

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	March 21, 2017	
Place:	Gus Velasco Neighborhood Center 9255 S. Pioneer Boulevard Santa Fe Springs, California 90670	Start Time:	2:07 PM	
Chairpersons:	Antonio Banuelos (Interim Chair) Caesar Moreno (Co-Chair)	End Time:	3:50 PM	
Members Present:	Michelle Barajas-Sanchez, Adriana Carrillo, Gwen Lo, Wendy Mielke, Erika Frausto, Jennifer Phan, Denise Garcia, Laura Solis, Tiffani Tran, David Felix, Hsiang-Ling Hsu, Leana Olague, Joel Solis, Michael Olsen, Nahara Martinez, Nicole Santamaria, Jennifer Mitzner, Jessica Sanchez, Shianne Torales, Angellena Gonzalez, James McEwen, Arlene Contreras, Kelly Brignoni, Robin Washington, Mike Ford, Cinthia Sanchez, Catherine Wulfensmith, Michelle Bilotta-Smith, Adrine Bazikyan, Alex Ballan, Silvia Simental, Shivani Patel Escamilla, Kelly Brignoni, Antonio Banuelos (Interim Chair), Caesar Moreno (Co-Chair) Ana Suarez (District Chief)			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome & Introductions	Meeting was called to order at 2:07 pm		Introductions made and new members welcomed	Caesar Moreno
Review & Approval of Minutes	Minutes from February 2017 meeting were reviewed		Minutes approved by:	Caesar Moreno
Chair Updates	It was announced that both Tonia Amos Jones and Misty Aranoff would no longer be attending the QIC meetings. Tonia Amos Jones moved to a new position at the Department of Public Health and Misty Aranoff would be transitioning to new position at Step Up on Second.		.	Caesar Moreno Antonio Banuelos

Quality Improvement Updates	Department Updates Office of Medical Director The PATS system will be replaced by the Pharmacy Benefits Management (PBM) program. There is a current target date of June 1, 2017 for program to be in effect. The PBM program has the goal of expanding pharmacy benefits, increasing the overall pharmacy network, and increasing pharmacy access to clients, The contract for PBM was negotiated with Magellan to offer the benefits/services. There should not be any additional work for current providers. With PBM, no longer need to open an episode for services. Allows more portable accessibility with regard to prescribing. Working with clinics how can ensure that the clients have a benefits card to access medications. There will be a hotline number available should client lose their card or assist with other issues. As long as pharmacy has link to Magellan, clients may still be able to walk in with a hard prescription. Pharmacy can work with Magellan to adjudicate the prescription. Magellan only working with DMH indigent clients. EQRO The EQRO agenda continues to be finalized. The EQRO meeting with QI representatives is scheduled for Thursday April 13 th 10:45 –Noon. An email bulletin will come out with more information. Patients Rights There are pending drafts of a new grievance/appeal policy and forms. The original form was simple but did not give a lot of details about overall procedures and instructions for form. The original pamphlet also has limited information on the grievance process. The new form: gives why form exists, what is a grievance and an appeal; instructions; gives choices (grievance, appeal, expedited appeal). Draft now focused on what is the problem rather than just general statements; have they spoken to anyone else about the problem, what do they want the solution to be (expectation for resolution). Now have a more formal release of information which is in alignment with new DMH releases. Patients Rights is targeting Fall 2017 to have this		Antonio Banuelos
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<p>Quality Improvement Updates continued</p>	<p>the agency. Ana Suarez noted that DMH was aware of this issue and that the system should be now be updated, or will be updated. There was also a question regarding navigator involvement and how referrals are sent because do not accept phone referrals. Response: VANS is strictly based on tracking and for data tracking does not replace actual referral process.</p> <p>Change of Provider Logs</p> <p>Confidentiality of information on the logs was addressed. It was noted that because logs are brought to the meeting for collection, providers should ensure the confidentiality of those forms by bringing them in a locked or secure box. If provider needs to email the form, provider should consider sending by secure email to Antonio and send copy to Greg Tchakmakjian. Ana Suarez reinforced that logs be collected at the monthly QIC meeting as this has resulted in 100% collection.</p> <p>Consumers in QIC meetings</p> <p>It was again discussed regarding the possibility of having a consumer participate in the monthly QIC meetings.</p>	<p>Antonio to send email clarifying the collection process.</p> <p>Look at inviting Helene Ditko to speak on this issue at a future meeting.</p>	<p>Antonio Banuelos Greg Tchakmakjian</p>
<p>Quality Assurance</p>	<p>Medi-Cal Certification Updates</p> <p>It was reminded that when providers are expecting a relocation to a different site or there are changes to services, you must notify the District Chief first. There can be significant challenges to certification if the address does not match what is on record. Also, providers are not recommended to make the move until a fire clearance has been completed. When get approval letter/certification letter, you must read letter which notifies what services are provided. Make sure the services are accurate, mode of service, and dated with correct certification date.</p> <p>Medication support – if no longer have a psychiatrist then need to notify your District Chief to change the services.</p>	<p>Refer any questions to Joel Solis (as necessary)</p>	<p>Joel Solis</p>

