

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

**QUALITY IMPROVEMENT COMMITTEE  
March 03, 2015**

**AGENDA**

- |  |                                 |
|--|---------------------------------|
| I. Welcome and Introductions   | Monika/Jessica                  |
| II. Review of Minutes  | All                             |
| III. DMH Updates   | Jacquie Wilcoxon                |
| IV. Quality Assurance  | Monika/Jessica                  |
| <ul style="list-style-type: none"><li>• QA Bulletin, No. 15-01, January 16, 2015, Filling Out Forms And Writing Reports</li><li>• QA Liaisons' Meeting Minutes, January 12, 2015</li><li>• Documentation Training Schedule, Revised 2/9/2015</li><li>• Certification Bulletin, January 21, 2015, NO.15-01, Lockouts and Provider Numbers</li><li>• Mihalik Group – NCQA Consultants</li><li>• DSM 5 and ICD9/10 Update</li><li>• QA Reports for LE</li><li>• Subjectivity in Audits</li></ul>  |                                 |
| V. Quality Improvement   | Monika/Jessica                  |
| <ul style="list-style-type: none"><li>• Actual Requests To Change Provider Report, 2<sup>nd</sup> Quarter Data for FY 2014/15<ul style="list-style-type: none"><li>○ Review of SA5 Agency Contact List</li></ul></li><li>• Cultural Competency Updates</li><li>• Presentation on QI Work Plan Goals for 2015</li><li>• MHSIP Survey Data Analysis Guidelines, January 2015</li><li>• Cal MediConnect<ul style="list-style-type: none"><li>○ Power Point Presentation - Handout</li><li>○ Cal MediConnect Monthly Enrollment Dashboard, January 1, 2015</li></ul></li><li>• EQRO Review</li><li>• OMD Clinical Quality Improvement</li><li>• Policy/Procedure Update, February 09, 2015</li></ul> | Marc Borkheim<br>Michael Boroff |

VI. DMH Policy & Procedure

Monika/Jessica

- Policy No. 202.46, Scheduling Initial Medication Services, Effective Date 02/02/2015

VII. SA 5 - Q & A

Monika/Jessica

VIII. Next QIC Meeting

Monika/Jessica

**The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 05, 2015, from 9:00AM – 12:00PM, 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	March 03, 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	12:00PM
Members Present	<p>Jessica Wilkins, Alcott Center; Evelyn Leonidas, Didi Hirsch; Olga Felton, Didi Hirsch; Jacquelyn Wilcoxon, DMH; Monika Johnson, DMH; Ruby Quintana, DMH; Belinda Ankrach, DMH; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Jeannette Aguilar, Exodus Recovery; Susan Osborne, OPCC; Allison Fields, New Directions for Veterans; Deanna Park, Pacific Asian Counseling Services; Stephanie Yamada, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Angeline Loch, St. Joseph Center; Libby Hartigan, SHAREI; David Tavlin, Step Up On Second; Joshua Ladue, Step Up On Second; Danielle Price, The Help Group; Melissa Chisholm (Fernandez), The Help Group; Brenda Pitchford, UCLA Ties for Families; Cheryl Carrington, Vista Del Mar; Anahita Gheythanhi, WISE &amp; Healthy Aging.</p>		
Excused/Absent Members	<p>Kristi Rangel, Alcott Center; Saba Harouni, Didi Hirsch; Bryan Sawlsville, Didi Hirsch; Jesus Morales, Didi Hirsch; Desiree Odom, Didi Hirsch; Valerie Lunden, Didi Hirsch; Marc Borkheim, DMH; Michael Boroff, DMH; Michael Lyles, DMH; Ike Mendoza, DMH; Bonnie McRae, Edelman – Child; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Kathy Shoemaker, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Jenna Ness, OPCC; Yvette Willock, Pacific Clinics; Sharon Greene, St. John's CFDC; Nancy Tallerino, Vista Del Mar; Keith Miller, WCIL; 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

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Review of Minutes and Handouts</b>	Minutes were reviewed and approved for January, 2015.  The Trouble Shooter Roster was updated.	Final approved Minutes for November, 2014 were distributed.	QIC Membership Monika
<b>DMH Updates</b>	Monika informed providers that Mandy Ighani assumed the position of the SA5 Child & TAY Impact Coordinator/Navigator. She also is the designated Coordinator for school-based mental health services (SBMH) and the DMH liaison for the Regional Center.	Monika provided Mandy's contact information.	Monika
<b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>• QA Bulletin, No. 15-01, January 16, 2015, Filing Out Forms And Writing Reports</li> </ul> Jessica and Monika highlighted the most pertinent sections of the QA Bulletin. Some providers expressed concern that they may not be reimbursed for the significant amount of time required to complete benefits establishment and housing access forms and reports. Others said they had difficulty distinguishing the difference between the claimable vs non-claimable examples. Providers had questions about whether an Assessment Addendum had to be completed before any new TCM linkage objectives were created, if the specific linkage need was not already documented in the Assessment.	Copies of the QA Bulletin, No. 15-01 were distributed.  Monika and Jessica asked that specific questions be e-mailed to Monika so they can be forwarded to the QA Division for any needed clarification. Providers agreed.	Monika QA Division

