COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

July 15, 2009
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

QUALITY IMPROVEMENT (QI) MEETING 2:00 –3:00 p.m.			
I	2:00	**WELCOME & INTRODUCTIONS**	Scott Hanada, LCSW, DMH Co-chair (Coastal API Family MHC) & Janet Fleishman, LCSW, Provider Co-chair (Stars Behavioral Health Group)
II	2:00-2:05	**REVIEW AND APPROVAL OF MINUTES***	Scott Hanada
IV	2:05 – 2:20	**DMH UPDATES** o PIP Status Reports ➢ EPSDT PIP ➢ RC2 PIP ➢ Patient's Rights (Quality Improvement Project) o Auditor Controller – Contract Monitoring Division* ➢ QI Areas for Improvement o IS Bulletin #58: New MHSA Plans on IS* o IS Bulletin #57: New Claim Status – Pending CPE Late Code 4* o Draft CY 2008 Annual Performance Outcomes Report o QIC Manual Handbooks - Update	Janet Fleishman
V	2:20 – 2:55	**SA8 QI PROJECT (QIP)** ➢ See agenda*	Lorrie Leon, PsyD & Susan Houck-Strom, MA
Vi	2:55 – 3:00	**ANNOUNCEMENTS – SAVE THE DATE:** State Annual Review Protocol Training – August 27, 2009	Scott Hanada

**** Handouts***

Reminder:
QI/QA meeting is CANCELED for August! Have a great Summer!

Next QI Meeting:
Wednesday, September 16, 2009
2 – 3 p.m.
ChildNet Youth & Family Services
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QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.			
I	3:00-3:10	**EPSDT Audits** • July 13 – Special Services for Groups • July 20 - ENKI	Scott Hanada, LCSW, DMH Co-chair (Coastal API Family MHC) & Janet Fleishman, LCSW, Provider Co-chair (Stars Behavioral Health Group)
II	3:10 – 3:15	**Service Area 8 QA Development**	Scott Hanada
III	3:15 – 3:25	**QA Training and Technical Assistance** • CCCP Training Module • DRAFT: Paraprofessional training powerpoint	Janet Fleishman
IV	3:25 – 3:40	**Q&A**	Scott & Janet
V	3:40 – 3:45	**Announcements**	Members

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LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, July 15, 2009

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee	**Date**	July 15, 2009
Place	ChildNet Youth & Family Services 2931 Redondo Ave., Long Beach 90806	**Start Time**	2:00 p.m.
Co-chair	Scott Hanada (DMH/Coastal Asian Pacific Islander Family Mental Health Center) & Janet Fleishman (Stars Behavioral Health Group)	**End Time**	4:00 p.m.
Members Present	Eva Clay, Miriam Ruiz, Misty Allen, Leeann Ekstrom, Lorrie Leon, Scott Hanada, Helen Chang, Teka Summers, Susan Houck-Strom, Chad Brinderson, Ann Lee, David Kneip, Tiffani Morton, Lynn Yoon, Kimberly McNaughton-Hume, Norma Cano, Suh Chen Hsiao, Kelly Asato, Maya Douglas, Madoka Urhausen, William Owens, Peter Bongiovanni, Don Wells, Debra DeLeon, Jaslyn Dixon, Sue Sundareson, Jacob Palm, Theodore Howlett, Virginia Howlett		
Absent Members	Nancy Lomibao, Delphina Knapp, Denise Kai, Michael Fitzgerald, John Lewis, Camille Do, Mitsuru Kubota, Gina Thorne, Christine Byrne, Michael Schaefer, Karen Rathburn, Mary Czech		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Call to Order & Introductions	The meeting was called to order at 2:05 p.m. Members were introduced.		
Review of Minutes	The minutes were reviewed and approved by members.		

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	QUALITY IMPROVEMENT (QI)		
SA8 QIP	Dr. Lorrie Leon and Ms. Susan Houck-Strom redefined the operational definition of no-show as the client was not present for the scheduled appointment. They also reviewed the QI member questionnaires regarding the no-shows and identified two primary desired objectives for the project: 1) Identify the barriers that clients and agencies encounter that result in no-shows and 2) Develop solutions to the issues and barriers that result in no-shows in order to reduce the no-show rate. A summary of the results from the member questionnaires are attached to the minutes. The project leads requested each agency to submit a list of services they provide. In addition, 2 additional questionnaires (one for consumers and one for clinicans) have been developed to obtain more information. The project leads are requesting at least 2 surveys to be submitted by each agency. Copies are included in today's handouts. Dr. Leon will develop a Spanish version of the consumer survey and send it out once it is finished.	Thanks to the members for submitting these questionnaires. Members who have not done so may still submit their questionnaire. QIP surveys can be faxed back to Ann Lee at (562) 435-3128.	

