

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

**QUALITY IMPROVEMENT COMMITTEE  
November 25, 2014**

**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 Wilcoxon |
| V. Quality Assurance  | Monika/Jessica   |
| • Final QA Bulletin, No. 14-04, September 18, 2014,<br>IBHIS Addendum Guide To Service & Procedure Codes (handout)  |                  |
| • COS Changes in IBHIS: FMI to Min and Codes (handout) and<br>COS Companion Guide   |                  |
| • Policy No. 104.08, Clinical Records Maintenance, Organization, And<br>Contents (Discussion regarding forms in EHRS (handout)  |                  |
| • Provider Names on ITWS matching NPPES (handout)   |                  |
| • Updated certification worksheet for DO (LE coming soon) at<br><a href="http://psbqi.dmh.lacounty.gov/QA_MediCal.htm">http://psbqi.dmh.lacounty.gov/QA_MediCal.htm</a>   |                  |
| • Documentation Training Schedule, Revised 11/10/2014   |                  |
| • Documentation Policy (104.09) and Organizational Providers Manual,<br>Chapter 1&2 Changes for Supervisors and Managers Online:<br><a href="http://dmh.lacounty.gov/wps/portal/dmh/admin_tools/prov_manuals">http://dmh.lacounty.gov/wps/portal/dmh/admin_tools/prov_manuals</a><br>Or <a href="http://file.lacounty.gov/dmh/cms1_218631.pdf">http://file.lacounty.gov/dmh/cms1_218631.pdf</a><br>Old Training Materials have been removed from the website. |                  |
| • Contract Provider Quality Assurance Report on the QA website:<br><a href="http://psbqi.dmh.lacounty.gov/QA_Div.html">http://psbqi.dmh.lacounty.gov/QA_Div.html</a>  |                  |
| • MH 707 form (Rev. 10/28/14) Care Coordination Between Providers   |                  |
| • QA contact via email for QA issues  |                  |
| • SB785 Out of County Assessment  |                  |

VI. Quality Improvement

Monika/Jessica

- Power Point Presentation  
Service Area Provider Directory and Network Of Care  
(NOC) website
- Information To Support Medi-Cal Treatment Authorization  
Request Antipsychotics For Clients Under 18 Years of Age  
(handout)
- Departmental QI Minutes, September 8, 2014
- Policy/Procedure Update, November 10, 2014
- Actual Requests To Change Provider Report  
1<sup>st</sup> Quarter Data for FY 2014-2015
- Cultural Competency Updates
- SA 5 Quality Improvement Issues
  - MHSIP Surveys and Tally Sheets due  
on or before November 26, 2014
- Post Family Engagement Survey

Vandana Joshi  
Sandra Chang-  
Ptasinski

Marc Borkheim

VII. DMH Policy & Procedure

Monika/Jessica

- Policy No. 202.43, Effective Date 09/01/2014, Scheduling  
Initial Clinical Appointments And Associated Documentation

VIII. Next QIC Meeting

Monika/Jessica

**The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, January 06, 2015, 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**

<b>Type of Meeting</b>	Quality Improvement Committee	<b>Date</b>	November 23, 2014
<b>Place</b>	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	<b>Start Time</b>	9:00 AM
<b>Chairperson</b>	Monika Johnson; Co-Chair Jessica Wilkins	<b>Adjournment</b>	11:00AM
<b>Members Present</b>	<p>Jessica Wilkins, Alcott Center; Jesus Morales, Didi Hirsch; Valerie Lunden, Didi Hirsch; Belinda Ankrah, DMH; Jacquelyn Wilcoxen, DMH; Marc Borkheim, DMH; Michael Lyles, DMH; Monika Johnson, DMH; Vandana Joshi, DMH; Michael Boroff, DMH; Nicholas Pisca, DMH; Patrice Grant, Edelman – Child; Linnea Shapiro Fuchs, Exceptional Children's Foundation; David Kneip, Exodus Recovery; Jimmy Cabrera Jr., Homes For Life Foundation; Jenna Ness, OPCC; Susan Osborne, OPCC; Stephanie Yamada, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Brooke Mathews, St. Joseph Center; Libby Hartigan, SHAREI; Joshua Ladue, Step Up On Second; Danielle Price, The Help Group; Melissa Chisholm (Fernandez), The Help Group; Nancy Tallerino, Vista Del Mar; Keith Miller, WCIL; Lori Dinwiddie, WISE &amp; Healthy Aging.</p>		
<b>Excused/Absent Members</b>	<p>Kristi Rangel, Alcott Center; Bryan Sawlsville, Didi Hirsch; Saba Harouni, Didi Hirsch; Desiree Odom, Didi Hirsch; Ike Mendoza, DMH; Nilisa Gallardo, Edelman - Adult; Bonnie McRae, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; LeeAnn Skorohod, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Deanna Park, Pacific Asian Counseling Services; Yvette Willock, Pacific Clinics; Grace Shin, OPCC; Sharon Greene, St. John's CFDC; David Tavlin, Step Up On Second; Barbara Bloom, Step Up on Second; Brenda Pitchford, UCLA Ties for Families; Cheryl Carrington, Vista Del Mar; Jennifer Levine, WISE &amp; Healthy Aging.</p>		
<b>Agenda Item &amp; Presenter</b>	<b>Findings and Discussion</b>	<b>Decisions/ and Recommendations Actions/Scheduled Task</b>	<b>Person Responsible/ Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 am	Introductions were made	Monika Johnson QIC Membership

