

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

**QUALITY IMPROVEMENT COMMITTEE  
January 13, 2015**

**AGENDA**

- |   |                  |
|---|------------------|
| I. Welcome and Introductions  | Monika/Jessica   |
| II. Review of Minutes   | All              |
| III. Program Announcements  | All              |
| • Routine Referrals For Bi-Directional Care Between<br>Specialty And Non-Specialty Mental Health Services<br>(handout from the OASOC) |                  |
| IV. DMH Updates   | Jacquie Wilcoxon |
| V. Quality Assurance  | Monika/Jessica   |
| • QA Liaisons' Meeting Minutes, September 08, 2014  |                  |
| • QA Liaisons' Meeting Minutes, November 10, 2014   |                  |
| • Paraprofessionals and Billing to MediCal  |                  |
| • QA Documentation Training Schedule, Revised 12/8/2014   |                  |
| • MH 709, Revised 12/8/14 Community Outreach Services<br>(DRAFT)  |                  |
| • QA Bulletin, No. 14-06, December 10, 2014, New Quality<br>Assurance Requirements For Legal Entity Contract Providers                |                  |
| • QA Report Corrective Action Plan (CAP), For LE Contract<br>Providers Only   |                  |
| • Quality Assurance (QA) Report, For LE Contract Providers<br>Only  |                  |
| • Updating the QA Chart Review Tool for Directly Operated<br>Providers to account for IBHIS   |                  |
| • DSM V - Update  |                  |
| • MediCal Certification, Update – SA5 and SA6 achieved<br>100% compliance   |                  |
| • Report Writing, Update – QA Bulletin will be issued   |                  |

VI. Quality Improvement

Monika/Jessica

- Discussion regarding new structure/processes for SA5 QICs
- Change Of Provider Form – SA5 Agency Contact
- Provider Directory Protocol
- Test Calls Schedule 2015
- Summary Report of Test Calls Study, Final CY 2014
- Clinical Incident Reporting, Update
- Departmental QI Minutes, November 10, 2014
- PRO – New Mental Health Plan Poster, Update
- Cultural Competency Updates

Marc Borkheim

VII. DMH Policy & Procedure

Monika/Jessica

- None

VIII. Next QIC Meeting

Monika/Jessica

**The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 03, 2015, from 9:00AM – 11:00AM, at 11303 W. 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	January 13, 2015
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; Jacquelyn Wilcoxon, DMH; Marc Borkheim, DMH; Michael Boroff, DMH; Michael Lyles, DMH; Monika Johnson, DMH; Ruby Quintano, DMH; Patrice Grant, Edelman – Child; Jeannette Aguilar, Exodus Recovery; Jenna Ness, OPCC; Susan Osborne, OPCC; Deanna Park, Pacific Asian Counseling Services; Stephanie Yamada, Pacific Asian Counseling Services; Martha Andreami, St. John's CFDC; Angelina Loch, St. Joseph Center; Danielle Price, The Help Group; Melissa Chisholm (Fernandez), The Help Group; Brenda Pitchford, UCLA Ties for Families; Anahita Gheyranchi, WISE & Healthy Aging.		
Excused/Absent Members	Kristi Rangel, Alcott Center; Bryan Sawlsville, Didi Hirsch; Jesus Morales, Didi Hirsch; Desiree Odom, Didi Hirsch; Valerie Lunden, Didi Hirsch; Ike Mendoza, DMH; Belinda Ankrach, DMH; Nilsa Gallardo, Edelman - Adult; Bonnie McRae, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Yvette Willock, Pacific Clinics; Sharon Greene, St. John's CFDC; Libby Hartigan, SHARE!; David Tavlin, Step Up On Second; Joshua Ladue, Step Up On Second; Cheryl Carrington, Vista Del Mar; Nancy Tallerino, Vista Del Mar; Keith Miller, WCIL; 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

