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

QUALITY IMPROVEMENT COMMITTEE
July 09, 2013

AGENDA

I. Welcome and Introductions — Monika/Jessica

II. Review of Minutes — All

III. Program Announcements — All
- SA5 Agency Coordination Trouble Shooter

IV. DMH Updates — Jacquie Wilcoxen

V. Quality Assurance — Monika/Jessica
- QA Bulletin, June 6, 2013, No. 13-03, Licensed Professional Clinical Counselors (LPCCs)
- QA Technical Assistance, Documentation Training Schedule, Revised 6/10/2013
- State DHCS Updates – New and Revised Laws
- QA Bulletin, June, 2013 DRAFT, Authorized Registered Nurses (Policy 200.04 sent for signature)
- QA Bulletin, June 26, 2013, No. 13-04, Intensive Care Coordination (ICC) and Intensive Home Based Services (IHBS)

VI. Quality Improvement — Monika/Jessica
- Patient Rights Office
  - PRO website
  - The Guide to Medi-Cal Mental Health Services
- OMD – 2012 Peer Review, Summary of Findings, May 7, 2013
- Test Calls Project, 2013
- Service Area 5 Provider Directory
- CAEQRO Review

VII. Next QIC Meeting Monika/Jessica

- **The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 10, 2013 from 9:00AM – 11:00AM, at 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066.**

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

Type of Meeting	Quality Improvement Committee	Date	July 09, 2013
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	Start Time	9:00 AM
Chairperson	Monika Johnson; Co-Chair Jessica Wilkins	Adjournment	11:00AM
Members Present	Jessica Wilkins, Alcott Center; Amenah Ofumbi, Didi Hirsch; Rosie Garcia, Didi Hirsch; Jacquelyn Wilcoxen, DMH; Monika Johnson, DMH; Timothy Beyer, DMH; Thang Nguyen, DMH; Hector Garcia, DMH; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; David Kneip, Exodus Recovery; Lipton Ellner, Homes For Life Foundation; Susan Strom, OPCC; Deanna Park, Pacific Asian Counseling Services; Libby Hartigan, SHARE!; Martha Andreani, St. John's CFDC; Brooke Mathews, St. Joseph Center; David Tavlin, Step Up on Second; Melissa Fernandez, The Help Group; Kim Farnham, The Help Group; Brenda Pitchford, UCLA Ties for Adoption; Cheryl Carrington, Vista Del Mar; Elaine Rosa, WISE & Healthy Aging.		
Excused Members	Kristi Rangel, Alcott Center; Bryan Sawlsville, Didi Hirsch; Susan Cozolino, DMH; Bonnie McRae, Edelman – Child; LeeAnn Skorohod, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Michi Okano, Pacific Asian Counseling Services; Sharon Greene, St. John's CFDC; Barbara Bloom, Step Up on Second; Keith Miller, WCIL; Jennifer Levine, WISE & Healthy Aging.		
Absent Members	Yvette Willock, Pacific Clinics		

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 am	Introductions were made	Monika Johnson QIC Membership

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Review of Minutes and Handouts	Minutes were reviewed and approved for May, 2013. The Trouble Shooter Roster was updated. • DMH Crisis Response to Shooting Event in Santa Monica	Final approved Minutes for March, 2013 were distributed.	QIC Membership Monika Johnson
DMH Updates	Jacquelyn thanked providers, particularly Didi Hirsch MHC, The Help Group, St. John's MHC, Alcott MHC, and St. Joseph's Center, and the SA5 Administrative Team for the great coordination efforts and major assistance in response to the Santa Monica shooting event. Jacquelyn stated that in the very near future, the Department will conduct various countywide projects and presentations with a focus on violence prevention and stigma reduction. For this purpose, the Department will partner with DMH Providers, community based agencies, and faith based organization. • RFS expanded. The Help Group is on the process of putting together a brand new program that focuses on the TAY population with early prodromal symptoms. Jacquelyn stated that The Help Group will be presenting on this project at a later point in time.		Jacquelyn Wilcoxen

