

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

**QUALITY IMPROVEMENT COMMITTEE
July 08, 2014**

AGENDA

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|---|------------------|
| I. Welcome and Introductions | Monika/Jessica |
| II. Review of Minutes | All |
| III. Program Announcements | All |
| • SA5 Agency Coordination Trouble Shooter | |
| IV. DMH Updates | Jacquie Wilcoxon |
| V. Quality Assurance | Monika/Jessica |
| • Documentation Training Schedule, Revised 06/09/14 | |
| • QA Minutes, May 12, 2014 | |
| • Electronic Signatures And Electronically Signed Records, DMH Letter to Executive Providers, March 1, 2010 and DMH Letter No.: 08-10, December 4, 2008 | |
| • Certification Bulletin, June 4, 2014, Medi-Cal Satellite Sites | |
| • QA Bulletin, No. 14-01, June 06, 2014, Plan Development | |
| • QA Bulletin, No. 14-02, June 12, 2014, Policy 104.09, Organizational Providers Manual Updates, Inactivation of SFPR/Coordination Page/Discharge Summary | |
| • Clinical Records Bulletin, Ed. 2014-01, June 12, 2014, Adult & Child/Adolescent Assessment Forms, Client Care Coordination Plan, Tier Two Clinical Transfer, & Older Adult FCCS Referral Form | |
| • Outreach, Engagement, Linkage, Peer Support In IBHIS - Handout | |
| • Power Point Presentation – Documentation Policy Changes, May 23, 2014 | Jennifer Hallman |

VI. Quality Improvement

Monika/Jessica

- QI Minutes, April 14, 2014 and May 12, 2014
- SA Provider Directory
- ACCESS Center Test Calls Project 2014
- ACCESS Center Call Report, CY 2014

VII. Office of the Medical Director

Monika/Jessica

- 2.4 Parameters for Use of Telepsychiatry and Telemental Health Service Delivery
- 3.10 Parameters for the Use of Medication Assisted Treatment in Individuals with Co-Occurring Substance Use Disorders

VIII. DMH Policy & Procedure

Monika/Jessica

- Policy Update, May 12, 2014 and June 9, 2014

IX. Next QIC Meeting

Monika/Jessica

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 30, 2014 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 08, 2014
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; Saba Harouni, Didi Hirsch; Monika Johnson, DMH; Jacquelyn Wilcoxen, DMH; Nisa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Ike Mendoza, DMH; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Eloisa Ramos Robles, Exceptional Children's Foundation; LeeAnn Skorhod, Exodus Recovery; David Kneip, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Susan Osborne, OPCC; Deanna Park, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Brooke Matthews, St. Joseph Center; Libby Hartigan, SHAREI; David Tavlin, Step Up On Second; Danielle Price, The Help Group; Brenda Pitchford, UCLA Ties for Adoption; Eugenia Tsao, UCLA Ties for Adoption; Cheryl Carrington, Vista Del Mar.		
Excused/Absent Members	Kristi Rangel, Alcott Center; Bryan Sawlsville, Didi Hirsch; Desiree Odom, Didi Hirsch; Susan Cozolino, DMH, Thang Nguyen, DMH; Bonnie McRae, Edelman – Child; Kathy Shoemaker, Exodus Recovery; Lipton Ellner, Homes For Life Foundation; Melissa Chisholm (Fernandez), The Help Group; Michi Okano, Pacific Asian Counseling Services; Yvette Willcock, Pacific Clinics; Grace Shin, OPCC; Sharon Greene, St. John's CFDC; Barbara Bloom, Step Up on Second; Keith Miller, WCIL; Elaine Rosa, WISE & Healthy Aging; Jennifer Levine, WISE & Healthy Aging.		
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/ Scheduled Actions/Scheduled Task	Person Responsible/ Due Date
<p>Review of Minutes and Handouts</p> <p>DMH Updates</p>	<p>Minutes were reviewed and approved for May, 2014.</p> <p>The Trouble Shooter Roster was updated.</p> <ul style="list-style-type: none"> EQRO Draft Report <p>Jacque stated that she reviewed the EQRO Draft Report. She stated that the report's recommendations include that the QI Division develop clear guidelines/expectations regarding consistent SA QIC data review, ongoing QI efforts, and annual QI projects.</p>	<p>Final approved Minutes for March, 2014 were distributed.</p>	<p>QIC Membership</p> <p>Monika Johnson</p> <p>Jacque Wilcoxon</p>
<p>Quality Assurance</p>	<ul style="list-style-type: none"> Documentation Training Schedule, Revised 06/09/14 <p>Jennifer Hallman informed Providers regarding the scheduled trainings for "Documentation Policy Changes for Managers and Supervisors. These trainings are offered separately for contract providers and directly operated providers.</p> <p>Provider Question: How do we sign up since we are locked out from the Learning Net?</p>	<p>Copies of the Training Schedule were distributed</p> <p>Answer: Jennifer Hallman will be sending a Bulletin to Monika who will distribute it to Providers.</p>	<p>Providers</p> <p>Jennifer/Monika</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<ul style="list-style-type: none"> Electronic Signatures And Electronically Signed Records, DMH Letter to Executive Providers, March 01, 2010 and DMH Letter No.: 08-10, December 4, 2008 <p>Jessica briefly referred to both letters and reminded providers that the Electronic Certification Agreement and the Electronic Signature Agreements must be kept on file for future audits and reviews. Should these documents not be available then the Legal Entity risks the disallowance of services.</p> <ul style="list-style-type: none"> Certification Bulletin, June 04, 2014, Medi-Cal Satellite Sites <p>Monika and Jessica referred to the Bulletin and informed providers that the Department may be providing more information about how this Bulletin relates to various programs.</p>	<p>Copies of the DMH Letter to Executive Providers and the DMH Letter N.08-10 were distributed</p> <p>Copies of the Bulletin were distributed</p>	<p>Jenn Hallman, Monika Johnson</p> <p>Providers</p> <p>Program Support Bureau</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Scheduled Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<ul style="list-style-type: none"> QA Bulletin No. 14-01, June 06, 2014, Plan Development <p>Jessica and Monika gave a brief overview of the content of the Bulletin.</p> <p>Provider Question: How is this different to the previous Bulletin informing us that case consultations/case conferences are no longer a stand-alone service?</p> <ul style="list-style-type: none"> QA Bulletin No. 14-02, June 12, 2014, Policy 104.09, Organizational Providers Manual Updates, Inactivation of SFP/Coordination Page/Discharge Summary <p>The content of this Bulletin was explained during the Documentation Training by Jen Hallman.</p>	<p>Copies of the QA Bulletin No. 14-01 were distributed</p> <p>Answer: Jennifer Hallman stated this Bulletin was necessary to include how claiming as part of plan development relates to the Katie A Subclass.</p> <p>Copies of the QA Bulletin No. 14-02 were distributed</p>	<p>Providers</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> Clinical Records Bulletin, Ed. 2014-01, June 12, 2014, Adult & Child/Adolescent Assessment Forms, Client Care Coordination Plan, Tier Two Clinical Transfer, & Older Adult FCCS Referral Form <p>The content of this Bulletin was explained during the Documentation Training by Jen Hallman.</p> <ul style="list-style-type: none"> Outreach, Engagement, Linkage, Peer Support in IBHIS – Handout <p>Monika and Jessica reported that this handout applies to directly operated providers.</p> <ul style="list-style-type: none"> Power Point Presentation – Documentation Policy Changes, May 23, 2014 <p>Jennifer Hallman conducted the Power Point Presentation that gives an overview of all the documentation policy changes and related forms and/or date elements. The presentation included time for questions and answers by providers.</p> <p>Question by Provider: Doesn't Plan Development for creating a CCCP have to be pulled out from Assessment?</p>	<p>Copies of the Bulletin, Ed. 2014-01 were distributed</p> <p>Copies of the handout were distributed</p> <p>Copies of the Power Point Presentation were distributed</p> <p>Answer: Jennifer Hallman stated: No, developing a Treatment Plan is included in any service type as plan development.</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