<p>Quality Assurance Updates continued</p>	<p>An agency would have to delete the service even if a provider is in the process of looking for another one. Technically, if a service is not actively being provided, then it must be deleted. This is assuming that you have a timeframe when going to get another provider.</p> <p>With regard to moves, a provider must notify certification that in the process of relocating. Also, provider must notify the District Chief who in turn must send a notice to advise the board about the changes.</p> <p>This led to questions regarding: reinstatement of services once deleted, billing of services while in process reinstatement, the “golden rod” form that needs to be completed and differing instructions being given. It was suggested that Joel come back to provide presentation to review the processes described above for further clarification.</p> <p>Trainings</p> <p>See list of trainings in packet. The Treatment Plan training listed is only for Directly Operated. The focus of the training is regarding how to conceptualize a plan its alignment with using IBHIS.</p> <p>QA Division Updates</p> <p>Nikki Collier will be out on maternity leave beginning April 6th. QA questions should continue to be directed to the to the QA lead for your service area.</p> <p>Chart review tools should be in IBHIS, but until then normal process</p> <p>Documentation Online Videos: in progress of editing the videos. Possibly have them posted on the DMH website within the next few weeks (assessments, treatment plans, claiming). Please provide any feedback when they are posted.</p>	<p>Refer funding question to QA Lead for clarification.</p>	
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<p>Quality Assurance Updates continued</p>	<p>QA website: can access the minute on the website. September and December minutes have been uploaded for review.</p> <p>LE Chart Reviews Refer to the bulletin regarding the proposed format of the review. The Whole Child will be the first agency to have the review. Outcomes from the review process will be provided and integrated into any subsequent reviews. Any questions regarding the LE chart reviews should be directed to the QA lead for your service area.</p> <p>QA Lead roles at QICs The purpose of having QA leads participate in meetings is to provide support and consistency to the QA liasions. QA leads can be utilized to take information and questions back as needed for consultation with QA team.</p> <p>Clinical forms bulletins (some forms may not be placed in the packet as they were listed as drafts)</p> <p>ICC/IHBS Expansion – see final bulletin</p> <p>Updates to the included diagnosis list – see final bulletin</p> <p>Diagnosing using DSM V – see final bulletin</p> <p>Client Treatment Plan reminders – This is a draft bulletin that will emphasize reminders concerning the conceptualization of and key elements required for a traetment plan. There are still some pending clarifications that need to be made before final draft is sent out. One issue is that of the definition for “emergent services”.</p> <p>DTI/DR – This is a draft bulletin that describes new form/progress note to be used within day treatment programs.</p> <p>MR Grant reviews – Alma Services in April. Auditor Controller – None.</p>		
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<p>Announcements</p>	<p>Shivani Patel Escamilla shared an announcement regarding a health fair (Healthy Neighborhood) on June 10, 2017. The fair is specific to certain cities/communities. The fair will consist of cultural events, various performances, and educational resources. There will also be possible speakers regarding immigrant rights. Antonio to email the handout. Ana Suarez reinforced that agencies in that area be represented at the event especially if agencies are physically in that area – office or satellite. Want this to be family centered not just a resource.</p>	<p>Antonio will send out the flier.</p>	
<p>Presentation Rio Hondo Mental Health Center</p>	<p>Michelle Bilotta Smith represented Rio Hondo and provided information concerning the services at the program as well as their QA process.</p>		
<p>Adjournment</p>	<p>Meeting was adjourned at 3:50 pm</p> <p>Respectfully Submitted, Caesar Moreno QIC Co-Chair</p>	<p>Next Meeting: April 18, 2017 Gus Velasco Center, Santa Fe Springs 2:00PM-4:05PM</p>	