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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

March 17, 2010
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	***Introductions & Review of Minutes****	Norma Cano, Ph.D., DMH Co-chair (Long Beach Child & Adolescent Program)
II	2:00-2:05	**Patient Rights QIC Issues**	Janet Fleishman, LCSW, Provider Co-chair (Stars Behavioral Health Group)
III	2:05 – 2:10	**Clinical Issues** ➢ Advance Health Care Directives	Norma Cano
IV	2:10 – 2:15	**Cultural Competency Subcommittee Report** • The Cultural Competency plan is due in July. • Subcommittee members met on Wed, March 10th. • The State protocol is available online at http://www.dmh.ca.gov/DMHDocs/docs/notices10/10-2.pdf	Janet Fleishman
V	2:15 – 2:30	**State System Review & CAEQRO Site Review Notification Letter*** ➢ April 12, 2010 - Performance Management Discussion: SA Co-Chairs and Reps ➢ April 14, 2010 - Service Area Review Activities in SA8 o API Consumer/Family Focus Group – LBAPI Family MHC o TAY Focus Group – The Village o Discussion Group – Clinical line staff – Contract providers and directly operated clinics (8-10 participants)	Norma & Ann
VI	2:30 – 2:35	**Provider Directory – another link** **http://psbqi.dmh.lacounty.gov/providerdirectory.htm**	Janet
VII	2:35 – 2:55	**SA8 Quality Improvement Project (QIP) Update**	Susan Houck-Strom and Lorrie Leon
VIII	2:55 – 3:00	**QA Announcements**	

**** Handouts***

Next QI Meeting:
Wednesday, April 21, 2010
2 – 3 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave, Long Beach, CA 90806

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AGENDA

March 17, 2010
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.			
I	3:00-3:05	**Audits** ➢ EPSDT – no announcements received ➢ Auditor-Controller: o El Centro Del Pueblo Inc. – March 2, 2010 o California Hispanic Commission – March 23, 2010	Norma Cano, Ph.D., DMH Co-chair (Long Beach Child & Adolescent Program) & Janet Fleishman, LCSW, Provider Co-chair (Stars Behavioral Health Group)
II	3:05 – 3:15	**System Review Findings** ➢ **System Review** o ***Overview of Out of Compliance Items**** ➢ **Chart Audit FY 2009/10** o ***Preliminary Findings Overview**** o ***Disallowance Graphics****	
III	3:15 – 3:30	**QA Technical Assistance & Training** ➢ **QA Bulletins:** o ***Quality Assurance Bulletin No. 10-01: Wraparound Providers Only – Procedure Code Changes**** ➢ ***Service Logs**** ➢ Group Claiming – April Program Head meeting; May QA meeting ➢ Specialized Foster Care o Overview of Quality System Review (QSR) development o ***Memo from Dr. Southard**** and ***Overview of agencies to be reviewed****	
IV	3:30-3:45	**Clinical Records** ➢ ***Clinical Records Bulletin 2010-10: Updated Clinical Record Forms**** ➢ Electronic Signature – watch for the letter from Dr. Southard; review contents ➢ Brief Assessment (draft)	
V	3:45-4:00	**Announcements**	

** Handouts*

Next QA Meeting:
Wednesday, April 21, 2010
3 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave, Long Beach, CA 90806

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, March 17, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee	**Date**	March 17, 2010
Location	ChildNet Youth & Family Services 2931 Redondo Ave., Long Beach 90806	**Start Time & End Time**	2:00 p.m. – 4:00 p.m.
Co-chairs	Norma Cano, Ph.D. (Long Beach Child & Adolescent Program) & Janet Fleishman, L.C.S.W. (Stars Behavioral Health Group)		
Members Present	Misty Allen, Leeann Ekstrom, Patti Dilliner, Lorrie Leon, Kathy Mills-Walker, Helen Chang, Teka Summers, Susan Houck-Strom, Ann Lee, David Kneip, Tiffani Morton, Lynn Yoon, Lorna Pham, Michael Fitzgerald, Camille Do, Suh Chen Hsiao, Mike Ford, Christine Byrne, Erin Von Fempe, Jerilyn Dulay, Madoka Urhausen, Jaime Sheehan, Vynette Moore, Debra DeLeon, Chad Brinderson, Denise Matsumoto, Katherine Lee, Bryan Sawlsville, Karen Rathburn		
Absent Members	Nancy Lomibao, Miriam Ruiz, Ross Grossman, Mitsuru Kubota, Emily Ramos, John Lewis, Paula Rosenfeld, Gina Thorne, Don Wells, Tony Glavis, Michele Munde, Sue Sundareson, Jacob Palm, Theodore Howlett, Virginia Howlett		

