were distributed to all providers in attendance. Vandana will send self-addressed envelopes to Monika who will forward them to FFS Providers.	Vandana Joshi Timothy Beyer Vandana Monika
	Question: Do FFS Providers who are psychiatrists or psychologists and see their patients exclusively in Board & Care facilities need to participate in the survey administration?	Vandana will check with the Program Support Bureau and report back to Monika.	Vandana

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Quality Improvement	Some FFS-Providers expressed an interest in connecting with DMH Providers on a more regular basis. FFS-Providers were invited to attend future SA5 QIC meetings.	Monika will add FFS Providers to the QIC distribution list so that they will be informed regarding upcoming meetings.	Monika
	• Summary Report of Test Calls Study: Monitoring Accessibility to the 24/7 Toll Free Access Line, November 2011	A copy of the report was distributed	Members
	• Request To Change Provider Report, 1st Quarter Data for FY 2011-2012, Service Area 5	A copy of the SA5 Provider Report was distributed	Members
	Jessica followed up with questions raised at the last SA5 Meeting about Policy 202.41 Client Identification and Address Verification. Jessica said the Medical Director's Office clarified that providers must follow the policy as it is set forth. Before providing non-emergency services, providers must verify that an individual is eligible to receive Medi-Cal benefits, and must make a good faith effort to verify the identity and address of the recipient as set forth in the policy. Exceptions may be made for services as set forth in the policy.	Members will follow the policy.	Members

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Quality Assurance	• Quality Assurance Bulletin, Oct. 27, 2011, No. 11-05 and Quality Assurance Bulletin, Nov. 14, 2011, No. 11-05 REVISED, Top Five FAQ's About Writing Objectives on the Client Care Coordination Plan	A copy of the QA Bulletin, No. 11-05 Revised was distributed.	
	Jessica and Monika referred to the discussion members had about the original Bulletin, the questions raised in the last SA5 QIC meeting, and the clarification provided by the DMH QA Division. Jessica highlighted that the QA Division restated what is in the Revised Bulletin, and gave further clarifying information: All objectives must be signed off by an AMHD. Directly-Operated agencies must have an MD/DO sign off on all objectives for claims that will be sent to Medicare. They will have a supervising psychiatrist sign off for all objectives, even when Med Support is not provided by them. Directly Operated will not require their psychiatrist to co-sign the Assessments. LAC-DMH will not advise contractors what to do regarding Medicare requirements.	Directly Operated agencies will follow the DMH procedures for claiming to Medicare. Contract Agencies will have to follow their own counsel, and adhere to Medicare standards when claiming to this funding source.	Members

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Quality Assurance	Jessica referred to the question regarding post-it signs in the clinical record. She reported that the QA Division clarified that post-it signs are allowed for flagging purposes only. It is not acceptable to document clinical information such as progress notes, address changes etc., on a post-it note.	Member agencies can use post-its for flagging purposes and not for documenting clinical information.	Members
	• Quality Assurance Bulletin, Dec. 01, 2011, No. 11-07 New Minor Consent for Mental Health Services Law	A copy of the QA Bulletin was distributed.	Members
	• Quality Assurance Bulletin, Dec. 21, 2011, No. 11-08 Medi-Cal Lockouts & MHSA Funding	A copy of the QA Bulletin was distributed.	Members
	• Quality Assurance Bulletin, Dec. 21, 2011, No. 11-09 Quality Assurance E-Mail Address	A copy of the QA Bulletin was distributed.	Members
	• Clinical Records Bulletin, Ed. 2011-08, Nov. 28, 2011, New Forms	A copy of the Clinical Records Bulletin was distributed.	Members

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	• Clinical Records Bulletin, Ed. 2011-09, December 07, 2011, MH 525 – Consent for Minor (Revised), MH 702 – Consent for Observation (New)	A copy of the Clinical Records Bulletin was distributed.	Members
	• DMH Letter No: 11-02 "Suspension of the Use of Statistically Valid Sample Sizes and Extrapolation for Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Chart Reviews	A copy of this letter was distributed. Due to time constraints, Monika and Jessica suggested that questions about these handouts can be addressed in the next SA5 QIC. Monika reminded members that they can also e-mail her questions to forward to the QA or QI Division at any time.	Members Members

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Policy/Procedure	• Policy No. 112.07 The False Claim Act and Related • Policy No. 202.03 persons Authorized To Initiate Involuntary Lanterman-Petris-Short (LPS) Detention • Policy No. 111.01 – 111.08 Department of Mental Health Care Related Policies (Deleted Policies)	Copies of all three Policies were distributed.	Members
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 06, 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