

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

**QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI)
COMMITTEE**

AGENDA

May 20, 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 – 2:10	<p>DMH UPDATES</p> <ul style="list-style-type: none"> o PIP Status Reports <ul style="list-style-type: none"> ➤ EPSDT PIP ➤ RC2 PIP ➤ Patient's Rights (Quality Improvement Project) <hr/> <ol style="list-style-type: none"> 1. Service Delivery Capacity and Accessibility <ul style="list-style-type: none"> ➤ Test Calls – Next Steps 2. Beneficiary Satisfaction <ul style="list-style-type: none"> ➤ Change of Provider Requests (focus groups) 3. Clinical Issues – Presentation/Discussion 4. Coordination/Continuity of Care with APS/EQRO <ul style="list-style-type: none"> ➤ No shows – SA Quality Improvement Project 	Janet Fleishman
V	2:10 – 2:55	<p>SA8 QI PROJECT (QIP)</p> <ul style="list-style-type: none"> ➤ Select project lead ➤ Outline next steps ➤ Agency no-shows & cancellation policies 	All members
VI	2:55 – 3:00	<p>ANNOUNCEMENTS:</p> <ol style="list-style-type: none"> 1. SURVEYS due to SA8 Administration by Thursday, May 28th (note the earlier revised date) 2. CAEQRO Scheduling for 2010: Los Angeles County – April 12 to 15, 2010 3. Providers' Focus Group* <ul style="list-style-type: none"> • May 27th, 2:00-4:00 p.m. • 550 S. Vermont, 3rd Fl Conf Rm • Contact Jeff Kohn or Sylvia Guerrero 	Scott Hanada

* Handouts

Next QI Meeting:

Wednesday, June 17, 2009

2 – 3 p.m.

ChildNet Youth & Family Services

2931 Redondo Ave, Long Beach, CA 90806

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

QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI)
COMMITTEE

AGENDA

May 20, 2009

2 – 4 p.m.

ChildNet Youth & Family Services

2931 Redondo Ave

Long Beach, CA 90806

QUALITY ASSURANCE (QA) MEETING

3:00 – 4:00 p.m.

QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.			
I	3:00-3:10	EPSDT Audits <ul style="list-style-type: none">• May 26 – El Centro del Pueblo• Follow-up on MST audit exceptions – follow up process continues• QA Bulletin drafts	Janet Fleishman, LCSW
II	3:10 – 3:15	QA Training and Technical Assistance <ul style="list-style-type: none">• A collective name is needed• Sharing of information between Legal Entities• Changes in COD codes• QA Bulletin – Organizational Provider's Manual, CCCP Text SA8 QA Issues	Scott Hanada, LCSW
III	3:15 – 3:45	Announcements	Janet Fleishman
IV	3:45 – 3:50	Proposed Agenda Items for Next Meeting	Scott Hanada

Next QA Meeting:

Wednesday, June 17, 2009

3 – 4 p.m.

ChildNet Youth & Family Services

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 20, 2009**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee	Date	May 20, 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	Nancy Lomibao, Miriam Ruiz, Misty Allen, Leeann Ekstrom, Patti Dilliner, Lorrie Leon, Delphina Knapp, Ann Lee, Susan Houck-Strom, David Kneip, Tiffani Morton, Kathrine Lundy, Lynn Yoon, Lorna Pham, Mitsuru Kubota, Camille Do, Carmen Loya, Leilani Liu, Erin Von Femppe, Madoka Urhausen, William Owens, Christine Byrne, Denise Kai, Don Wells, Emily Ramos, Debra DeLeon, Michele Munde, Michael Schaefer, Suh Chen Hsiao, Jacob Palm, Valerie Crawford, Theodore Howlett, Virginia Howlett, Peter Bongiovanni		
Absent Members		Amanda Sanchez, Chad Brinderson, Joel Solis, Teka Summers, Sandra Gaia-Rae, Ben Mijuskovic, Norma Cano, Michael Fitzgerald, Laura Benko, Katherine Lee, Sue Sundareson, Gina Thorne, Mary Czech	
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations	Person Responsible / Due Date
Call to Order & Introductions	The meeting was called to order at 2:05 p.m. Members were introduced.	Actions/Scheduled Task	
Review of Minutes	The minutes were reviewed and approved by members.		