QIC Meeting

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Review of Minutes and Handouts</b></p> <p><b>DMH Updates</b></p>	<p>Minutes were reviewed and approved for September, 2014.</p> <p>The Trouble Shooter Roster was updated.</p> <ul style="list-style-type: none"> <li>Jacquie acknowledged that the Department has been implementing many significant changes and that it may be challenging for QIC Members to absorb the often overwhelming amount of information. She asked Members to ask questions for needed clarifications, and to provide input in the ensuing discussion today regarding the effectiveness of the SA5 QIC meeting in addressing QA and QI tasks.</li> <li>Access: Jacquie stated that with the SRTS implementation there will be greater accountability regarding linkages of clients within the 15 day time frame (DMH Policy). She stated that the SRTS Q&amp;A session was very useful in clarifying that providers who do not have tokens yet, will receive ACCESS Center referrals per fax. These providers need to inform Krista Scholton and the ACCESS Center regarding their current status.</li> <li>Health Care Jacquie reported that her staff, Toya Swan, is aware of Medi Connect issues, and that she forwarded providers a list of clients who require coordination with Health Care Providers.</li> </ul>	<p>Final approved Minutes for July, 2014 were distributed.</p> <p>Jacquie referred to Policy 202.43 Scheduling Initial Clinical Appointments and Associated Documentation.</p>	<p>QIC Membership</p> <p>Monika</p> <p>Jacquie Wilcoxon</p>