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><b>OASOC</b></p>	<p>Minutes were reviewed and approved for November, 2014.</p> <p>The Trouble Shooter Roster was updated.</p> <ul style="list-style-type: none"> <li>Health Neighborhoods</li> <li>Jacquie reported that the Department is in the planning stage of identifying Health Neighborhoods with the integration of Mental Health, and Substance Abuse Treatment, and Faith-Based Communities.</li> <li>PEI Planning Meetings</li> <li>Jacquie announced that the PEI Technical Assistance Reviews will be taking place this year of every PEI provider</li> <li>Board of Supervisor's Motion</li> <li>Jacquie informed QIC Members of the Board of Supervisor's Motion to consolidate Departments of Mental Health, Health Services and Public Health. She stated that there was a BOS Meeting this morning to hear about opposing views by the public and stakeholders, community agencies and community partners.</li> </ul> <p>Routine Referrals For Bi-Directional Care Between Specialty And Non-Specialty Mental Health Services</p> <p>Monika and Jessica reviewed the letter with the Providers and pointed out the definitions, the guiding principles, and the protocol for referrals.</p>	<p>Final approved Minutes for September, 2014 were distributed.</p> <p>Copies of the LAC Mental Health Commission, Urgent Public Notice from 1/8/15 were distributed to Providers.</p> <p>Copies of the DMH letter, the Health Plan/Behavioral Health Organization Contact List, and the MH 707 form were distributed.</p>	<p>QIC Membership</p> <p>Monika</p> <p>Jacquie Wilcoxen</p> <p>Providers</p>

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 Liaisons' Meeting Minutes</li> <li>Paraprofessionals and Billing to Medi-Cal Monika stated that providers have raised many questions regarding claiming for services provided by paraprofessionals. Monika referred Providers to the letter, titled "Paraprofessional Medi-Cal Claiming", sent to Providers by Dr. Southard on January 19, 2010. Jessica and Monika informed members that any provider claiming to Medi-Cal must meet Medi-Cal eligibility to bill. They must also make sure that the client is meeting Medical Necessity as well as adhere to all documentation requirements as outlined in the Guides to Procedure Codes. The group discussed challenges when some paraprofessionals are eligible to claim Medi-Cal, and others are not, within a single program. For example, in a Wellness Center some peer advocates may be eligible to claim, while a peer colleague may only be eligible to claim COS.</li> </ul>	<p>Copies of the QA Liaisons' Meeting Minutes from 09/08/14, 11/10/14, and 12/08/14 were distributed</p> <p>Monika read some significant portions of the letter to Providers.</p> <p>It was noted that providers who are eligible to claim Medi-Cal should do so when the services meet Medi-Cal criteria instead of claiming to COS.</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 Assurance</b></p>	<ul style="list-style-type: none"> <li>• Documentation Training Schedule, Revised 11/10/2014 and 1/12/2015 Monika and Jessica pointed out the various trainings that are available in 2015, and referred to the latest revision that contains additional categories such as information on Status and Registration Status.</li> <li>• MH 709, Revised 12/8/14 Community Outreach Services (DRAFT) Monika and Jessica informed providers that the draft copy of the revised COS form applies to contract providers. Jessica emphasized that all the elements of this form are required for claiming in IBHIS. Monika pointed out that page 2 contains useful information for D/O providers.</li> <li>• QA Bulletin, No. 14-06, December 10, 2014, New Quality Assurance Requirements for Legal Entity Contract Providers               <ul style="list-style-type: none"> <li>◦ Quality Assurance (QA) Report, For LE Contract Providers Only</li> <li>◦ QA Report Corrective Action Plan (CAP), For LE Contract Providers Only</li> </ul> </li> </ul> <p>Monika stated that she previously forwarded the Bulletin which contains the web links to the QA Report and the QA Report Corrective Action Plan (CAP) to the QIC Members, and that the QA Division will be sending a letter regarding this request to Executive Providers at all Legal Entities.</p>	<p>Copies of the Training Schedules were distributed to Providers.</p> <p>Copies of the MH 709 DRAFT form were distributed to Providers.</p> <p>Copies of the QA Bulletin No. 14-06, copies of the QA Report and the QA Report Corrective Action Plan (CAP) were distributed to Providers.</p>	<p>Providers</p> <p>Providers</p> <p>Contract Providers Only</p>

