

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

**QUALITY IMPROVEMENT COMMITTEE
July 11, 2017**

AGENDA

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| 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, April 10, 2017 and May 8, 2017 | |
| • Documentation Training Schedule, Revised 5/08/2017 and Revised 6/12/17 | |
| • Certification Bulletin, April 12, 2017, No. 17-01 | |
| • Medical Certification and Impact on Travel Time/ Claiming | |
| • QA Bulletin, No. 17-12, July 23, 2017, Community Outreach Services Manual Revisions | |
| • QA Bulletin, No. 17-13, June 29, 2017, Determining If a Treatment Service is Billable to Medi-Cal Specialty Mental Health Services | |
| • QA Bulletin, No. 17-14, June 30, 2017, Organizational Providers Manual Updates | |
| • QA Bulletin, No. 17-15, July 3, 2017, Physician Assistants & Advanced Practice Pharmacists Added To A Guide To Procedure Codes | |
| • Clinical Forms Bulletin, No. 17-02, 7/03/17 | |
| VI. Quality Improvement | Monika/David
Sandra/Christine |
| • Cultural Competency Update | |
| • Policy/Procedure Update, May 08, 2017 and June 12, 2017 | |
| • Policy Procedures | |
| o Pol. No. 500.08 Uses and Disclosures of | |

Protected Health Information of Deceased
Clients, Adults, and Minors Requiring an Authorization
from Personal Representatives

- Pol. No. 500.02 Use And Disclosure of Protected Health Information Not Requiring Authorization
- Pol. No. 1400.01 Mental Health Research Review
- Medical Directors Office
 - Pharmacy Benefit Management (PBM) Services Updates
 - Safety Intelligence Update
 - Contractors soon will be able to go online
- Access Center
 - Trending of ACCESS Center Test Calls Data
 - Test Calls Work Flow Update
- MHSIP Spring 2016 Subscale Domains Update
- Provider Directory Updates

LyNetta Gore

VII. Next QIC Meeting

Monika/David

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 12, 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**

