

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

**QUALITY IMPROVEMENT COMMITTEE
September 22, 2015**

AGENDA

- | | |
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| I. Welcome and Introductions | All |
| II. Trouble Shooter Roster, Updates | Monika |
| III. Review of Minutes | All |
| IV. DMH Updates | Jacquie Wilcoxon |
| V. Quality Assurance | Monika/Jessica |
| • QA Liaisons' Meeting Minutes, June 08, 2015 | |
| • QA Liaisons' Meeting Minutes, July 13, 2015 | |
| • QA Liaisons' Meeting Minutes, August 10, 2015 | |
| • Schedule of Trainings, Revised 09/14/15 | |
| • State DHCS Updates | |
| > 1915b Waiver Update: Approved by CMS,
maintains the county carve-out structure until
June 2020 | |
| • State Documentation Training; Comments | |
| • QA Bulletin, No. 15-07, August 6, 2015, Claiming Crisis
Intervention & Medication Support Services: Medi-Cal
Lockouts (For Directly Operated Only) | |
| • QA Bulletin, No. 15-08, September 9, 2015, ICD10
And DSM5: What Else We Know | |
| • DSM5 and ICD 10: Implementation & Training For
Directly-Operated | |
| • International Statistical Classification of Diseases and
Related Health Problems: What is ICD, How Does it Differ
From DSM and What are the Requirements, Power Point
Presentation, August 31, 2015 | |
| • Clinical Forms Bulletin, No. 15-04, 07/31/15 | |
| o MH698, Revised 7/31/15, Treatment Update To DCFS | |
| • Clinical Forms Bulletin, No. 15-05, 09/09/15 | |
| • Clinical Forms Bulletin, No. 15-06, 09/12/15 | |
| o MH 715 Urge To Drink Scale, 9/14/15 | |
| o MH 716 Urge To Use Scale*, 9/14/15 | |

- MH 707, Provider Communication, Revised 9/14/15
- Provider Communication Form Instructions

VI. Quality Improvement

Monika/Jessica

- Announcement: New QI Liaison: Tonia Amos Jones; Michael Boroff left DMH
- 4.17 Parameters For The Determination Of Insufficient Client Engagement Of Adults At Risk for Suicide
- 4.18 Parameters For Assessment And Treatment Of Individuals With Co-Occurring Intellectual Disabilities (CID), August 2015
- Policy/Procedure Update, July 13, 2015
- Policy/Procedure Update, August 10, 2015
- Policy/Procedure Update, September 14, 2015
- Policy & Procedures
 - Policy No. 401.02 Clinical Records Maintenance, Organization, and Contents, Effective 08/31/2015
 - Policy No. 602.01, Bilingual Bonus, Effective 05/04/2015
 - Policy No. 303.05 Reporting Clinical Events Involving Active Clients, Effective 07/13/2015
 - Policy No. 306.04, Furnishing Supervision, Effective 06/22/2015
 - Policy No. 400.02 Clinical Supervision, Effective 06/19/2015
- Patient Rights Office – PRO will conduct a telephone surveys, asking consumers questions regarding access to grievance forms at provider sites
- MHSIP Survey Implementation – November 2015
- Power Point Presentation – “ Cultural Competency Committee”
 - Cultural Competency Updates
- Power Point Presentation - “Vacancy Adjustment Notification System” (VANS)

Sandra Chang
Ptasinski

Vandana Joshi
Tonia Jones

VII. SA 5 – Updates

Monika/Jessica

- Q & A

VIII. Next QIC Meeting

Monika

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, November 03, 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	September 22, 2015
Place	DMH SAS 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; Kristi Rangel, Alcott Center; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Jacquelyn Wilcoxen, DMH; Monika Johnson, DMH; Ruby Quintana, DMH; Vandana Joshi, DMH; Ella Granston, DMH; Sandra Chang Plasinski, DMH; Tonia Tamos Jones, DMH; Patrice Grant, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linea Shapiro Fuchs, Exceptional Children's Foundation; David Kneip, Exodus Recovery; Matt Rohr, New Directions for Veterans; Susan Osborne, OPCC; Jenna Ness, OPCC; Martha Andreani, St. John's CFDC; Sharon Greene, St. John's CFDC; Angeline Loch, St. Joseph Center; Libby Hartigan, SHAREI; David Tavlin, Step Up On Second; Danielle Price, The Help Group; Brenda Pitchford, UCLA Ties for Families; Cheryl Carrington, Vista Del Mar; Dyan Colven, Vista Del Mar; Keith Miller, WCIL; Anahita Gheyanchi, WISE & Healthy Aging.</p>		
Excused/Absent Members	<p>Bryan Sawsville, Didi Hirsch; Michael Lyles, DMH; Belinda Ankrah, DMH; Robin Washington, DMH; Ike Mendoza, DMH; Nisa Gallardo, Edelman - Adult; Bonnie McRae, Edelman – Child; LeeAnn Skorohod, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Deanna Park, Pacific Asian Counseling Services; Stephanie Yamada, Pacific Asian Counseling Services; Yvette Willock, Pacific Clinics; Nancy Tallerino, Vista Del Mar; Jennifer Levine, WISE & 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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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Scheduled Actions/Task	Person Responsible/Due Date
<p>Review of Minutes and Handouts</p> <p>DMH Updates</p>	<p>Minutes were reviewed and approved for July, 2015.</p> <p>The Trouble Shooter Roster was updated.</p> <ul style="list-style-type: none"> • QIC Co-Chair, Jessica Wilkins stepping down <p>Jacquie informed providers that Jessica Wilkins, Clinical Director at the Alcott Center is leaving the agency and is thus stepping down from her QIC Co-Chair position. Jessica has served for more than 10 years in this position and has excelled in this role.</p> <p>DMH staff and contract providers expressed their appreciation and gratitude for her excellent services.</p>	<p>Final approved Minutes for May, 2015 were distributed.</p>	<p>QIC Membership</p> <p>Monika</p> <p>Jacquie Wilcoxon</p>