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA VIII ADMINISTRATION
 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
 Minutes, May 20, 2009**

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
QUALITY IMPROVEMENT (QI)			
DMH UPDATES	<p>PIP Status Reports:</p> <ul style="list-style-type: none"> o EPSDT PIP - No update. o RC2 PIP - More info to come later. o Patient's Rights - Change of Provider Requests: Working on making the form more user friendly. A Provider's focus group will be meeting on May 27th to obtain Provider input on this form. Meeting info is listed on the agenda. o Service Delivery Capacity and Accessibility: Regarding, ACCESS Test Calls, test calls are being conducted in English now. o Clinical Issues: DMH directly operated clinics are conducting Peer Reviews for Psychiatrists. o Coordination/Continuity of Care - DMH is highly interested in SA8's Quality Improvement Project which will focus on no shows. 		
QI Project (QIP)	<p>Five agencies submitted documents pertaining to no-shows (e.g., no-show/cancellation policy and appointment reminders). The agencies include Pacific Asian Counseling Services (PACS) Harbor View Community Services Center, 1736 Family Crisis Center, Masada, and ChildNet.</p> <p>(Continue next page)</p>		

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 20, 2009**

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
<p>QI Project (QIP) (Continued from previous page)</p>	<p>Included for review in today's QIP packet are the Access Improvement Toolkit, Parameters for Treatment Non-compliance in Outpatient Clinical Settings from the Office of the Medical Director (January 2002), and the DMH Policy & Procedure 202.28 Recovery Model. We will utilize these documents as tools or references in developing our QIP further today. In the Access Improvement Toolkit, failure to keep appointments (FTKA) was one of the concepts examined. FTKA may be one way to operationally define no-shows.</p> <p>Ms. Fleishman summarized some points and suggestions that were presented at the Departmental QI meeting by some individuals who have studied no-shows. They suggested that how no-shows are processed, managed, and tracked should be examined. Also, questions to consider in examining no-shows include how to reduce no shows, how to follow up after the occurrence of a no-show, and how no-shows are documented.</p> <p>(Continue next page)</p>	<p>We will discuss the details of this project at the next meeting. Please bring any cancellation or no-show policies that your agency may currently employ to the next meeting for members to review. Dr. Lee will remind members to bring these items.</p>	<p>All members</p>

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA VIII ADMINISTRATION
 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
 Minutes, May 20, 2009**

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
<p>QI Project (QIP) (Continued from previous page)</p>	<p>The presenters stated that confirmation calls, appointment reminder cards, and utilizing consumers to remind clients about appointments helped to improve keeping appointments. In addition, they stated it might be good to examine how to encourage people to show up for appointments, tracking no-shows, and studying no-shows for children vs. adults and older adults.</p> <p>Current no-show reduction efforts by Providers were discussed. Per Dr. Jacob Palm, The Guidance Center utilized their log sheet to track no-shows. Only MD appts called for reminders. Added high no-shows to the list of reminder calls and that reduced no-shows. Ms. Lorna Pham reported that Harbor View Community Services Center has been tracking their FSP program. They survey their clinicians on a quarterly basis to obtain no-show (cancellation with less than 24 hours notice) information.</p> <p>(Continue next page)</p>	<p>Next steps:___</p> <p><input type="checkbox"/> Operationally define No-show rate.</p> <p><input type="checkbox"/> Members will submit any policies/procedures or forms they currently use.</p>	

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA VIII ADMINISTRATION
 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
 Minutes, May 20, 2009**

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations/ Scheduled Task	Person Responsible / Due Date
<p>QI Project (QIP) (Continued from previous page)</p>	<p>(continued from previous page) Ms. Patti Dilliner from CII stated that they have fields for client no-shows or cancellations (e.g., calling to cancel an appointment) on their progress notes. Appointment reminder calls were provided for those that had high no-show/cancellations. Ms. Susan Houck-Strom and Dr. Lorrie Leon volunteered as Project Leads. Thank you both for taking on this project.</p>		
<p>Announcements</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Surveys are due by Thursday, May 28th (one day earlier than previously requested) to the SA8 Administration office. Office hours are Monday through Friday from 8 a.m. - 5 p.m. <input type="checkbox"/> CAEQRO is scheduled for April 12-15th, 2010 for Los Angeles County. <input type="checkbox"/> The Providers' Focus Group will be held on May 27th from 2-4 p.m. Please see the attached handout for meeting information. <input type="checkbox"/> MAT 101 is scheduled for June 11th at DCFS Torrance. <input type="checkbox"/> MAT Documentation training is tentatively scheduled for Tuesday, June 16th. The location is not yet determined. 		