Type of Meeting	Quality Improvement Committee	Date:	July 11, 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	<p>Kristi Rangel, Alcott Center; Sara Nouri, Alcott Center; Jose Haro, Didi Hirsch; Jacquelyn Wilcoxon, DMH; Monika Johnson, DMH; Ruby Quintana, DMH; Marc Borkheim, DMH – QA; Lynetta Shonibare, DMH - QI; Dara Vines, DMH; Theodore M. Cannady, DMH; Steve (Robert) Dobbs, Edelman – Adult; Bonnie McRae, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Kathy Shoemaker, Exodus Recovery; Anahita Saadatfard, Homes For Life Foundation; Dana Hernandez, New Directions; Stephanie Yamada, Pacific Asian Counseling Services; Martha Andreani, Providence-St. John's CFDC; Libby Hartigan, SHARE; Lacheryl Porter, St. Joseph; Mandy Summers, St. Joseph; Center; David Tavlin, Step Up On Second; Misty Aronoff, Step Up On Second; Libby Hartigan, SHARE; Danielle Price, The Help Group; Susan Osborne, The People Concern; Jenna Ness, The People Concern; Kelly Delich, FSSM/Vista Del Mar; Cheryl Carrington, Vista Del Mar; Anastasia Bacigalega, WCIL; Brenda Pitchford, UCLA Ties For Families; Anahita Gheyfarachi, WISE & Healthy Aging;.</p>		
Excused/Absent Members	<p>Kristine Santoro, Didi Hirsch; Aminah Ofumbi, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Marina Eckhart, Didi Hirsch; Amanda Sanchez, Didi Hirsch; Lee James Gossett, Didi Hirsch; Michael Lyles, DMH; Belinda Ankrach, DMH - QA; Maria Tan, DMH – OASOC; Nilisa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Kumi Tsuda, Exodus Recovery; Jeanette Aguilar, Exodus Recovery; Jonathan Figueroa, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Megan McGrath, New Directions; Yvette Willock, Pacific Clinics; Matthew Rohr, New Directions for Veterans; Sharon Greene, St. John's CFDC; Lance Moore, Step Up on Second; Jeanine Carro-Delville, The Help Group; Sherry Nourian, Vista Del Mar; Fanny Hoang, UCLA Ties For Families; Nancy Tallarino, Vista Del Mar; Dyan Colven, Vista Del Mar; Jennifer Levine, WISE & Healthy Aging;.</p>		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Scheduled 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 May, 2017. The Trouble Shooter Roster was updated.</p>	<p>Final approved Minutes for May, 2017 were distributed</p>	<p>QIC Membership Monika Monika</p>
<p>DMH Updates</p>	<p>Jacque Wilcoxon reported on the Provider Meeting and on Dr. Sherin's new vision and reorganization plan. She stated that contracts and all directly operated programs will each be under different deputy directors and district chiefs. She further reported that Dr. Shirin will attend the next SA5 SAAC which will be held on July 25th, 2017 at SHARE. Jacque encouraged providers to attend the SAAC; she emphasized that Dr. Shirin will be answering questions from the audience and he in particular would like a good representation by consumers.</p>		<p>Jacque Wilcoxon</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> Quality Assurance Liaisons' Meeting Minutes, April 10, 2017, May 08, 2017, and June 12, 2017 Quality Assurance Documentation Training Schedule, Revised May 08, 2017, June 12, 2017, and July 10, 2017 Certification Bulletin, April 12, 2017, No. 17-01 <p>Monika and David gave a brief overview of the content of the Bulletin and pointed out that providers must submit a valid and current fire clearance which is defined as occurring "within 1 year of site visit".</p> <ul style="list-style-type: none"> Medical Certification and Impact on Travel Time <p>Monika and David referred to the SAS QIC Minutes from May 02, 2017 at which time the QA Bulletin No. 17.08, April 14, 2017, Claiming For Travel Time was distributed. In addition, they referred to Jennifer Hallman's email from May 24, 2017 which stated the following: "Travel time cannot be claimed for travel from one certified site to another. The question has come up about traveling from a certified site to a site that may require certification. In those cases in which the provider</p>	<p>Copies of the QA Liaisons' Meeting Minutes for 04/10, 05/08, and 06/12/2017 were distributed to providers</p> <p>Copies of the QA Documentation Training Schedule for 05/08/17, 06/12/17, and 07/10/17 were distributed to providers</p> <p>Copies of the Certification Bulletin No. 17-01 were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>
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<p>Quality Assurance</p>	<p>is traveling to a site on a consistent basis in order to provide services. It is the responsibility of the provider to contact their Lead DMH District Chief to begin the process of certification (or in some cases, determination that the site does not need to be certified). If a site needs to be certified, Medi-Cal requires that the site be certified in order to submit claims for reimbursement.</p> <ul style="list-style-type: none"> • QA Bulletin No. 17-12, July 23, 2017, Community Outreach Services Manual Revisions Monika and David referred to the Bulletin and pointed out that there is a training event for COS claiming this week which will be attended by QIC Chairs and QIC Co- Chairs. • QA Bulletin No. 17-13, June 29, 2017, Determining if a Treatment Service is Billable to Medi-Cal Specialty Mental Health Services David and Monika referred to the Bulletin and reviewed the content of the Bulletin with the QIC members. • QA Bulletin No. 17-14, June 30, 2017, Organizational Providers Manual Updates David and Monika briefly reviewed the Bulletin together with the QIC Membership. 	<p>The SA5 QIC Membership requested a presentation or Q&A by the QA Division/ Medical Certification Unit. Monika will arrange for presentation in the next SA 5 QIC</p> <p>Copies of the QA Bulletin No. 17-12 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-13 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-14 were distributed to providers</p>	<p>Monika</p> <p>Providers</p> <p>Providers</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> • QA Bulletin No. 17-15, July 03, 2017, Physician Assistants & Advanced Practice Pharmacists Added To A Guide To Procedure Codes Monika and David gave a brief overview of the Bulletin. • Clinical Forms Bulletin No. 17-02, July 03, 2017 <ul style="list-style-type: none"> ◦ MH 718 – Service Request Log (SRL) David and Monika briefly outlined the changes as stated in the bulletin. <ul style="list-style-type: none"> • Department of Health Care Services <ul style="list-style-type: none"> ◦ MHSUDS Information Notice No.: 17-030 ◦ State Health Information Guidance Monika and David asked providers to review the Information Notice and the Information Guide, and pointed out that the letter and flyer provide information of when, where, and why mental health and substance use disorder information can be exchanged between behavioral health providers and other providers involved in coordinating patient care. In addition, they pointed out the available webinars on July 13 and July 25, 2017. <ul style="list-style-type: none"> • LE Chart Review David and Monika informed providers regarding the ongoing LE chart review and that thus far none of the SA5 providers were selected. Some of the SA5 providers volunteered to participate in the next QA review. Dr. Marc Borkheim will coordinate the review with the providers. 	<p>Copies of the QA Bulletin No. 17-15 were distributed to providers</p> <p>Copies of the Clinical Forms Bulletin No. 17-02 were distributed to providers</p> <p>Copies of the Information Notice and Information Guide were distributed to providers</p> <p>Monika will email the agency information to Dr. Marc Borkheim</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Marc Borkheim</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"> • Policy/Procedure Update, May 08, 2017, June 12, 2017, and July 10, 2017 <ul style="list-style-type: none"> ◦ Policy No. 500.08 Uses and Disclosures of Protected Health Information of Deceased Clients, Adults, and Minors Requiring an Authorization from Personal Representatives ◦ Policy No. 500.02 Use And Disclosure of Protected Health Information Not Requiring Authorization ◦ Policy No. 1400.01 Mental Health Research Review Monika and David pointed out that Policies 105.01 Media Requests, and Policy 1201.01 Assignment, Use, And Management of Cellular Devices have been posted on the DMH website. • VANS <ul style="list-style-type: none"> Monika asked providers to update the information in the VANS system. Updates should be done at least on a weekly basis. Upon review, it was determined, that the latest updates were from 2016 • Patient Right's Office (PRO) <ul style="list-style-type: none"> David and Monika informed providers that an entirely new staff is dedicated to the processing of the monthly Change Of Provider logs. Providers need to submit all logs for the FY 2016/17 by the deadline. 	<p>Copies of the Policy/Procedure Update, 05/08/17, 06/12/17, and July 10, 17 were distributed to providers including copies of the Policies 500.8, 500.02, and 1400.01</p> <p>Providers agreed to update the VANS</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