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 2:00 p.m. Members were introduced.		
Review of Minutes	The February meeting minutes were reviewed and approved by members.		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
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Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	QUALITY IMPROVEMENT (QI)		
Patient Rights QIC Issues	QI Work Plan Implementation Status Report – Requests for Change of Provider. o SA8 has improved and is doing well with submitting the logs on time. o Agencies that have not submitted logs were contacted. o There has been no change in the form.		
Clinical Issues	Advance Health Care Directives o No forms or updated information has been released		
Cultural Competency	o The LA County cultural competency plan is due in July 2010. o Subcommittee members met on Wed, March 10th o The State has provided LA County feedback to develop a way to measure the cultural competency of staff as documenting trainings is not sufficient. o DMH is considering including cultural competency as a performance measure. o The State protocol is available online at http://www.dmh.ca.gov/DMHDocs/docs/notices10/10-2.pdf		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
State System Review/ CAEQRO Site Review	The California External Quality Review Organization (CAEQRO) will be visiting LA County for a site review of SAs 4, 6, and 8. Please see the attached letter and draft agenda that is included in the handouts for details. o April 12th – SA QIC co-chairs discussion group will be held o April 14th – API Consumer/Family Focus group will be held at Long Beach API Family Mental Health Center and the TAY focus groups will be held at MHA – The Village. o A discussion group for direct clinical line staff will also be held on April 14th o The site visit staff will be asking about access to services, timeliness, and quality of services. SA8 will seek participants primarily from the Long Beach area to reduce transportation difficulties and travel time. o Guidelines for focus groups was discussed including recruiting new service recipients for focus group participants and both MHSA and non-MHSA consumers. o We would like both Contract Providers and directly operated clinics to be represented.	Ann Lee will contact QI members for assistance in recruiting participants.	
Provider Directory (continued next page)	The Provider Directory link previously reported was not working. There is another link that might work: http://psbqi.dmh.lacounty.gov/providerdirectory.htm		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Provider Directory (continued from previous page)	Please make one copy available in the waiting room at each provider site/clinic for consumer viewing.		
SA8 Quality Improvement Project (QIP) Status Update	Ms. Susan Houck-Strom provided a status report regarding the project. o Susan needs the committee's feedback and member input to proceed with the next steps. o We have not resolved some of the key questions that arose as we underwent this project. o The committee is asked to consider what the end product of this project will be. Ideas include: • Develop strategies to reduce no-shows • Develop a tracking system – committee agreed that we did not have the resources to accomplish this • Standardize no show policy or form • Training on how to manage no shows	Dr. Lee will draft a brief summary report and send it to Ms. Houck-Strom and Dr. Leon for their review. This draft report will then be submitted to the committee to review and input. The draft report will also be used to make decisions to finalize our project.	
QI HANDOUTS	➢ QI Agenda ➢ February minutes ➢ State System Review & CAEQRO Site Review Notification Letter and Draft Agenda		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, March 17, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	QUALITY ASSURANCE (QA)		
Audits	**EPSDT** – No announcements received. **Auditor-Controller:** o El Centro Del Pueblo Inc. – March 2, 2010 o California Hispanic Commission – March 23, 2010		
System Review	**System Review** o Please refer to the overview of out of compliance items in the handouts. o The overall system review was good. **Chart Audit FY 2009/10** o The Preliminary findings are included in the handouts. Please review for the list of disallowances. o Los Angeles County did not do well. Approximately 35% of the claims submitted were disallowed based on the chart audit. o Luckily, there will not be any recoupment due to the small sample of charts audited and the charts were not randomly selected. Therefore the auditors could not extrapolate. It is important to make sure that the goals, diagnosis, medical necessity, intervention or treatment and how it helped the client, are all tied together.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
QA Technical Assistance & Training	**QA Bulletin No. 10-01: Wraparound Procedure Code Changes** o Wraparound providers must use H0032 instead of H2015 for Plan Development services during the CFT. o The Guide the Procedure Codes has also been updated accordingly. **Service Logs:** o Please make sure to use the new Daily Service Log and Group Service Log. There is a version of both logs for DMH directly-operated clinics and one for Contract Providers. **Specialized Foster Care** o DMH will be conducting a chart review process for Specialized Foster care. The process will begin in SPA7 and then continue to other SPAs. Please view the Memo from Dr. Southard regarding the Quality Improvement Case Reviews for more information.	Please keep current your claims submission as all claims submitted when the claiming functionality comes back online will need to be in the Phase II format.	
Clinical Records	**Clinical Records Bulletin 2010-10: Updated Clinical Record Forms:** o The MH224A Client Face Sheet has been revised and is available online in a PDF fillable format. o Directly operated clinics are to use this form immediately. o Contract Providers – the form is effective		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	within 6 months of the date of this bulletin. o Outcome Measures Application (OMA) Forms are available online. o Electronic signature – watch for the letter from Dr. Southard o Brief assessment (draft) – This form will be released soon which can be used for single contact, open/close situations.		
QA Handouts	➢ QA Agenda ➢ State System Review FY 2009/10 Out of Compliances list ➢ System Review Chart Audit FY 09/10 – Preliminary Findings Overview ➢ Disallowance Graphics ➢ QA Bulletin No. 10-01: Wraparound Providers Only Procedure Code Changes ➢ Service Logs ➢ Memo from Dr. Southard dated February 24, 2010 ➢ CRB 2010-10: Updated Clinical Record Forms		
Next Meeting	The next meeting will be held on Wednesday, April 21, 2010 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:

Norma Cano, Psy.D., DMH Co-chair