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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 Liaisons' Meeting Minutes, June 08, 2015 • QA Liaisons' Meeting Minutes, July 13, 2015 • QA Liaison's Meeting Minutes, August, 2015 <p>Monika and Jessica referred to the content of the QA Liaison's Minutes, and particularly pointed to the August Minutes, informing providers that the Systems Review is scheduled for February 8-12, 2016 and the Chart Review is scheduled for two (2) weeks, February 22-26 and February 29-March 4, 2016.</p> <ul style="list-style-type: none"> • Schedule of Trainings, Revised 9/14/15 <p>Monika and Jessica informed Providers regarding the available Documentation Trainings.</p> <ul style="list-style-type: none"> • State DHCS Updates <p>Monika and Jessica informed Providers that the 1915b Waiver was approved by CMS and that the county carve-out structure will be maintained until June 2020.</p> <ul style="list-style-type: none"> • State DHCS Documentation Training <p>Monika and Jessica informed providers that announcements made at the State Documentation Training on August 12th and 13th regarding various procedural changes will not have any immediate effect; the QA Division affirmed that they are in discussion with DHCS and that they have a letter stating not to change anything until further notification.</p>	<p>Copies of the three (3) QA Liaisons' Meeting Minutes were distributed.</p> <p>Copies of the Documentation Training Schedule, Revised 09/14/15 were distributed.</p> <p>See QA Liaison's Minutes from July, 2015.</p> <p>Providers need not to take any action or make any changes until further notice by the QA Division.</p>	<p>Providers</p> <p>Providers</p> <p>QA Division</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> QA Bulletin, No. 15-07, August 6, 2015, Claiming Crisis Interventions & Medication Support Services; Medi-Cal Lockouts <p>Monika and Jessica referred providers to the Bulletin and stated that crisis intervention cannot be claimed more than 8 hours/day per client, and medication services cannot be claimed more than 4 hours/day. They emphasized that Medi-Cal will deny the entire claim if the allotted time is exceeded, and that providers should consider all inter and intra-agency crisis providers billing to a single client on the same day. More details regarding how to document services exceeding the Medi-Cal reimbursement limits and that other procedure codes should no longer be used to claim services provided during a crisis contact were highlighted.</p> <ul style="list-style-type: none"> QA Bulletin, No. 15-08, September 9, 2015, ICD10 and DSM5: What Else We Know <p>Monika and Jessica referred providers to the Bulletin, Training handout, and power point presentation, while providing an overview of ICD-10 conversion. The Provider group discussed various concerns about how ICD-0 and DSM-5 conversion will impact them.</p>	<p>Copies of the QA Bulletin No. 15-07 were distributed to providers</p> <p>Copies of the QA Bulletin No. 15-08, the DSM-5 and ICD-10 Implementation & Training handout, and the power point presentation of the International Statistical Classification of Diseases and Related Health Problems.</p>	<p>Providers</p> <p>Providers</p> <p>Monika will follow up with Jen Hallman regarding a request for a SA5 ICD-10 and DSM-5 Training</p>