QIC Meeting

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<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• QA Liaisons' Meeting Minutes, January 12, 2015</li> <li>• Documentation Training Schedule, Revised 02/09/2015 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>• Certification Bulletin, January 21, 2015, NO. 15-01 Jessica and Monika pointed out the content of the Bulletin and pointed out examples of models/service function lock outs.</li> </ul> <p>Providers discussed recent site reviews and reported that they seem more detailed than in the past. Providers asked for information about what to expect. Monika informed Providers that Elizabeth Pak from the Program Support Bureau will be conducting a presentation about certification at the next SAS QIC Meeting. Belinda Ankrach from Program Support Bureau provided some more detailed information to Providers regarding regulations and findings in some recent site reviews.</p>	<p>Copies of the QA Liaisons' Meeting Minutes from January 12, 2015 were distributed</p> <p>Copies of the Training Schedules were distributed to Providers.</p> <p>Copies of the Bulletin were distributed to Providers.</p> <p>Presentation on MediCal Recertification by Elizabeth Pak will be conducted in the next SAS QIC.</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Elizabeth Pak</p>

QIC Meeting

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<p><b>Quality Assurance</b></p>	<p>• Mihalik Group – NCCA Consultants</p> <p>Monika and Jessica reported that the QA Division announced that they will be requesting charts from Providers for review. According to the QA Division, the LAC DMH chart reviews are conducted for the purpose of accreditation. Exodus Recovery reported that they had been chosen for this review.</p> <p>• DSM 5 and ICD 9/10 Update</p> <p>Monika and Jessica referred Providers to the QA Liaison's Meeting Minutes from January 12, 2015 which stated the following: "Effective October 1<sup>st</sup>, CSI submission will no longer utilize DSM diagnoses; CSI submissions will be with ICD diagnoses. Refer to State DHCS Info Notice 15-003".</p> <p>Monika and Jessica informed Providers that according to information from the latest QIC Chairs meeting, the deadline most likely will be extended beyond the October 1.</p> <p>• QA Reports for LE</p> <p>Monika asked Providers if they sent the QA Reports to the QA Division as requested in her email on 12/10/2014.</p> <p>• Subjectivity in Audits</p> <p>Providers expressed ongoing concern about subjective clinical bias in some audits. Monika and Jessica reported that the QA Division is aware of the concerns and is actively working to reduce potential subjectivity in various types of audits.</p>	<p>All SA 5 Providers reported that they sent the requested reports to the QA Division.</p> <p>The QA Division will address concerns.</p>	<p>QA Division</p> <p>Providers</p> <p>QA Division</p>