QIC Meeting

Date: November 23, 2014  
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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>• QA Bulletin, No. 14-04, September 18, 2014, IBHIS Addendum Guide To Service &amp; Procedure Codes Jessica and Monika referred to the content of the Bulletin and informed providers that the revised version of the IBHIS Addendum Guide (with Procedure Codes) that SA5 had requested was also emailed by Monika to Providers on 10/03/14.</li> <li>• COS Changes in IBHIS: FMI to Min and Codes and COS Companion Guide Monika and Jessica referred to the handouts and emphasized various important changes; for example, the time will need to be recorded in actual minutes and no longer in 15 min. increments when submitting claims to IBHIS. Jessica reported that she asked DMH QA if "Program Area" "DMHCode16" "MHSA Preventative Services" would include PEI Early Intervention and was told they might add an MHSA Early Intervention option, otherwise PEI would be Code 16.</li> <li>• Policy No. 104.08, Clinical Records Maintenance, Organization, And Contents This policy was distributed with a discussion regarding required data elements and forms in EHRS</li> </ul>	<p>Copies of the QA Bulletin No. 14-04 were distributed.</p> <p>Copies of the 4-page Community Outreach Services (COS) in IBHIS and copies of the COS Companion Guide (version from 9/12/14) were distributed.</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><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• Certification Bulletin, Oct. 8, 2014, No. 14-02, Provider Names on ITWS matching NPPES Monika and Jessica referred Members to the Bulletin, stating that it provides clarification of the State's requirements related to listing a Provider's name in the Federal National Plan and Provider Enumeration System (NPPES) and the State Information Technology Web Services (ITWS)</li> <li>• Updated certification worksheet for DO (LE Contract Providers coming soon) Monika provided the link to the updated certification worksheet for directly operated providers: <a href="http://psqi.dmh.lacounty.gov/QA Medical.htm">http://psqi.dmh.lacounty.gov/QA Medical.htm</a></li> <li>• Documentation Training Schedule, Revised 11/10/2014 Monika and Jessica pointed out the various trainings that are available in 2015.</li> <li>• Documentation Policy (104.09) and Organizational Providers Manual, Chapter 1&amp;2 Changes for Supervisors and Managers Online Monika and Jessica provided the link to the website, and informed Providers that the outdated training materials are removed from the website. The link is the following: <a href="http://dmh.lacounty.gov/wps/portal/dmh/admin_tools/prov_mannuals_or">http://dmh.lacounty.gov/wps/portal/dmh/admin_tools/prov_mannuals_or</a> <a href="http://file.lacounty.gov/dmh/cms1_318631.pdf">http://file.lacounty.gov/dmh/cms1_318631.pdf</a></li> </ul>	<p>Copies of the Certification Bulletin were distributed to Providers.</p> <p>Copies of the Training Schedule were distributed to Providers.</p> <p>The links to the website were provided.</p>	<p>Providers</p> <p>DO 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
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<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• QA Bulletin, No. 14-05, November 21, 2014, Organizational Provider's Manual Update/Revisions</li> </ul> <p>Monika and Jessica informed providers that the QA Bulletin contains changes in Chapter 4 as well as some additional new updates to Chapter 1&amp;2.</p> <ul style="list-style-type: none"> <li>• Contract Provider Quality Assurance Report</li> </ul> <p>Monika and Jessica informed Providers that a Draft Version of the Quality Assurance Report for Contract Providers is posted online: <a href="http://psbqi.dmh.lacounty.gov/QA_Div.html">http://psbqi.dmh.lacounty.gov/QA_Div.html</a></p> <p>Providers were informed that the Quality Assurance Report has been implemented at Directly Operated sites for quite some time, and that Contract Providers will be expected, probably by January 2015, to send these reports to the QA Division. The QA Division will be sending a letter to legal entities with guidelines regarding the implementation.</p> <ul style="list-style-type: none"> <li>• MH 707 form (Revised) Care Coordination Between Providers</li> </ul> <p>Jessica and Monika referred to the directions printed on the form about how providers should use this form for care coordination issues between MH providers and HC providers.</p>	<p>Copies of the QA Bulletin were distributed to Providers.</p> <p>Monika indicated that she had distributed this Bulletin also per email on 11/24/14.</p> <p>Copies of the DRAFT version of the QA Report were distributed to Providers. Monika will forward the Final version to providers when the QA Division makes it available.</p> <p>Copies of the revised MH 707 form were distributed to Providers.</p>	<p>Providers</p> <p>QA Division Providers</p> <p>Providers</p>
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QIC Meeting

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 contact via email for QA issues</li> </ul> <p>Monika and Jessica informed Providers to first contact the SA5 QA Liaison (Monika) who will answer provider question and/or then if necessary will seek clarification with the CW QA Liaison (Susan Cozolino). They stated that the Quality Assurance Division asked that providers follow QA Bulletin 12-05 about QA questions instead of contacting them directly.</p> <ul style="list-style-type: none"> <li>• SB785 Out of County Assessments</li> </ul> <p>Jessica and Monika informed providers that the QA Division said it is appropriate to use the SB785 Out of County Assessment forms and Treatment Plans for out of county clients, instead of the LA County forms. The QA Division highlighted that it is inappropriate to bill Medi-Cal twice for documenting a single assessment on two redundant forms.</p> <ul style="list-style-type: none"> <li>• Discussion regarding Structure/Processes of SA 5 QIC</li> </ul> <p>Monika and Jessica said they have been approached by some Providers regarding the overwhelming amount of information that is provided; they asked providers for feedback and suggestions regarding possible ways to optimize the SA5 QIC meetings. The following suggestions were made:</p> <ul style="list-style-type: none"> <li>○ Meet 1x per month rather than bi-monthly</li> <li>○ Meet bi-monthly and schedule QA/QI related presentations outside of the QIC</li> <li>○ Meet 1x per month for 3 hours</li> </ul>		<p>Providers</p>

