

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

**QUALITY IMPROVEMENT COMMITTEE  
September 30, 2014**

**AGENDA**

- |   |                 |
|---|-----------------|
| I. Welcome and Introductions  | Monika/Jessica  |
| II. Review of Minutes   | All             |
| III. Program Announcements  | All             |
| <ul style="list-style-type: none"><li>• SA5 Agency Coordination Trouble Shooter</li><li>• 2014 SA5 QIC Meeting Schedule, Revised</li></ul>  |                 |
| IV. DMH Updates   | Jacque Wilcoxon |
| V. Quality Assurance  | Monika/Jessica  |
| <ul style="list-style-type: none"><li>• QA Bulletin, No. 14-03, July 14, 2014, Service Request Log Updates: Using the Service Request Tracking System</li><li>• QA Bulletin, No. 14-04, September 18, 2014, IBHIS Addendum Guide To Service &amp; Procedure Codes</li><li>• Documentation Policy (104.09) and Organizational Providers Manual, Chapter 1&amp;2 Changes<ul style="list-style-type: none"><li>○ What's New? Policy, Definition, Term and Form Changes related to Clinical Documentation</li><li>○ Types of Services &amp; Service Components</li><li>○ Policy No. 104.09, Effective Date 01/24/2014 Clinical Documentation For All Payer Sources</li></ul></li><li>• QA Liaisons' Meeting Minutes, June 9, 2014</li><li>• QA Liaisons' Meeting Minutes, July 14, 2014</li><li>• QA Liaisons' Meeting Minutes, August 11, 2014</li><li>• Documentation Training Schedule, Revised 7/14/14</li><li>• Documentation Training Schedule, Revised 8/11/14</li><li>• Most Recent Announcements<ul style="list-style-type: none"><li>○ LPCC - Claiming</li><li>○ Medi-Cal Certification</li><li>○ No Billing – Report Writing</li></ul></li></ul> |                 |

- COS Manual, Form and Codes
- Legal Entity QA Process Reports
- Claiming for Travel Time

**VI. Quality Improvement**

Monika/Jessica

- Actual Requests To Change Provider Report, SA 5, 4<sup>th</sup> Quarter Data for FY 2013-2014
- Departmental QI Minutes, June 9, 2014
- Departmental QI Minutes, July 14, 2014
- Departmental QI Minutes, August 11, 2014
- Policy/Procedure Update, July 14, 2014
- Policy/Procedure Update, August 11, 2014
- Policy/Procedure Update, September 8, 2014
- 2014 SA5 QIC Meeting Schedule, Revised
- Cultural Competency Updates Trudy Washington
  - Cultural Competency Committees, 2<sup>nd</sup> Wednesday every month, 550 S. Vermont Ave., 3<sup>rd</sup> floor, and via webex
  - LGBT work groups, 4<sup>th</sup> Wednesday every month, 695 S. Vermont Ave., 15<sup>th</sup> floor, Conference Room, and via webex
- Office of the Medical Director Monika/Jessica
  - Guidelines for the Use of DMH Practice Parameters, June 2014
  - 2.5 Parameters for Assessment and Management of Clients at Risk for Danger to Others, July 2014
  - 3.2 Parameters for the Use of Antidepressant Medications June 2014
  - 3.3 Parameters for the use of Antipsychotic Medications June 2014
  - 3.4 Parameters for the Use of Anxiolytic Medications June 2014
  - 3.5 Parameters for the Use of Mood Stabilizing Medications June 2014
  - 3.6 Parameters for the Use of Psychoactive Medications in Individuals with Co-Occurring Substance Abuse, June 2014
  - 3.7 Parameters for General Health-Related Monitoring and Interventions in Adults, June 2014
- Most Recent QI Announcements
  - The New DMH Event Reporting System (SI)
- SA 5 Quality Improvement Issues
  - QI Work Plan CY 2014
  - Discussion of SA 5 QI Issues