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DMH UPDATES	**DMH Updates:** o EPSDT PIP - no update. o RC2 PIP - will be looking at re-hospitalizations. o Patient's Rights - Change of Provider Request log can be submitted via email only if there were no requests during that month. Please only fax the log if there is a request and any client information on the log. The email address is patientsrightsoffice@dmh.lacounty.gov o Copies of the QI Workplan can be obtained at http://psbqi.dmh.lacounty.gov. Each site should have a copy of the workplan. Auditors typically ask agencies to show their copy. o Currently the Department is working on the State Outcomes Survey report. It should be available soon. o Questions from the Auditor-Controllers office for Contract Compliance Review FY 2009-10 are included in the handout. o The QIC manual handbook is being drafted. It will be available soon. o IS News Bulletin: New MHSA Plans now available in the Integrated System. The IS Plan crosswalk is included in the handouts. o IS News Bulletin: New Claim Status - Pending CPE Late Code is included in the handouts.		
Announcements	SSG completed their audit. 170 charts were reviewed in less than 4 hours. The auditors looked at the data entered for accuracy.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
QUALITY ASSURANCE (QA)			
Follow Up Item	Ms. Fleishman updated members that DMH has a new name for Licensed Practitioner of the Healing Arts (LPHA). The new name is Authorized Mental Health Discipline.		
Service Area 8 QA Development	We are interested in developing the QA expertise in SA8. If members are interested, we can invite Ms. Norma Fritsche to attend our meeting to provide us guidance and support in developing our expertise. Dr. Lee inquired as to the QA topics that most interested members and would assist in developing their expertise. Members expressed an interest in gaining a better understanding of the procedural codes. QA liaisons reported that they frequently receive codes questions and that it is difficult to answer them due to inconsistencies in how DMH answers them. Also, the Procedural Codes manual is too general and does not cover specific situations. (Continued on next page)	We will continue to work on obtaining the needed information, training, or support needed to develop the SA8 QA committee expertise. We will ask the SA8 District Chief, Ms. Lisa Wicker, to invite Ms. Fritsche to a future meeting. If members are interesed, we can organize a Procedural Codes or documentation/billing study workgroup.	Ann Lee

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Service Area 8 QA Development (continued from previous page)	Liaisons attempt to answer internal questions by referencing the Procedural or Organizational Providers Manual. If they are unable to answer the question or need further clarification, they contact the SA8 Administration office/QA liaison. Members reported dissatisfaction with the wait time in receiving answers or feedback. This delay then trickles down to agencies and delays in guiding agency staff who initiated the question.		
QA Training & Technical Assistance	o CCCP Training Module: Chapter 1 of the Organizational Provider's manual will be revised to include the CCCP updates. Ms. Fritsche is working on a CCCP training video. A documentation training will also eventually be posted on the DMH website. o DRAFT: Paraprofessional Training powerpoint. Paraprofessionals at directly operated clinics will begin billing Medi-Cal to capture and increase the Department's revenue for services provided. The training will be piloted in SA8 first.		
Announcements	Mr. Ted Howlett read a poem written by Mrs. Virginia Howlett. Thank you for this inspiring poem!	Thanks to ChildNet for the ongoing use of the conference room!	

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QI and QA Handouts	**QI Handouts:** ➢ Agenda ➢ Minutes ➢ Auditor-Controller's Contract Compliance Review Questions FY 2009/10 ➢ QIP Member Questionnaire ➢ IS Bulletin #58: New MHSA Plans Available in IS ➢ IS Bulletin #57: New Claim Status - Pending CPE Late Code ➢ QIP Consumer & Agency Survey **QA Handouts:** ➢ Agenda		
Next Meeting	The August meeting is canceled. The next meeting will be held on Wednesday, September 16, 2009 from 2-4 p.m. at ChildNet Youth & Family Services, 2931 Redondo Ave, Long Beach, CA 90806.	HAVE A GREAT SUMMER!	

Minutes Recorded by:

Ann Lee, Ph.D./ DMH-SA8 Administration

Minutes Reviewed and Approved by:

Scott Hanada, DMH Co-chair