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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

May 19, 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	***Introductions & Review of Minutes**** **Co-chairs:** Norma Cano, Ph.D. and Janet Fleishman, LCSW Both our chairs are out today due to trainings and other QA meetings. Ann Lee will fill in and chair the meeting today.
II	**Clinical Issues** ➢ Peer Reviews Policy: Review the current policy for MDs to see if it meets need. ➢ Staff credentials – review is currently underway
III	**Patient Rights Office** ➢ ***Request to Change Provider Report, 3rd Quarter**** – Please make sure to fax the logs by the 10th of every month. This is MANDATORY!!! Logs should be submitted even if there was no request to change provider. ➢ Please contact Ted Wilson at (213) 738-6192 or TWWilson@dmh.lacounty.gov if you notice that your clinic/site is not listed in the report. ➢ The fax number for logs is **(213) 365-2481.**
IV	**ACCESS Center*** – Please see handout for menu of services and contact info.
V	**QI Handbook** – more info to come
VI	**Cultural Competency Committee Report** • The Cultural Competency is now a full-fledged committee instead of a sub-committee of the QI Division. • The committee is looking to expand its membership to be reflective of the community served – including clients and family members from ethnic, racial, and cultural groups, providers, and community partners, etc. • The next meeting will be held on Wed, June 9th from 1:30-3:30 p.m. • Please contact Ann Lee at (562) 435-3027 if you are interested. • The LA County Cultural Competency plan submission due date is in July.
VII	**State Indicator Report, March 2010** ➢ Linkage/Referrals on 800 Line to Primary Care Physicians* ➢ Summary of Mental Health Referral Thru 800 Line* ➢ Language Line Report* ➢ Abandoned Calls & Total Calls Received* • Abandoned calls is defined as a hang up after 30 seconds. • There are a higher number of abandoned calls for Spanish speakers.
VIII	**State Outcomes Survey** - State has not yet notified of survey dates.
IX	**Legible handwriting** – all paperwork must be legible – Applies to all staff including MDs.

Continued Next Page

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

QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI)
COMMITTEE

AGENDA

May 19, 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. (continued from previous page)	
X	**SA8 Provider Directory** – 1 copy per clinic or contract agency site ➢ Please make this available to consumers in the waiting area. ➢ Providers may printout additional copies if needed from the DMH website.
XI	**QI Handbook** - more info will come at a later date.
XII	**SA8 Quality Improvement Project (QIP) Update** – Brief report still in progress.
XIII	**QI Announcements**

**** Handouts***

Next QI Meeting:
Wednesday, June 16, 2010
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 ADMINISTRATION

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

May 19, 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	**Co-chairs:** Norma Cano, Ph.D. and Janet Fleishman, LCSW Both our chairs are out today. Ann Lee will fill in and chair the meeting today.
II	**Audits** • State System Review • EPSDT audits: none scheduled since the April meeting • Inpatient audits: none scheduled for May • Auditor Controller: South Central Health and Rehab Program – May 24, 2010
III	**QA Technical Assistance & Training** • QA Review for Directly-operated Providers o New Tool not yet developed; should not be using the original Tool released o 33 Providers will be required to review a small sample of records for compliance with State client plan requirements ▪ QA/Compliance have developed review tool ▪ Compliance is preparing data ▪ QA staff will prepare the review tools for each Provider • CCCP training module – presented at Program Head meeting; will be making a few final adjustments then will be released to District Chiefs for distribution to their Providers • Unique Progress Note family therapy situations o Type of activity – individual therapy because no family therapy choice o Parent on phone, client with therapist – do not check telephone box because face-to-face time • Group Services powerpoint- will incorporate voiceover then sent to District Chiefs for distribution to their Providers • Group Services Bulletin –currently being drafted. Will be released with the powerpoint • Brief Assessment drafts
IV	**Clinical Records** • DMH Integrated Behavioral Health Information System (IBHIS) – reviewing products from RFP bidder in early June • AB3632 consent o Corrected information from April QA meeting – if client has both private insurance and Medi-Cal and parent <u>only</u> consents to bill Medi-Cal, CANNOT claim to Medi-Cal because can't claim private insurance therefore must claim to AB3632. o Will be distributed as Revenue Management Bulletin o Original to be filed in Revenue folder; copy in clinical record
V	**Q&A**

