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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

January 19, 2011
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 & Minutes** **Co-chairs:** Norma Cano, Psy.D. and Janet Fleishman, LCSW
II	**Patient's Rights Office (PRO) – *Request for Change of Provider Report******
III	**Clinical Issues**
IV	**Test Calls** (Please view attached ***Summary of Accessibility Report**** dated January 3, 2011)
V	**Cultural Competency Committee (CCC) update:** • ***Mandatory Trainings**** – Cultural Competency • CCC liaison for SA 8 is Ann Lee • There will be a Cultural Competency article in each eNews bulletin. (LACDMH's electronic news bulletin). • A meeting was just held on Wednesday, January 12th. The next meeting will be held February 9th from 1:30-3:30 pm at 695 S. Vermont, 15th floor conference room.
VI	**SA 8 Quality Improvement Project (QIP) Update –** • **No-show Project:** Only one minor revision was received from members. The report will be revised accordingly. The final report will then be distributed to members, QI Division, SA 8 District Chief. • **New Project Ideas:** members will be asked to input new project ideas for discussion.
VII	**QI Announcements** – Please see attached SA 8 QI/QA Meeting Dates for 2011*

**** Handouts***

Next QI Meeting:
Wednesday, February 16, 2011
2 – 3 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

Checkout the SA 8 QI/QA Website for meeting schedule, agenda, minutes, and handouts:
http://sa8quality.pbworks.com

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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

January 19, 2011
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	**Welcome Again!** **Co-chairs:** Norma Cano, Psy.D. and Janet Fleishman, LCSW

II	**Audit/Reviews**
	• EPSDT Audits: Audits have not resumed.
	• Inpatient Audits – Exit meeting will be held at LAC-USC. 33 charts were reviewed.
	• Auditor Controller:
	  o Dubnoff – January 2011
	  o Bienvenidos – February 14, 2011
	• Quality System Review (QSR) – Vermont Corridor – January 24-29th
	  o 10 Providers participating including Alafia, Counseling4Kids, Drew-Child Development, Kedren, SFC, CII, LA Child Guidance Center

III	**QA Technical Assistance & Training** • Taxonomy Changes • Short-Doyle Medi-Cal Phase II Procedure Code Changes • Auditor-Controller "Common Findings Training" – Barbour & Floyd, Scharp, SSG-TBA • Quality System Review (QSR) Reviewer Training will be held on January 20-21, 2011
IV	**Clinical Records** • EHRS/Clinical Forms Crosswalk process
V	**Revenue Management Division** • Submission of Medi-Medi claims
VI	**QA Announcements**

Next QA Meeting:
Wednesday, February 16, 2011
3 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

Checkout the SA 8 QI/QA Website for meeting schedule, agenda, minutes, and handouts:
http://sa8quality.pbworks.com

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, January 19, 2011

Agenda Item & Presenter	Discussion and Findings		Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		**Date**	January 19, 2011
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	**Co-Chairs:** Janet Fleishman, L.C.S.W. & Norma Cano, Psy.D. (absent)			
Members Present	Ae Lyen Yoon Ann Lee Bryan Sawlsville Colette Esparza David Kneip Debra DeLeon Denise Matsumoto Erin Von Fempe	Heather Jensen Helen Chang Karen Rathburn Katherine Lee Leeann Ekstrom Lorna Pham Madoka Urhausen Maribel Alvarez	Michael Fitzgerald Michele Munde Mike Ford Misty Allen Naomi Arellano Patti Dilliner Sandra Gaia-Rae Sandra Gonzalez	Theodore Howlett Tiffani Morton Valerie Wilson-Lindberg Virginia Howlett Vynette Moore
Absent Members	Camille Do Chad Brinderson Christine Byrne Delphina Knapp Don Wells Elva Gutierrez Emily Ramos Eva Clay	Gary Puckett Eva Clay Gary Puckett Gina Thorne Jacob Palm Jaime Sheehan Jason Damavandi Jeff Wirth	Jessica Feldman Kathy Mills-Walker Kisha Turner Lorrie Leon Mitsuru Kubota Nancy Lomibao Paula Rosenfeld Rachel Green	Richard Sohn Ross Grossman Sue Sundareson Suh Chen Hsiao Susan Houck-Strom Teka Summers Thuy Tran

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 November 2010 meeting minutes were reviewed and approved by members.		