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<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Medical Directors Office <ul style="list-style-type: none"> ◦ Pharmacy Benefit Management (PBM) Services Update PATS ended on 06/01/17, cutoff date was on 06/30/17. Emails and notifications with instructions from the Office of the Medical Director were sent to providers. <ul style="list-style-type: none"> ◦ Safety Intelligence Update Contractors soon will be able to process Safety Intelligence on the DMH website • ACCESS Center <ul style="list-style-type: none"> ◦ Trending of ACCESS Center Test Calls Data ◦ Test Calls Work Flow Update <p>Lynetta Shonibare from the QI Division provided an overview of the CY 2012-2016 Test Call Data with explicating Table 1: Trending of ACCESS Center Test Calls Data, CY 2012-2016; Table 2: Reasons for Satisfaction and Dissatisfaction with ACCESS Agent/Language Line-Interpreter Services among Non-English Callers; and Table 3: Reason for Satisfaction and Dissatisfaction with the Knowledge and Helpfulness of the ACCESS Agent.</p> <ul style="list-style-type: none"> • MHSIP Spring 2016 Subscale Domains Update <ul style="list-style-type: none"> ◦ Table 1: MHSIP Spring 2016 – Adult Subscale Domains ◦ Table 2: MHSIP Spring 2016- YSS-F-Subscale ◦ Table 3: MHSIP Spring 2016 – YSS Subscale ◦ Table 4: MHSIP Spring 2016 – Older Adult Subscale 	<p>Table 1, 2, and 3, Revised 5-8-17 were distributed to providers</p> <p>Table 1, 2, 3, 4 were distributed to providers</p>	<p>MDO</p> <p>Providers</p> <p>Providers</p>

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<p>Quality Improvement</p>	<p>LYNetta Shonibare from the QI Division gave a brief overview of the tables and pointed out major points of discussion and utilization for SAs.</p> <ul style="list-style-type: none"> • Provider Directory Updates Monika and David asked providers to update the SAs Provider Directory via the NOC website. • The Quality Improvement Subcommittee convened from 11:00AM to 12:00PM with Committee Members present: David Tavlin, LYNetta Shonibare, Susan Osborne, Mandy Sommers, and Libby Hartigan, Jacquelyn Wilcoxon. 		<p>Providers</p>

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, September 12, 2017 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.



 David Tavlin, MFT

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