<u>Next QA Meeting:</u>
Wednesday, June 16, 2010 – 3 to 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, May 19, 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**	May 19, 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	Both co-chairs were absent today due to trainings and other QA meetings. Ann Lee (DMH SA8 Liaison/Representative) chaired the meeting today. **Co-Chairs:** Norma Cano, Ph.D. & Janet Fleishman, L.C.S.W.		
Members Present	Eva Clay, Miriam Ruiz, Leeann Ekstrom, Kathy Mills-Walker, Helen Chang, Valerie Wilson-Lindberg, Ann Lee, Tiffani Morton, Sandra Gaia-Rae, Lynn Yoon, Teresa Yang, Kelly Asato, Christine Byrne, Erin Von Fempe, Madoka Urhausen, Lora Potts, Chad Brinderson, Denise Matsumoto, Michele Munde, Bryan Sawlsville, Karen Rathburn, Dawn Meggerson, Tony Glavis, Don Wells, Katherine Lee, Jacob Palm		
Absent Members	Patti Dilliner, Susan Houck-Strom, David Kneip, Lorna Pham, Michael Fitzgerald, Emily Ramos, Ross Grossman, Suh Chen Hsiao, Paula Rosenfeld, Gina Thorne, Sue Sundareson, Theodore Howlett, Virginia Howlett, Jaime Sheehan, Vynette Moore		
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 April meeting minutes were reviewed and approved by members. March minutes were emailed to the committee after the last meeting. Please notify Ann Lee if you did not receive this.		**Ann Lee**

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 19, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
QUALITY IMPROVEMENT (QI)			
QA Follow-up Question	**Psychological Testing** Q: Should psychological testing be listed on the CCCP as a separate service? Is it already covered as a mental health service? A: If it is a one-time service, it dose not need to be added to the CCCP. If it is a service to be provided over multiple times, then yes, psychological testing should be added to the CCCP. Q: Does an agency need to get authorization to do psychological testing? A: If the service function code is not already in the providers' contract, then yes the District Chief would need to approve the provider to provide this service (add the service function code).	Ann Lee will f/u to confirm.	Ann
Clinical Issues	**Clinical Issues** ➢ Peer Reviews Policy: the peer review committee is reviewing the current policy for MDs to see if it meets need. Agencies may wish to use this policy to form their own peer review policy for other disciplines. ➢ Staff credentials – review is currently underway. Intent is to uphold best practice.	➢ Some agencies stated that they hold peer review meetings for both clinical purposes as well as to review charts.	
Patient Rights Office	**Patient Rights Office** ➢ ***Request to Change Provider Report, 3rd Quarter**** – Please make sure to fax the logs by the 10th of every month. This is MANDATORY!!! Logs should be submitted	SA8 has improved in the number of agencies that are consistently submitting these logs!!! Let's continue to send in our logs. Late submissions	