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>• Updating the QA Chart Review Tool for Directly Operated Providers to account for IBHIS The QA Division announced that they are in the process of revising the Chart Review Tool to account for IBHIS. D/O Providers should continue to use the current form and placing "IBHIS" on the top of the form.</li> <li>• DSM V – Update In the QIC Chairs meeting it was announced that the DSM-V target date for implementation in IBHIS has been postponed to October 1, 2015. It is still unclear whether the IS System will be updated with the new ICD 9/10 codes. Discussions regarding changes in the IS are still ongoing.</li> <li>• Medical Certification Monika and Jessica reported that the QA Division announced that SA 5 and SA 6 achieved 100% compliance certification.</li> <li>• Report Writing Update Jessica and Monika informed Providers that according to the QA Division, Report Writing will only be reimbursable if the service meets Medi-Cal Necessity and is tied to the Assessment and the Treatment Plan. They informed Providers that a QA Bulletin will be issued soon, and that RMD/CBO is working on a bulletin related to SSI application invoicing.</li> </ul>	<p>See QA Liaison Meeting Minutes from 12/08/14.</p> <p>Monika and Jessica referred to the QA Liaisons Meeting Minutes from 12/08/2014. Monika will forward the QA Bulletin to Providers once it becomes available.</p>	<p>D/O Providers</p> <p>QA Division Monika</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>• Change of Provider Form – SAS Agency Contact Monika and Jessica thanked the group for 100% compliance on the 1<sup>st</sup> Quarter report with change of provider reporting. Monika asked Providers to inform her regarding any updates/changes to the stated information. This form will eventually be placed on the Shared Drive where Ted Wilson will always have the most updated information.</li> <li>• Provider Directory Protocol Monika and Jessica referred to the handout by the QI Division that was created in response to the request by the SAS QIC Members. They confirmed that the SA 5 QIC Membership's consensus was to submit provider information/changes via the Network of Care (NOC) website.</li> <li>• Test Calls Schedule 2015 Monika and Jessica informed Providers that the schedule for implementation of Test Calls in 2015 has changed. SAS has been designated to place the 10 calls to the ACCESS Center in the month of July 2015. A further change will be that of the 5 Calls in English, 2 calls need to be placed during the Day Time, 3 calls Afterhours, and of the 5 Non-English Calls, 3 calls during the Day Time, 2 calls Afterhours, and the calls need to be in the SA threshold languages (Spanish and Farsi for SAS).</li> </ul>	<p>The form was updated with the most applicable provider information.</p> <p>Copies of the Provider Directory Protocol were distributed to Providers.</p> <p>Copies of the proposed Test Calls Schedule 2015 were distributed to Providers.</p>	<p>Providers</p> <p>Providers</p>