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA VIII ADMINISTRATION
 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
 Minutes, May 20, 2009**

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
QUALITY ASSURANCE (QA)			
<p>Follow-up Items from Last Meeting</p>	<p>Ms. Janet Fleishman updated members regarding billing for Child Abuse reports. She stated that according to Ms. Norma Fritsche, the State informed DMH that Child Abuse reports are billable. However, Ms. Fleishman wanted to inform members that in the EPSDT manual (page 43), it states that report writing such as Child Abuse is not billable.</p> <p>PACS recently had an audit and the auditors stated that they would not disallow billing for Child Abuse reports.</p>		
<p>EPSDT Audits</p>	<ul style="list-style-type: none"> <input type="checkbox"/> El Centro del Pueblo has their EPSDT audit scheduled for May 26th. <input type="checkbox"/> The follow up on MST audit exceptions continues <input type="checkbox"/> Draft QA bulletins were shared at the Departmental QA meeting this week. One bulletin is regarding the results of the Clinical Audits and the other is regarding the revisions to the Organizational Provider's Manual pertaining to the Client Care Coordination Plan (CCCP). These bulletins will be released upon finalization. 		

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 20, 2009**

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
<p>QA Training & Technical Assistance Center</p>	<p><input type="checkbox"/> The Department is considering a new name to replace Licensed Practitioner of Healing Arts (LPHA) to address the problem with including Psychiatric Technicians (who are not licensed and not considered LPHA by LA County) and registered/licensed waived staff.</p> <p><input type="checkbox"/> Ms. Fritsche announced that DMH Providers can share client information between Legal Entities. It is always good to get an authorization to release information from the client but between DMH Legal Entities information can be shared.</p> <p><input type="checkbox"/> Regarding changes in the Co-occurring disorders (COD) codes (X and U codes), a bulletin will be released to clarify the codes.</p> <p><input type="checkbox"/> Mr. Hanada asked Ms. Jen Eberle to return to our SA as a follow-up regarding the CCCP training to address our members' additional questions. Ms. Eberle is working on the FAQs and would like to release this first before returning for a follow-up training. SA8 is asked to submit any questions to Ms. Eberle for integration to her FAQ sheet.</p> <p>(Continue Next Page)</p>	<p>Note cards for questions were distributed to members. The cards were collected and the questions will be forwarded to Ms. Eberle by Dr. Lee.</p>	<p>Ann Lee</p>

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 20, 2009**

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
<p>QA Training & Technical Assistance Center (Continued from previous page)</p>	<p><input type="checkbox"/> Regarding forms for Providers who are keeping electronic records, Ms. Fritsche stated that she will be meeting with and working with Providers to address concerns that DMH required that the forms are used without modification. Dr. Jacob Palm, The Guidance Center, reported that they have met with Ms. Fritsche regarding this problem. There is no resolution at this time but they will keep us updated.</p>		
<p>SA8 QA Issues</p>	<p>We would like to develop our QA committee so we can better respond and handle members' documentation and billing questions. During the past year, members have expressed frustration with not receiving answers to questions. The process has been that members ask questions and the questions are forwarded to the SA8 QA team (QA liaison and co-chairs) first. If the co-chairs are unable to answer the questions, then the questions are forwarded to Ms. Fritsche's office for response. This process has usually yielded considerable delay or no response. The SA8 committee is then left waiting for answers. Also, members have reported that they will receive different answers depending on who they ask. This process appears to be passive and dissatisfactory for members so the SA8 team would like to discuss this and work on developing our expertise in answering/addressing these questions.</p>	<p>We have a collective expertise within the committee and will utilize the knowledge and expertise that is available to yield better results for our committee. Members were highly receptive to developing our QA committee and expertise with documentation and billing in a proactive and satisfactory manner. Dr. Lee will compile questions and answers as our committee addresses them.</p>	<p>All members</p>

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA VIII ADMINISTRATION
 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
 Minutes, May 20, 2009**

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Forms Question	<p>Ms. Lorna Pham inquired as to which forms are still effective and which ones are not.</p> <p>Ms. Carmen Loya stated that she compiled a forms book with created dates. She will share her list if desired.</p>		
Announcements	<p>Thank you Mr. Ted Howlett for reading the poem called "A-Maze-Ing" by Ms. Virginia Howlett. Great poem Virginia!!! Thank you!</p>		
QI and QA Handouts	<p><u>QI Handouts:</u></p> <ul style="list-style-type: none"> ➤ Agenda ➤ Minutes ➤ State DMH Medi-Cal Oversight: Annual Review Protocol FY 2008-09 ➤ Access Improvement Project Toolkit ➤ 4.3 Parameters ➤ Providers' Focus Group <p><u>QA Handouts:</u></p> <ul style="list-style-type: none"> ➤ Agenda ➤ Notecards 		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 20, 2009

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Next Meeting	The next meeting will be held on Wednesday, June 17, 2009 from 2-4 p.m. at ChildNet Youth & Family Services, 2931 Redondo Ave, Long Beach, CA 90806.		

Minutes Recorded by:



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

Minutes Reviewed and Approved by:



Scott Hanada, DMH Co-chair