VII. DMH Policy & Procedure

Monika/Jessica

- Policy No. 202.30 – write up of revisions made on 1/24/14

VIII. Next QIC Meeting

Monika/Jessica

**The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, November 25, 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	September 30, 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	<p>Jessica Wilkins, Alcott Center; Saba Harouni, Didi Hirsch; Elizabeth Pak DMH; Hector Garcia, DMH; Ike Mendoza, DMH; Jacquelyn Wilcoxon, DMH; Marc Borkheim, DMH; Michael Lyles, DMH; Monika Johnson, DMH; Susan Cozolino, DMH; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Camille Dullaghan, Exodus Recovery; Jimmy Cabrera Jr., Homes For Life Foundation; Jenna Ness, OPCC; Susan Osborne, OPCC; Deanna Park, Pacific Asian Counseling Services; Stephanie Yamada, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Enu McGinnis, St. Joseph Center; Libby Hartigan, SHARE!; David Tavlin, Step Up On Second; Danielle Price, The Help Group; Melissa Chisholm (Fernandez), The Help Group; Brenda Pitchford, UCLA Ties for Families; Elaine Rosa, WISE &amp; Healthy Aging.</p>		
Excused/Absent Members	<p>Kristi Rangel, Alcott Center; Bryan Sawlsville, Didi Hirsch; Desiree Odom, Didi Hirsch; Bonnie McRae, Edelman – Child; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Yvette Willcock, Pacific Clinics; Grace Shin, OPCC; Sharon Greene, St. John's CFDC; Brooke Mathews, St. Joseph Center; Barbara Bloom, Step Up on Second; Cheryl Carrington, Vista Del Mar; Keith Miller, WCIL; Jennifer Levine, WISE &amp; Healthy Aging.</p>		
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

**QIC Meeting**

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<b>Agenda Item and Presenter</b>	<b>Findings and Discussion</b>	<b>Decisions/ and Recommendations Actions/Scheduled Task</b>	<b>Person Responsible/ Due Date</b>
<p><b>Review of Minutes and Handouts</b></p>	<p>Minutes were reviewed and approved for July, 2014.</p> <p>The Trouble Shooter Roster was updated.</p>	<p>Final approved Minutes for May, 2014 were distributed.</p>	<p>QIC Membership</p>
<p><b>DMH Updates</b></p>	<ul style="list-style-type: none"> <li>SA 5 SAAC – Jacquie reported that in May 2015 there will be a guest speaker who will be presenting on the cultural influences and dynamics in the triadic relationships of client/families, therapist and supervisor.</li> <li>Access: Jacquie stated that the DMH focus is on improving timely access to mental health services, and on tracking time lines from initial intake appointments to flowing clients out to appropriate levels of care. She encouraged Providers to review their practices and reduce their wait lists. Jacquie emphasized that a Policy Update is under review, and that the time for initial appointments will be reduced from 30 days to 15 days. In addition, Jacquie reported that the DMH is working on operational definitions of Specialty and Non-Specialty Mental Health Services, and if a client meets the criteria of mild to moderate mental illness with some impairment, then these clients should be referred back to their Health Care Plan.</li> <li>Health Neighborhoods</li> <li>Presentation on the Integration of MH, Health, and Substance Abuse Treatment by Kathleen Kerrigan, Older Adult Division.</li> </ul>	<p>Jacquie referred to Policy 202.43 Scheduling Clinical Appointments and Associated Documentation.</p>	<p>Jacquie Wilcoxon</p>
		<p>The presentation on Health Neighborhoods will take place on October 10<sup>th</sup>, 2014 at noon at the SA5 Administrative Office, Large Conference Room.</p>	