QIC Meeting

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<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• Audits and pertinent issues for SA 5 Providers                             <ul style="list-style-type: none"> <li>○ In effort to provide support and encourage compliance, Providers discussed recent agency audits such as those with the Auditor Controller, Moss Levi, and MHSA Housing.</li> <li>○ LeeAnn Skorohod, from Exodus Recovery, announced that they recently signed a lease for the new Urgent Care (UCC) site on Washington Blvd, in Service Area 5. She reminded Providers about the services offered at two Exodus Recovery sites (USC and MLK) that are open 24/7; these sites are open to clients who need Crisis Stabilization including some who need same day medication support.</li> <li>○ Monika and Jessica asked Providers for feedback about the extended time of the SA5 QIC.</li> </ul> </li> </ul> <p>Providers talked about their SA QIC/QAC needs, the option of creating workgroups for specific focus areas, scheduling of presentations, the QIC/QAC requirements of the Service Area QIC/QAC, the Provider specific QIC/QAC requirements, and the newly extended time allotted to the SA5 meeting.</p>	<p>The appropriateness of the frequency and length of the SA5 QIC meetings will continue to be evaluated in future SA5 QICs.</p>	<p>Providers</p>
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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>Actual Requests To Change Provider Report, 2<sup>nd</sup> Quarter Data for FY 2014/15</li> </ul> <p>Providers were reminded to continue to send in their required logs. Monika informed Providers that Ted Wilson is no longer the PRO contact. She stated that there was not yet an official announcement but was told that Theodore Cannady will be the new PRO contact. Monika will send the contact information for Theodore Cannady once the announcement is official. Monika verified that the fax number to send the logs remains the same.</p> <ul style="list-style-type: none"> <li>Review of SA5 PRO-Agency Contact List</li> </ul> <p>Monika asked Providers to update their provider information.</p> <ul style="list-style-type: none"> <li>Cultural Competency Updates</li> </ul> <p>Monika informed Providers that Marc Borkheim was not able to attend today's meeting due to time conflicts with another meeting; he will provide updates in the next SA5 QIC. Providers discussed how our SA can improve access to services for non-English speaking populations, including ways to increasing hiring of bilingual staff. A provider shared information from her participation in the DMH Cultural Competency Workgroup.</p>	<p>Copies of the Actual Requests To Change Provider Report, 2<sup>nd</sup> Quarter Data for FY 2014/15 were distributed</p> <p>The SA5 PRO Agency Contact List for the Request To Change Provider monthly logs was updated with the most applicable provider information. Monika will update the provider information on the DMH S-Drive.</p> <p>Questions about new culturally specific Work Plan Goals will be presented to Marc Borkheim at the next meeting.</p>	<p>Providers</p> <p>Providers</p> <p>Mark Borkheim/ 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>• Presentation on QI Work Plan Goals for 2015</li> </ul> <p>Monika informed Providers that Michael Boroff was not able to attend today's meeting due to time conflicts with another meeting; he forwarded a brief summary for today's announcements. Michael will be presenting in the next SA5 QIC. The group discussed the following goals:</p> <ul style="list-style-type: none"> <li>◦ QI Evaluation and 2015</li> </ul> <p>All but 2 goals for 2014 were met, with the ACCESS goal and telepsychiatry goal not being met primarily because of unanticipated staff departures.</p> <ul style="list-style-type: none"> <li>◦ Request To Change Provider Logs</li> </ul> <p>For 2015, the goal is for 95% of providers to submit their logs in at least 11 of the 12 months.</p> <ul style="list-style-type: none"> <li>• Departmental QI Minutes</li> </ul> <p>Monika and Jessica informed Providers that all QI Minutes are posted on the DMH website, and that they will no longer be distributed per SA5 QICs, per the group's advocacy to reduce paper.</p> <ul style="list-style-type: none"> <li>• MHSIP Survey Data Analysis Guidelines</li> </ul> <p>Monika and Jessica informed Providers that Vandana Joshi from the QI Division will be presenting on the data in a future SA5 QIC. They also asked which Providers were experienced in analyzing their own data. The group said they would appreciate Vandana's guidance.</p>	<p>Monika provided the contact information for Michael Boroff</p> <p>Vandana will present in future SA5 QIC and providers will start to review their agency data.</p>	<p>Monika Jessica Michael Boroff</p> <p>Providers</p> <p>Vandana Joshi 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>	<ul style="list-style-type: none"> <li>Cal MediConnect Jessica and Monika gave an overview of the power point presentation and the data analysis of the Cal MediConnect Monthly Enrollment Dashboard. Jessica highlighted sections from the power point of how to respond to requests for Client Treatment Plans.</li> <li>EQRO Review Monika and Jessica informed Providers of the scheduled EQRO Review, starting on April 27, 2015. They stated that this year the service areas chosen were SA7 and SA8.</li> </ul> <p>Nilsa Gallardo, Program Head at the Edelman Adult Clinic stated that the Edelman Clinic has been chosen to present on how the clinic is meeting the newly implemented access requirements.</p> <ul style="list-style-type: none"> <li>OMD Clinical Quality Improvement Jessica and Monika gave an update about the Department looking at meaningful use and working on three measures: screening for smoking, collecting information about physical health and psychiatric medication, and collecting a BMI on all clients who are receiving medication.</li> </ul>	<p>Copies of the Guidelines, January 2015 were distributed to Providers. Copies of the Cal Medi Connect Powerpoint Presentation and the Cal MediConnect Monthly Enrollment Dashboard, January 1, 2015 were distributed to Providers</p>	<p>Providers  QI Division, SA5 D/O Providers</p>

QIC Meeting

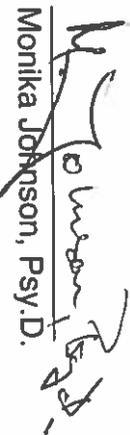
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• Policy/Procedure Update, February 09, 2015</li> <li>• DMH Policy &amp; Procedure, Policy No. 202.46, Scheduling Initial Medication Services, Effective Date 02/02/2015</li> </ul> <p>Providers discussed the implications of the policy on access issues for their agencies. As per policy, Providers will notify the SA5 District Chief, Jacquie Wilcoxon if they experience problems in adhering to the required mandates.</p>	<p>Copies of the Policy/Procedure Update, February 09, 2015 were distributed to Providers</p> <p>Copies of the Policy No. 202.46 were distributed to Providers</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>Next Meeting</b></p>	<p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 05, 2015 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 12:00PM.</p>	<p>N/A</p>	<p>N/A</p>

Respectfully Submitted,

  
Monika Johanson, Psy.D.

  
Jessica Wilkins, LPCC, LMFT