

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

**QUALITY IMPROVEMENT COMMITTEE
March 07, 2017**

AGENDA

- | | |
|---|--------------------------------|
| I. Welcome and Introductions | All |
| II. Trouble Shooter Roster, Updates | Monika Johnson |
| III. Review of Minutes | All |
| IV. DMH Updates | Jacque Wilcoxon |
| V. Quality Assurance | Monika/ David |
| • Quality Assurance Liaisons' Meeting Minutes, January 09, 2017 | |
| • Documentation Training Schedule, Revised 2/13/2017 | |
| • QA Bulletin No.17-01, January 24, 2017, Access To Care & Service Request Log Reminders, Updates, Clarifications | |
| • QA Bulletin No. 17-02, February 3, 2017, New Outcome Measurement Procedure Code | |
| • QA Bulletin No. 17-03, February 9, 2017, Non-Billable & Never-Billable To Medi-Cal Procedure Codes Added To A Guide To Procedure Codes (Applies To IBHIS Only) | |
| • QA Bulletin No. 17-04, February 13, 2017, Expansion In The Availability Of Intensive Care Coordination (ICC) & Intensive Home Based Services (IHBS) Procedure Codes | |
| • QA Bulletin No. 17-05, February 17, 2017, Organizational Provider Manual Updates: Included ICD-10-CM Diagnoses | |
| • Update re. timelines for fire clearance and site visits | |
| • LE Chart Reviews by QA | |
| VI. Quality Improvement | Monika/David Yvette Willock |
| • Power Point Presentation: Referrals for Physical Health And Non-Specialty Mental Health Services | |
| • Policy/Procedure Update, February 9, 2017 | |

- MHSIP Surveys Received By Gender, Ethnicity And Reason Code, November 2016
- 3.7 Parameters For General Health-Related Monitoring, Consultation And Interventions, February 2017
- 24/7 Access Line Test Calls Project, Calendar Year (CY) 2017

- SA5 Quality Improvement Project - Sub-Committee Report

VII. Next QIC Meeting

Monika/David

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 02, 2017, 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**

| | | | |
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| Type of Meeting | Quality Improvement Committee | Date: | March 07, 2017 |
| Place | DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066 | Start Time: | 9:00 AM |
| Chair | Monika Johnson, DMH | End Time: | 11:00 AM |
| Co-Chair | David Tavlin, Step Up On Second | | |
| Members Present | Kristi Rangel, Alcott Center; Jacquelyn Wilcoxon, DMH; Monika Johnson, DMH; Dara Vines, DMH; Ruby Quintana, DMH; Marc Borkheim, DMH – QA; Lynetta Shonibare, DMH - Qi; Maria Tan, DMH – OASOC; Steve (Robert) Dobbs, Edelman – Adult; Bonnie McRae, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; David Kneip, Exodus Recovery; Anahita Saadatfard, Homes For Life Foundation; Megan McGrath, New Directions; Susan Osborne, OPCC & Lamp; Jenna Ness, OPCC & Lamp; Martha Andreani, St. John's CFDC; Angelina Loch, St. Joseph; Miriam Gonzalez, St. Joseph; Center; Libby Hartigan, SHARE!; David Tavlin, Step Up On Second; Jeanine Caro-Delville, The Help Group; Cheryl Carrington, Vista Del Mar; Sherry Nourian, Vista Del Mar; Kelly Delich, FSSM/Vista Del Mar; Anahita Gheyanchi, WISE & Healthy Aging. | | |
| Excused/Absent Members | Aminah Ofumbi, Didi Hirsch; Jose Haro, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Marina Eckhart, Didi Hirsch; Amanda Sanchez, Didi Hirsch; Michael Lyles, DMH; Belinda Ankrah, DMH - QA; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; LeeAnn Skorohod, Exodus Recovery; Kumi Tsuda, Exodus Recovery; Jeanette Aguilar, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Yvette Willock, Pacific Clinics; Stephanie Yamada, Pacific Asian Counseling Services; Matthew Rohr, New Directions for Veterans; Sharon Greene, St. John's CFDC; Lance Moore, Step Up on Second; Brenda Pitchford, UCLA Ties For Families; Fanny Hoang, UCLA Ties For Families; Nancy Tallarino, Vista Del Mar; Dyan Colven, Vista Del Mar; Anastasia Boeigalupo, WCLL; Jennifer Levine, WISE & Healthy Aging. | | |

| Agenda Item and Presenter | Findings and Discussion | Decisions/ and Recommendations Actions/Scheduled Task | Person Responsible/ Due Date |
|---|---|---|----------------------------------|
| <p>Call to Order & Introductions</p> | <p>The meeting was called to order at 9:00 AM.</p> | <p>Introductions were made</p> | <p>Monika QIC Membership</p> |
| <p>Review of Minutes and Handouts</p> | <p>Minutes were reviewed and approved for January, 2017.</p> <p>The Trouble Shooter Roster was updated.</p> | <p>Final approved Minutes for November, 2016 were distributed</p> | <p>QIC Membership Monika</p> |
| <p>DMH Updates</p> | <p>Jacque Wilcoxon made the following announcements:</p> <ul style="list-style-type: none"> • DCFS and DMH in partnership are conducting the Quality Service Review (QSR) at the WLA DCFS Office during the week of March 6 - 10th, 2017. Contract providers who provide services to the selected children in the review will be invited to the review. Jacque will give an update in the next SAS QIC. • EQRO Review April 10 – 13th, 2017 <p>Jacque provided information regarding the upcoming EQRO review. She stated that once more information is available, Monika will send out invitations for staff and peers to participate in focus groups.</p> <ul style="list-style-type: none"> • Jacque announced that Dr. Shirin will be attending the next SAS SAAC which will probably take place at SHARE! | | |