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
DMH Update	• QI District Chief Jacquelyn reported that Martie Drinan, the current District Chief of the Quality Improvement Division has announced that she will be leaving the Department within the next two weeks and will assume a position within the Hawaii State Department of Health. Jacquie stated that there has not been an announcement regarding a new appointment to this position.		
	Question by Provider: What is the process of requesting a shift of funds?	Answer: Jacquelyn explained the difference between one-time budget shifts vs. permanent budget shifts.	
Quality Assurance	• QA Bulletin, June 6, 2013, No. 13-03, Licensed Professional Clinical Counselors (LPCCs) Monika and Jessica referenced the QA Bulletin and indicated that LPCCS are now eligible to act as an AMHD. They reminded providers that DMH will not employ LPCCs at this time. Contract providers who hire LPCCs need to familiarize themselves with certain scope of practice restrictions, the	Copies of the QA Bulletin were distributed.	Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	BBS requirements, and certain training requirements.		
	• QA Technical Assistance, Documentation Training Schedule, Revised 6/10/2013 Monika informed providers that this was the latest schedule and that the schedule for July was not yet issued.	Copies of the Documentation Training Schedule were distributed	Providers
	Question: Is there a clinical Documentation Training for supervisors?		
	Jessica and Monika stated that they are not aware that there is currently a training offered for supervisors. They informed providers that there are many tools available on the DMH website such as the CCCP Training Module, the Assessment Training, the PEI Documentation Training, QA Bulletins, and various other power point presentations.	Monika will follow up w/ the QA Division and report back to the SA5 QIC	Monika
	• QA Bulletin, June, 2013 DRAFT, Authorized Registered Nurses (Policy 200.04 sent for signature) Monika and Jessica referenced the QA Bulletin and pointed out that Registered Nurses at Directly Operated Clinics will be	Copies of the DRAFT QA Bulletin and sets of 3 Training Bulletins for Directly Operated Providers were	Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	authorized to conduct assessments and provide mental health diagnoses once they completed the LAC-DMH formalized mandatory trainings. Jessica and Monika emphasized that this only applies to Directly Operated Providers and that Contractors need to put procedures in place that will be consistent with the Board of Registered Nurses requirements.	distributed	
	• State DHCS Updates – New and Revised Laws Jessica and Monika referred to the handout, commenting that this one page handout gives a nice overview of the Senate Bills and respective laws which can serve contract agencies to use it for discussion with their own legal counsel.	Copies of the handout "Laws that are new or were recently revised" were distributed	Providers
	• QA Bulletin, June 26, 2013,No. 13-04, Intensive Care Coordination (ICC) and Intensive Home Based Services (IHBS) Monika and Jacquelyn referred to the Bulletin, informing Providers that Katie A. subclass members who meet the criteria are eligible for Intensive Care Coordination (ICC) which is similar to TCM but must	Copies of the QA Bulletin were distributed	Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	utilize Child and Family Team (CFT) meetings, and incorporate the Core Practice Model (CPM). Katie A. Subclass members are also eligible for Intensive Home Based Services (IHBS) which again is similar to Individual Rehab Services but is more intense and must incorporate the CPM. At this time, the new codes for ICC (T1017HK) and IHBS ((H2015HK) can only be utilized by children's agencies that provide the following programs: Wraparound, Intensive Field Capable Clinical Service (IFCCS) and Treatment Foster Care. • Agency Audits Providers discussed recent agency audits, in particular those that were conducted by the Auditor Controller's Office. One provider reported that they had some significant audit findings but were initially unaware that they could request an audit exit interview. After they requested and participated in the exit interview, most of the AC findings were rescinded. It was suggested that the initial findings may have been Best Practices but were not requirements set by the DMH QA.		Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	• Patient Rights Office (PRO) ➢ PRO website ➢ Guide to Medical Mental Health Services Monika and Jessica referenced the handout regarding the PRO website that gives an overview of the various functions and services including contact numbers and various Patients' Rights Materials. They informed members that the Guide to Mental Health Services and other beneficiary materials are available in the threshold languages, and need to be offered to all beneficiaries at the onset of services, and whenever requested thereafter. Question: Why can't clients call the PRO instead of having to submit their grievances in writing? Answer: Beneficiaries can file grievances orally or in writing. Oral grievances do not have to be followed up in writing (Guide to Medical MHS, P. 28). Providers expressed interest in a presentation by the PRO.	Copies of a 2-page handout about the PRO website was distributed Copies of the Guide to Medical Mental Health Services were distributed. The group discussed ways to ensure field based consumers have access to required informing materials. Monika will coordinate a presentation by PRO for the next SA5 QIC	Providers Monika Johnson

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Quality Improvement	• PEI Practice Learning Networks Jacquelyn reported on the PEI Practice Learning Network and stated that the Workgroup will have opportunities to review data, discuss implementation successes and challenges, clinical fidelity, and lessons learned .The SA5 PEI Workgroup had met for the first time on June 13, 2013. She indicated that the next meeting has been scheduled and that she welcomes any QIC member who would like to join the next Workgroup.	Monika will sent out an email reminder with the date and time for the next PEI Practice Learning Network	Jacquelyn Wilcoxen
	• OMD – 2012 Peer Review, Summary of Findings, May 7, 2013 Monika and Jessica referenced the findings of the 2012 Peer Review which was conducted in 22 Directly Operated Mental Health Centers. The review focused on prescriptions of 5 or more concurrent psychotropic medications and investigated departures from DMH parameters.	Copies of the 2012 Peer Review, Summary of Findings were distributed and DMH parameters were referenced.	Providers
	• Service Area Provider Directories Jessica and Monika reported that the Provider Directories have been updated but the updates are still not available on the website.	Monika will inform providers as soon as the updated Provider Directories become available on the web	Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	• Test Calls Project, 2013 Monika reminded volunteers that the Test Calls Project started on Sunday, July 7th and will be ending on Saturday, July 13th, 2013	Providers who volunteered for the Test Calls Project agreed to follow up during the designated time frame Providers will mail the completed logs to Monika who will submit them to the QI Division	Providers
	• CAEQRO Review Tim Beyer from the QI Division reported that the Department has not yet received the final version of the EQRO Report. He stated that CAEQRO held a webinar "Preparing for Your FY13-14 EQRO Review" on May 30, 2013. During the webinar CAEQRO disclosed that at the direction of the DHCS they will be collecting statewide information and having discussions regarding the following: Katie A. implementation, preparation toward EPSDT performance outcomes system readiness, and strategies for monitoring access for non-English speakers. Tim stated that although	Monika will inform providers as soon as the Final CAEQRO Report is available	Monika Johnson

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	these are not new conversations within the EQRO process, what is new is the specific collection and tracking of this information.		
	Question: Regarding linkages, can we have an updated Navigator Contact List?	Monika will email the updated SA5 Navigator Contact List	Monika Johnson
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 10, 2013 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles 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