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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"> • Clinical Forms Bulletin No. 15-04, July 31, 2015 <ul style="list-style-type: none"> ◦ MH 698, Revised 7/31/15, Treatment Update to DCFS <p>Monika pointed out that the only revision on this form relates to the DCFS email address.</p> <ul style="list-style-type: none"> • Clinical Forms Bulletin No. 15-05, September 09, 2015 <p>Monika pointed out that she had previously emailed this Bulletin and that all the updated forms are now accessible on the DMH website.</p> <p>Providers asked whether the ICARE Assessment forms for the Birth-5 population will be updated.</p>	<p>Copies of the Clinical Forms Bulletin No. 15-04, July 31, 2015 were distributed</p> <p>Copies of the Clinical Forms Bulletin No. 15-05, September 09, 2015 were distributed.</p>	<p>Providers</p> <p>Providers</p> <p>Monika will follow up with the QA Division re. the ICARE Assessment updates</p> <p>Providers</p>
<ul style="list-style-type: none"> • Clinical Forms Bulletin No. 15-06, September 12, 2015 <p>Monika and Jessica asked providers to review the Bulletin and the forms listed on the Bulletin, and the Practice Parameter 3.10 Use of Medication Assisted Treatment in individuals with Co-Occurring Substance Use Disorders.</p>	<p>Copies of the Clinical Forms Bulletin No. 15-06, September 12, 2015, the MH 715 Urge To Drink Scale form, the MH 716 Urge To Use Scale form, the MH 707 Provider Communication form and Instructions were distributed.</p>	<p>Providers</p>	

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/Due Date
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • QI Liaison Monika and Jessica announced that Michael Boroff, SA5 QI Liaison, left the Department and Tonia Amos Jones will fill the interim position. • 4.17 Parameters for the Determination of Insufficient Client Engagement of Adults at Risk for Suicide, July 2015 Monika and Jessica referred providers to the handout and pointed out the necessary steps to warrant a more sufficient level of client engagement. • 4.18 Parameters for Assessment and Treatment of Individuals with Co-Occurring Intellectual Disabilities (CID), August 2015 <ul style="list-style-type: none"> ○ Policy No. 401.02 Clinical Records Maintenance, Organization, and Contents, Effective 08/31/2015 ○ Policy No. 602.01 Bilingual Bonus, Effective 05/04/2015 ○ Policy No. 303.05 Reporting Clinical Events Involving Active Clients, Effective 07/13/2015 ○ Policy No. 306.05 Furnishing Supervision, Effective 06/22/2015 ○ Policy No. 400.02 Clinical Supervision, Effective 06/19/2015 	<p>Copies of the 4.17 Parameters were distributed to providers.</p> <p>Copies of the 4.18 Parameters were distributed to providers.</p> <p>Copies of the Policy/Procedure Updates from July 13, 2015, August 10, 2015, and September 14, 2015 were distributed.</p> <p>Policy No. 401.02, 602.01, 303.05, 306.04, 400.02 were distributed to providers.</p>	<p>QI Division</p> <p>Providers</p> <p>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
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<p>Quality Improvement</p>	<p>Monika and Jessica informed providers that all the policies are posted on the DMH website.</p> <ul style="list-style-type: none"> • Patient Rights Office <p>Monika and Jessica informed providers that PRO is in the process of conducting surveys per telephone, asking consumers questions regarding their access to grievance forms at provider sites. Providers were also reminded to continue sending their Request for Change of Provider Logs to DMH.</p> <ul style="list-style-type: none"> • MHSIP Survey Implementation <p>Monika and Jessica informed providers regarding the MHSIP Survey implementation in November 2015 (a specific date has not yet been announced by the State) and the MHSIP Survey Training on October 06, 2015.</p>	<p>Providers agreed to review the policies.</p> <p>Providers agreed to continue sending Logs.</p> <p>Monika sent an email to providers recently regarding the MHSIP Survey Training scheduled on 10/06/15.</p> <p>Monika will email the MHSIP Survey Implementation date and the list of selected providers once the information becomes available.</p>	<p>Providers</p> <p>Providers</p> <p>QI Division Monika</p> <p>Providers</p>
	<ul style="list-style-type: none"> • Power Point Presentation – The Cultural Competency Committee (CCC) <p>The power point presentation was conducted by Sandra Chang Plasinski, Program Support Bureau, Quality Improvement</p>	<p>Copies of the Power Point Presentation “The Cultural Competency Committee” were distributed to providers.</p>	

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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Scheduled Actions/ Scheduled Task	Person Responsible/ Due Date
<p>Quality Improvement</p>	<p>Division. Sandra gave an overview of the CCC's overarching goal, definition of culture and cultural competency, federal and State expectations, CCC structure and membership demographics, and the 2015 Workgroup goals and objectives. The group discussed information provided and asked questions.</p> <ul style="list-style-type: none"> • Power Point Presentation – Vacancy Adjustment Notification System (VANS) <p>The power point presentation was provided by Ella Granston with co-facilitation by Vandana Joshi and Tonia Amos Robles, Program Support Bureau, Quality Improvement Division. Gwendolyn Davis, SAS Lead for the VANS project also participated. Vandana said they planned to have a quarterly VANS webinar training for new providers.</p>	<p>Some members were interested in attending future Cultural Competency meetings and obtained information from Sandra in order to attend.</p> <p>Copies of the Power Point Presentation "VANS" were distributed to providers. Service Area 5 providers are in the process of implementation.</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>Next Meeting</p>	<p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, November 03, 2015 at DMH West LA SAs 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 Johnson, Psy.D.

-ABSENT-
 Jessica Wilkins, LPCC, LMFT