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>QA Bulletin, No. 14-03, July 14, 2014, Service Request Log Updates: Using the Service Request Tracking System</li> </ul> <p>Providers addressed many challenges with the SRTS including the following:</p> <ul style="list-style-type: none"> <li>system access issues due to prolonged waiting times for tokens</li> <li>non-specificity of referrals from the ACCESS Center which may delay linkage until the accepting agency has determined the level of care and the appropriateness of the clinical program</li> </ul> <p>Providers requested a Q &amp; A Meeting with Krista Scholton to address their various concerns.</p>	<p>Copies of the QA Bulletin No. 14-03 were distributed. Providers were encouraged to contact Krista Scholton via the SRTS email address (last paragraph of the Bulletin).</p> <p>Monika will follow-up w/ Krista Scholton and request a Q &amp; A Meeting.</p>	<p>Monika, Krista Scholton, Providers</p>
	<ul style="list-style-type: none"> <li>QA Bulletin, No. 14-04, September 18, 2014, IBHIS Addendum Guide To Service &amp; Procedure Codes</li> </ul> <p>Jessica and Monika referred to the content of the Bulletin and emphasized the Roll-Up Codes and Duplicate Override Codes which particularly apply to DMH Contract Providers. They also asked Providers to check that their staff's taxonomies matched their disciplines or they may risk Medical disallowances.</p> <p>Providers noted that the IBHIS Addendum did not contain any Procedure Codes which are important for the identification of Roll-Up Codes.</p>	<p>Copies of the QA Bulletin No. 14-04 and the IBHIS Addendum to Procedure Codes Revised 04/08/2014 were distributed.</p>	<p>Monika Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• Documentation Policy (104.09) and Organizational Providers Manual, Chapter 1 &amp; 2 Changes                             <ul style="list-style-type: none"> <li>◦ What's New? Policy, Definition, Term and Form Changes related to Clinical Documentation                                     <ul style="list-style-type: none"> <li>◦ Types of Services &amp; Service Components</li> <li>◦ Policy No. 104.09, Effective Date 01/24/2014</li> </ul> </li> </ul> </li> <li>• QA Liaisons' Meeting Minutes                              Provider can access the CW QA Monthly Meeting Minutes via the website:  <a href="http://psbqi.dnmh.lacounty.gov/QA_Div.html">http://psbqi.dnmh.lacounty.gov/QA_Div.html</a> </li> <li>• LPCC – Claiming                              Monika and Jessica asked providers whether they experienced any challenges with claiming for services provided by LPCCs.</li> </ul> <p>Answer: None of the SA5 Providers acknowledged having any claims billed under LPCC taxonomies (registered or licensed).</p>	<p>The power point presentation, the Documentation Policy (104.09) and all other related handouts were distributed to Providers.</p> <p>The QA Liaisons' Meeting Minutes from 6/9/14, 7/14/14, and 8/11/14 were distributed to Providers.</p> <p>Monika and Jessica will report back to the QA Division.</p>	<p>Providers</p> <p>Monika, Jessica</p>

QIC Meeting

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>Medical Certification                             <ul style="list-style-type: none"> <li>Elizabeth Pak reported that many SAs Providers will be due for Medical Recertification by December 2014. She asked providers to                                     <ul style="list-style-type: none"> <li>Prepare for recertification well before the due date</li> <li>Request and provide a fire clearance</li> <li>Review the Service Delivery Profile for accuracy</li> <li>Report any changes in service delivery to the District Chief</li> <li>Make sure that the PRO Materials are available at designated sites (i.e., poster is displayed in the lobby, informing materials, etc.)</li> <li>Review the information on the NPI website, and assure that every detail matches the information on the Online Provider System (OPS) (i.e., Suite #, address, etc.)</li> </ul> </li> </ul> </li> <li>No Billing – Report Writing                             <ul style="list-style-type: none"> <li>Jessica and Monika referred to the QA Minutes from Aug. 11, 2014 and reported that SSI documentation is no longer reimbursable.</li> </ul> </li> </ul>	<p>Elizabeth Pak will send the Service Delivery Profile to Providers who are due for Medical Re-Certification, and to others who send her an e-mail request.</p>	<p>Providers</p>
	<ul style="list-style-type: none"> <li>COS Manual, Form and Codes                             <ul style="list-style-type: none"> <li>Monika and Jessica informed Providers that there will be changes to the COS Claiming Guide and that the QA Division is currently working on developing new guidelines.</li> </ul> </li> </ul>	<p>Monika and Jessica referred to page 2, paragraph QA Technical Assistance in the CW QA Minutes.</p> <p>Once the guidelines are available they will be distributed to providers.</p>	<p>Jennifer Hallman</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Assurance</b></p> <p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>LE Quality Assurance Process Reports Jessica and Monika alerted Providers that the Department, in response to the State Audit and the high disallowance rates, implemented QA procedures and QA tools at the DMH Directly Operated sites. The QA Division announced that LEs will be asked to complete a QA evaluation form informing DMH about their QA tools and procedures.</li> <li>Claiming for Travel Time DMH QA has been discussing possible changes to appropriate claiming for travel time, but no changes have yet taken effect.</li> <li>Cultural Competency Updates Dr. Marc Borkheim gave an overview of the monthly Cultural Competency Committees functions and the times when the meetings are held. He invited contract providers to these meetings and informed them that they also can participate via webex. He informed Providers about the meeting times of the LGBT work groups, and that this workgroup recently received MSHA funding. Dr. Marc Borkheim emphasized the standards of documentation and culturally and linguistically appropriate services in health and health care, and provided a handout with a definition of culture and various elements that a culture includes. He stated that</li> </ul>	<p>A QA letter regarding the implementation of QA procedures and request for contacts will soon be sent to LE Providers.</p> <p>QA will provide updates if there are changes</p> <p>The following copies were distributed: CCC 2014 Meeting Schedule; handout w/ a definition and the elements of culture (OMH, April 2013); QA Bulletin No. 14-03; Organizational Provider's Manual, (Page 10)</p>	<p>QA Division</p> <p>QA Division</p> <p>Providers</p>