QIC Meeting

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>Summary Report of Test Calls Study: Monitoring Accessibility to the 24/7 Toll Free Access Line, December 2014 Monika and Jessica referred to the Summary of Findings for 2014 and outlined trends.</li> <li>Safety Intelligence Reporting (formerly Clinical Incident Reporting) Monika stated that she sent an email to the QIC Membership regarding the requirements for agencies to submit information on Safety Intelligence Clinical Risk Management System User Roles per a spreadsheet to OMD.</li> <li>Departmental QI Minutes Providers discussed in a discussion regarding the Departmental QI Minutes and decided that they will retrieve the Minutes from the website as soon as they are posted there.</li> <li>Patients' Rights Office – New Poster Monika distributed all of the 20 new Local Mental Health Plan posters that have updated cultural information to D/O and contract Providers attending the SAS QIC meeting. She stated that any Providers who need additional Posters need to contact the Patient Rights Office.</li> </ul>	<p>Copies of the Summary Report were distributed to Providers. The Final Report on the Test Calls study for CY 2014 was sent to Providers per email on 12/24/14.</p> <p>The email regarding this requirement was sent to the QIC Membership on 12/30/14.</p> <p>Copies of the Departmental QI Minutes for November 10, 2014 and December 8, 2014 were distributed to Providers.</p> <p>20 Local MH Plan posters were distributed to Providers. Monika will email the PRO contact information to Providers.</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><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• The Integrated Care Training Project Jessica reported that these two trainings are currently available online, and will be updated by the end of this Fiscal Year per DMH.</li> <li>• Psychological Testing Monika and Jessica informed providers that the Office of the Medical Director (OMD) offers directly operated and contract providers the opportunity to obtain psychological testing for Medi-Cal clients who meet medical necessity.</li> <li>• Cultural Competency Updates Dr. Marc Borkheim reviewed the main points for the following:               <ol style="list-style-type: none"> <li>1) LACDMH Policy and Procedure (P&amp;P) 202.17, "Hearing Impaired Mental Health Access"                   <ul style="list-style-type: none"> <li>• LACDMH provides equal access to services for consumers who have hearing impairments, 24 hours a day, 7 days a week via the ACCESS Center.</li> <li>• Sign language interpretation services are free of cost to consumers.</li> </ul> </li> </ol> </li> </ul>	<p>Copies of the flyer for the Integrated Care Training Project were distributed to Providers.</p> <p>Monika will send all applicable forms such as the Psychological Testing Authorization request (PTAR) form, guidelines, procedures, and contact information per PDF today.</p> <p>Copies of the DMH Policy 202.17 and copies of the California Reducing Disparity Project Reports Recommendations Matrix, January 2014, were distributed to Providers.</p>	<p>Providers</p> <p>Providers</p>

QIC Meeting

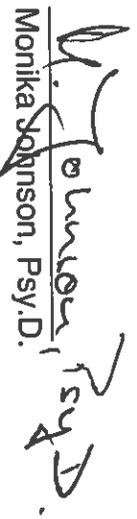
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• Procedures to request non-emergency and emergency sign language interpretation services.</li> </ul> <p>2) California Reducing Disparities Project (CRDP) Reports</p> <ul style="list-style-type: none"> <li>• Written on the African American, Asian/Pacific Islander, Latino, LGBTQ, and Native American populations</li> <li>• Matrix of CRDP recommendations developed by the Program Support Bureau – Cultural Competency Unit</li> </ul>	<p>SAS QIC Members decided to extend the meeting times for the bi-monthly QIC Meeting from 2 to 3 hours.</p>	<p>Providers</p>
<ul style="list-style-type: none"> <li>• Discussion regarding Structure/Processes of SA 5 QIC Monika and Jessica asked Providers to review the suggestions that were made in the last SA 5 QIC.</li> </ul> <p>The QIC Members continued to engage in a discussion re. future strategies for the SA QIC. They made a decision to extend the bi-monthly QIC Meeting from 2 to 3 hours to allow for more in depth discussions, and to answer questions for specific providers. The formal meeting will be 2 ½ hours long, and then in addition there will be a 30 minute Q &amp; A session added.</p>			

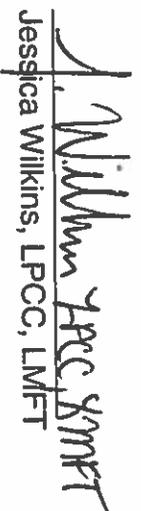
QIC Meeting

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Scheduled Actions/ Scheduled Task	Person Responsible/ Due Date
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 03, 2015 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 12:00PM.	N/A	N/A

Respectfully Submitted,

  
Monika Johnson, Psy.D.

  
Jessica Wilkins, LPCC, LMFT