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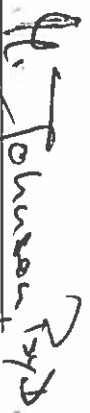
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| <p>Quality Assurance</p> | <ul style="list-style-type: none"> Quality Assurance Liaisons' Meeting Minutes, January 09, 2017 Quality Assurance Documentation Training Schedule, Revised February 13, 2017 QA Bulletin No. 17-01, January 24, 2017, Access To Care & Service Request Log Reminders, Updates, Clarifications Monika and David briefly summarized the major points with clarifications on utilization of the SRL, SRTS, and NOES. QA Bulletin No. 17-02, February 3, 2017, New Outcome Measurement Procedure Code Monika and David referred to the Bulletin, informing providers about the new procedure code (S9986HE) available for activities related to completing and scoring outcome measures that are not reimbursable by Medi-Cal. QA Bulletin No. 17-03, February 9, 2017, Non-Billable & Never-Billable To Medi-Cal Procedure Codes added to A Guide To Procedure Codes (Applies to IBHIS only) | <p>Copies of the QA Liaisons' Meeting Minutes for 01/09/17 were distributed to providers</p> <p>Copies of the QA Documentation Training Schedule for 02/13/17 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-01 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-02 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-03 were distributed to providers</p> | <p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p> |
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| <p>Quality Assurance</p> | <p>Monika and David referred to the Bulletin and briefly summarized the IBHIS codes and the differences between D/O providers using IBHIS and LE using IBHIS.</p> <ul style="list-style-type: none"> QA Bulletin No. 17-04, February 13, 2017, Expansion in the Availability of Intensive Care Coordination (ICC) & Intensive Home Based Services (IHBS) Procedure Codes Monika and David gave a brief overview of the Bulletin and summarized the eligibility criteria for ICC/IHBS. QA Bulletin No. 17-05, February 17, 2017, Organizational Provider's Manual Updates: Included ICD-10-CM Diagnoses Monika and David gave a brief overview of the Bulletin and pointed out the newly added "Outpatient and Inpatient", and "Outpatient Only" included ICD-10-CM diagnoses. QA Bulletin No. 17-06, March 01, 2017, New Legal Entity Chart Review Process By The Quality Assurance Division Monika and David informed providers that the QA Division will notify providers by March 15, 2017 regarding the chart review, and summarized pertinent points in the Bulletin. Update regarding Timeliness for Fire Clearance and Site Visits <p>The QA Division will be requesting a fire clearance 6 months prior to Medical certification and will schedule site visits 3</p> | <p>Copies of the QA Bulletin No. 17-04 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-05 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-06 were electronically distributed to providers</p> | <p>Providers</p> <p>Providers</p> <p>Providers</p> |

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| <p>Quality Assurance</p> | <p>months prior to the review. Providers will have 3 days to work on a Plan of Corrections. The QA Division will send out email prompts accordingly.</p> | | |
| <p>Quality Improvement</p> | <ul style="list-style-type: none"> Power Point Presentation: Referrals for Physical Health And Non-Specialty Mental Health Services The presentation will be rescheduled due to absence of the presenter. Policy/Procedure Update, February 9, 2017 Monika and David briefly reviewed the Update and indicated that most of the policies are under review and none have yet been posted on the website. MHSIP Surveys Received By Gender, Ethnicity And Reason Code, November 2016 Dr. Lynetta Shonibare gave an overview of the data. 3.7 Parameters for General health-Related Monitoring, Consultation and Interventions, February 2017 Monika and David gave a brief overview of the Parameters on how to monitor and intervene on several health conditions which may be exacerbated by medication. 24/7 Access Line Test Calls Project, Calendar Year (CY) 2017 Monika and David announced that the SAS Test Call Project is scheduled for September 2017. | <p>Copies of the power point presentation was distributed to providers</p> <p>Copies of the Policy/Procedure Update, 02/09/17 were distributed to providers</p> <p>Copies of the MHSIP Survey Data Sheet were distributed to providers</p> <p>Copies of the 3.7 Parameters were distributed to providers</p> | <p>New meeting time TBD, Yvette Willlock</p> <p>Providers</p> <p>Providers</p> <p>Providers</p> |

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| <p>Next Meeting</p> | <p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 02, 2017 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.


 David Tavlin, MFT