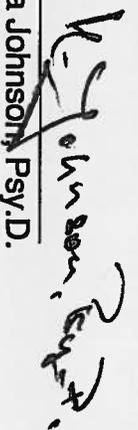
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<p>• RMD Bulletin No: NGA 14-011. Use Zip Code +4 in IBHIS</p> <p>Jenn & Jessica referred clients to this Bulletin & stated that the zip code needs to be entered into the IS for all claims. The group discussed methods for clinicians to record an address for all services. Some providers said their EHR can automatically add Home or Office addresses by selecting these places of service, but that they were working on how to add the field addresses selected by the clinician to be attached to the claim.</p> <ul style="list-style-type: none"> • SA5 QIC – 2014 Meeting Schedule <p>Monika informed providers that the next SA5 QIC will take place on September 30th, 2014, and that the Schedule has been revised.</p>	<p>A copy of the revised Schedule was distributed</p>	<p>Providers</p>
<p>Quality Improvement</p>	<p>Jacque suggested that in keeping in line with the EQRO draft report, one of the QI activities/projects could be on further improving "access" and that the QI Division may work with the service areas in terms of providing direction and tools.</p>		

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<p>Quality Improvement</p>	<p>Jessica asked providers how they approach "no shows", especially for intakes and post hospitalization appointments. Providers discussed different methods for assigning appointments to clients who "no show" on their first appointment. These methods ranged from double-booking appointment slots, providing different routes to obtain an appointment, hiring a peer the day before the appointment to assist with transportation, and providing the service in the field.</p> <ul style="list-style-type: none"> • SA5 Provider Directory <p>Monika and Jessica reported that there were no new updates.</p> <ul style="list-style-type: none"> • ACCESS Center Test Calls Project 2014 <p>Monika and Jessica reminded participating providers to submit the surveys to the Administrative Office. The group discussed preliminary results and expressed interest in the final findings.</p> <ul style="list-style-type: none"> • ACCESS Center Call Report, CY 2014 <p>Jessica briefly referred to the report and pointed out progress in timelines of response times reported by PMRT.</p>	<p>Providers indicated an interest in exploring "no show" appointments as a possible QI Project. Jessica and Monika will follow up w/ the QI Division.</p>	<p>Monika/Jessica</p> <p>Participating Providers and DMH QI</p>

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<p>Next Meeting</p>	<ul style="list-style-type: none"> • 2.4 Parameters for Use of Telepsychiatry and Telemental Health Service Delivery • 3.10 Parameters for the Use of Medication Assisted Treatment in Individuals with Co-Occurring Substance Use Disorders <p>Monika and Jessica distributed the updated parameters for Providers to review.</p> <ul style="list-style-type: none"> • Policy Updates <p>Monika and Jessica distributed the handout identifying the status of Policy Updates from May 12, 2014 and from June 09, 2014.</p>	<p>Providers agreed to review the parameters</p> <p>N/A</p>	<p>Providers</p> <p>N/A</p>
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Respectfully Submitted,


 Monika Johnson, Psy.D.


 Jessica Wilkins, LPCC, LMFT