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	even if there was no request to change provider. ➢ Please contact Ted Wilson at (213) 738-6192 or TWWilson@dmh.lacounty.gov if you notice that your clinic/site is not listed in the report. ➢ The fax number for logs is **(213) 365-2481.**	should still be sent in and will be counted in the next report.	
ACCESS Center	○ **ACCESS Center*** – A handout of menu of services was distributed.		
QI Handbook	The revised handbook will be released soon. Members will be informed when it is available.		
Cultural Competency Committee Report	**Cultural Competency Committee Report** • The Cultural Competency is now a full-fledged committee instead of a sub-committee of the QI Division. • The committee is looking to expand its membership to be reflective of the community served – including clients and family members from ethnic, racial, and cultural groups, providers, and community partners, etc. • The next meeting will be held on Wed, June 9th from 1:30-3:30 p.m. • Please contact Ann Lee at (562) 435-3027 if you are interested. • The LA County Cultural Competency plan submission due date is in July.		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 19, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
State Indicator Report, March 2010	**State Indicator Report, March 2010** Several items were distributed in the handouts as FYI: ➢ Linkage/Referrals on 800 Line to Primary Care Physicians* ➢ Summary of Mental Health Referral Thru 800 Line* ➢ Language Line Report* ➢ Abandoned Calls & Total Calls Received* • Abandoned calls is defined as a hang up after 30 seconds. • There are a higher number of abandoned calls for Spanish speakers.		
State Outcomes Survey	State has not yet notified DMH of survey dates. There have been no letters or notices posted on the State website. Members will be informed if the status changes.		**Ann**
Quality Improvement Project (QIP) Status Update	The report is still in progress. A draft will be submitted to the project leads and co-chairs for their input before being shared with the entire committee.		Ann
SA8 Provider Directory	-Each member was provided a provider directory. -Please take one and leave in the consumer waiting area. -Please inform Ann if there are any corrections needed.		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 19, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Announcements	None		
QI Handouts	➢ QI Agenda ➢ April meeting minutes ➢ Request to Change Provider Report, 3rd Quarter ➢ Linkage/Referrals on 800 Line to Primary Care Physicians ➢ Summary of Mental Health Referral Thru 800 Line ➢ Language Line Report ➢ Abandoned Calls & Total Calls Received ➢ ACCESS Center flyer ➢ Provider Directory (one copy per site was distributed)		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 19, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
QUALITY ASSURANCE (QA)			
Audits	• State System Review • EPSDT audits: none scheduled since the April meeting • Inpatient audits: none scheduled for May • Auditor Controller: South Central Health and Rehab Program – May 24, 2010		
QA Technical Assistance & Training	• QA Review for Directly-operated Providers o New Tool not yet developed; should not be using the original Tool released o 33 Providers will be required to review a small sample of records for compliance with State client plan requirements ▪ QA/Compliance have developed review tool ▪ Compliance is preparing data ▪ QA staff will prepare the review tools for each Provider • CCCP training module – presented at Program Head meeting; will be making a few final adjustments then will be released to District Chiefs for distribution to their Providers • Unique Progress Note family therapy situations o Type of activity – individual therapy because no family therapy choice		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	○ Parent on phone, client with therapist – do not check telephone box because face-to-face time • Group Services powerpoint- will incorporate voiceover then sent to District Chiefs for distribution to their Providers • Group Services Bulletin –currently being drafted. Will be released with the powerpoint • Brief Assessment drafts		
Clinical Records	• DMH Integrated Behavioral Health Information System (IBHIS) – reviewing products from RFP bidder in early June • AB3632 consent ○ Corrected information from April QA meeting – if client has both private insurance and Medi-Cal and parent only consents to bill Medi-Cal, CANNOT claim to Medi-Cal because can't claim private insurance therefore must claim to AB3632. ○ Will be distributed as Revenue Management Bulletin ○ Original to be filed in Revenue folder; copy in clinical record		
QA Questions	Q: Is there any difference between the signature date and effective date on the CCCP? A: The QA committee is looking into revising this as it is confusing. We will clarify and answer at the next meeting.		**Ann**

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 19, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	Q: Do we need to close each EPSDT client's episode and then reopen if they will be transformed to the new EBP under PEI? A: Some clinics have been treating transforming clients as a transfer case to avoid closing and reopening which would then require a new assessment. There were no changes in provider number for these cases.		
Announcements	None.		
QA HANDOUTS	➢ QA Agenda		
Next Meeting	The next meeting will be held on Wednesday, June 16, 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