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Improvement</b></p>	<p>providers using the SRTS are no longer required to keep separate Cultural Competence Logs. Finally, Dr. Marc Borkheim referred to the Organizational Provider's Manual (Page 10) which contains a section on cultural considerations and relevant documentation.</p> <ul style="list-style-type: none"> <li>SA5 Provider Directory Monika informed Providers that there will be a presentation on how to navigate the SA Provider Directory and the Network of Care (NOC) website; the presentation will include a focus on cultural aspects.</li> <li>Actual Requests To Change Provider Report, SA5, 4<sup>th</sup> Quarter Data for FY 2013-2014 Monika reported that all SA5 Providers submitted their logs for the 4<sup>th</sup> Quarter. The Final Report which will include the latest revisions will be sent to the State by the Patients' Rights Office (PRO).</li> <li>Departmental QI Minutes Providers can access the CW QI Minutes via this web link: <a href="http://psbqi.drnh.lacounty.gov/QIminutes.htm">http://psbqi.drnh.lacounty.gov/QIminutes.htm</a></li> </ul>	<p>The presentation will take place in the next SA5 QIC.</p> <p>Copies of the Actual Request To Change Provider Report, 4<sup>th</sup> Quarter Data, were distributed.</p> <p>Copies of the Departmental QI Minutes from 6/9/14, 7/14/14, and 8/11/14 were distributed.</p>	<p>Vandana Joshi, Sandra Chang-Ptasinski PRO Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• Policy/Procedure Updates                             <ul style="list-style-type: none"> <li>○ Office Of The Medical Director                                     <ul style="list-style-type: none"> <li>○ Guidelines for the Use of DJMH Practice Parameters, June 2014</li> <li>○ 2.5 Parameters for Assessment and Management of Clients at Risk for Danger to Others, July 2014</li> <li>○ 3.2 Parameters for the Use of Antidepressant Medications, June 2014</li> <li>○ 3.3 Parameters for the Use of Antipsychotic Medications, June 2014</li> <li>○ 3.4 Parameters for the Use of Anxiolytic Medications, June 2014</li> <li>○ 3.5 Parameters for the Use of Mood Stabilizing Medications, June 2014</li> <li>○ 3.6 Parameters for the Use of Psychoactive Medications in Individuals with Co-Occurring Substance Abuse, June 2014</li> <li>○ 3.7 Parameters for General Health-Related Monitoring and Interventions in Adults, June 2014</li> </ul> </li> </ul> </li> </ul>	<p>Copies of the Policy/Procedure Updates from 7/14/14, 8/11/14, and 9/8/14 were distributed.</p> <p>Copies of the Guidelines and the Parameters were distributed. Providers agreed to review the Parameters.</p>	<p>Providers</p>

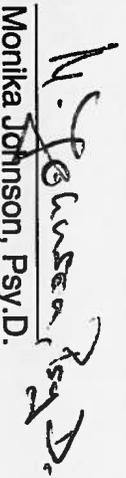
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• New DMH Event Reporting System (SI) Jessica informed Providers that the Department is working on a new online event reporting system. A letter will be sent to LE directors with a request for the names of managers and designees in order to enter them as users. Contract agencies will report through a token system.</li> <li>• Discussion of SA5 QI Issues The group continued a discussion about the frequency and impact of "no shows" for various services, including intake assessments, medication support, and scheduled mental health services. It seemed that the frequency and impact is varied between different agencies and age groups.</li> <li>• DMH Policy &amp; Procedure Policy No. 202.3, Mutual and Unilateral Termination Monika reminded Providers that the Policy was distributed in one of the last SA5 QICS, and that she had asked the QI Division for guidance since it was not clear at the time which revisions were made. Upon request by Naga Kasarabada, QI District Chief, the Compliance Division created a document and pointed out all changes made in the original policy.</li> </ul>	<p>(see CW QIC Minutes, August 2014, page 5)</p> <p>The group planned to continue discussing the impact of "no shows" on capacity and access in Service Area 5.</p> <p>Copies of the handout by the Compliance Division from 1/24/14 were distributed.</p>	<p>Providers</p> <p>Provider</p>

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Next Meeting</b></p>	<p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, November 25, 2014 at DMH West LA SAs Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM.</p>	<p>N/A</p>	<p>N/A</p>

Respectfully Submitted,

  
Monika Johnson, Psy.D.

  
Jessica Wilkins, LPCC, LMFT