QIC Meeting

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Scheduled Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>○ Meet 1x per month and add 30 min for additional Q&amp;A</li> <li>○ Provide time for agencies to have a more thorough discussion about pertinent issues</li> <li>○ Have Break-Out sessions for Providers to discuss agency specific challenges related to QA, QI, and compliance.</li> <li>○ Send out the Agenda before the meeting</li> <li>○ Discuss audit experiences</li> </ul> <p>• Cultural Competency Updates</p> <p>Dr. Marc Borkheim again gave an overview of the monthly Cultural Competency Committees functions and the times when the meetings are held. He again 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 MHSA 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 providers using the SRTS are no longer required to keep separate Cultural Competence Logs. Finally,</p>	<p>Due to the Holiday weekend, some Providers sent new representatives who will report back to their agencies in the place of their ongoing attendee. It was decided to continue this discussion in the next QIC meeting in order to receive feedback from all designated SAS QIC members.</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>	<p>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>• Actual Requests To Change Provider Report, SA5, 1st Quarter Data for FY 2014-2015</li> </ul> <p>Monika reported that 100% of SA5 Providers submitted their logs for the 1st Quarter.</p> <ul style="list-style-type: none"> <li>• Departmental QI Minutes</li> </ul> <p>Providers were reminded that they can access the CW QI Minutes via this web link: <a href="http://psbqi.dmh.lacounty.gov/QIminutes.htm">http://psbqi.dmh.lacounty.gov/QIminutes.htm</a></p> <ul style="list-style-type: none"> <li>• Policy/Procedure Updates</li> <li>• Office Of The Medical Director                             <ul style="list-style-type: none"> <li>○ Information to Support Medi-Cal Treatment Authorization Request Antipsychotics for Clients under 18 Years of Age</li> </ul> </li> </ul>	<p>Copies of the Actual Request To Change Provider Report, 1st Quarter Data, were distributed.</p> <p>Copies of the Departmental QI Minutes from 9/08/14 were distributed.</p> <p>Copies of the Policy/Procedure Updates from 11/10/14 were distributed.</p> <p>Copies of the Medi-Cal Treatment Authorization Request form were distributed. Monika recently emailed the form to all SA5 Children's Providers.</p>	<p>Providers</p> <p>Providers</p> <p>Providers</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 Improvement</b></p>	<ul style="list-style-type: none"> <li>• Introduction of Quality Improvement Division Staff</li> </ul> <p>Dr. Vandana Joshi, Program Head of the QI Division introduced the new SA5 QI Lead, Michael Boroff, and Nicholas Pisca who provides assistance for all aspects related to the SA Provider Directory.</p> <ul style="list-style-type: none"> <li>• SA5 Provider Directory - Presentation</li> </ul> <p>Dr. Vandana Joshi gave an overview on how to navigate and update information on the SA Provider Directory and the Network of Care (NOC) website.</p> <p>Some providers voiced concerns regarding the long time delays between their updates and the updates made by the QI Division. In addition, they expressed confusion about the NOC, the DMH Geographic Service Locator, and the printed Provider Directory. Some providers suggested that there may be too many ways to update the SA Provider Directory which makes it very confusing to track and monitor the information provided.</p>	<p>Vandana planned to provide written material regarding the procedures and timelines for updating the Provider Directory and NOC website, to clarify the process.</p>	<p>Vandana Joshi</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Policy &amp; Procedure</b></p>	<ul style="list-style-type: none"> <li>DMH Policy &amp; Procedure Policy No. 202.43, Effective Date 09/01/2014, Scheduling Initial Clinical Appointments And Associated Documentation</li> </ul> <p>Monika and Jessica referred to the Policy and informed providers that the policy is in effect and has been posted on the website. They particularly referred Providers to pp. 4&amp;5, Section 4.2.2 and 4.2.3 and pointed to the statement that "in no instance shall the appointment be more than fifteen (15) business days from the date of the request for services unless a NOA-E is issued."</p>	<p>Many Providers were familiar with the new Policy from attending other meetings and all agreed that they will review the updated policy.</p>	<p>Providers</p>
<p><b>Next Meeting</b></p>	<p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, January 13, 2015 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.*  
Monika Johnson, Psy.D.

*Jessica Wilkins, LPCC, LMFT*  
Jessica Wilkins, LPCC, LMFT