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY IMPROVEMENT (QI)		
Patient's Rights Office (PRO) – Request for Change of Provider Report	**QI Work Plan Implementation Status Report Dated 12/28/10** ➢ A copy of the report was included in today's handouts for members' review. ➢ Providers and directly-operated clinics should continue to submit the Request for Change of Provider (RCP) Log each month even if there were no requests per the Policy & Procedure 200.02.		
Clinical Issues	No update.		
Test Calls	**Summary Report of Accessibility: Monitoring Test Calls to 24/7 Toll Free ACCESS Line – January 3, 2011** ➢ Please read this report which compares the findings of the Test Calls conducted from July – September 2010 to the test calls study completed in 2008 and 2009. ➢ Of the 24,704 calls ACCESS Center received in 2010, an average of 26 calls were Spanish language ➢ Test callers are needed so please contact Ann Lee if you are interested.		
Cultural Competency Committee (CCC) Update	➢ Directly-operated staff are required to complete several mandatory trainings. There is a list included in the handouts. ➢ There will be a Cultural Competency article in each eNews bulletin. (LACDMH's electronic news bulletin). Check the website at http://dmh.lacounty.gov/News/Publications/enews.html	➢ Please contact Ann Lee for information at alee@dmh.lacounty.gov or via phone (562) 435-3027.	

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	➢ A meeting was just held on Wednesday, February 10th. The next meeting will be held March 9th from 1:30-3:30 pm at 695 S. Vermont, 15th floor conference room.		
SA8 Quality Improvement Project (QIP)	➢ The draft summary report is now a final version. ➢ The final report will be distributed via email to members soon. This will conclude the No-show QIP. ➢ Members were asked to input on new project ideas for this fiscal year. ➢ Ms. Fleishman reviewed the project ideas inputed by members in 2009	We will continue to discuss project ideas at the next meeting.	Ann Lee
PEI EBP Implementation Discussion	Ms. Madoka Urhausen from PACS started a discussion regarding utilization of the case management and paraprofessional staff that have Asian language capability with the new EBPs. Many providers have their staff train in more than one model. It has been costly to train staff due to attrition. Training issues have impacted productivity since it takes so long to train staff and hire and train new staff to replace those that leave. For Directly-operated clinics, Dr. Karen Rathburn provided an update on EBPs at TIES for Families. TIES for Families is implementing Incredible Years (IY) and Reflective Parenting. Currently, the staff are receiving PCIT training. Mindful parenting and Reflective Parenting (which are both Community Defined Evidence		

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	practices) are not yet on the menu but DMH will eventually authorize training for these models. Child Parent Psychotherapy (CPP) will also be implemented. Ms. Valerie Lindberg-Wilson reported on the EBPs at Crittenton. Crittenton utilizes Nurturing Parenting. LBCAP has been implementing FFT for the past few years. The staff will receive training on IY soon and eventually Aggression Replacement Therapy (ART). Some agencies are doing IY and Reflective Parenting		
Webex option	Members indicated interest in having the option to participate in meetings via Webex.	Dr. Lee will explore the possibility of making meetings available through webex.	
Announcements	The SA 8 QI/QA Meeting Dates for 2011 was distributed. August and December 2011 meetings are cancelled as usual.		
QI Handouts	➢ QI Agenda ➢ QI Work Plan Implementation Status Report Dated 12/28/10 ➢ Summary Report of Accessibility: Monitoring Test Calls to 24/7 Toll Free ACCESS Line – January 3, 2011 ➢ Mandatory Training Curriculum ➢ Diversity and Unlearning Prejudice Training ➢ SA 8 QI/QA Meeting Dates for 2011		

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Audits/Reviews	➢ EPSDT Audits: Have not yet resumed • Inpatient Audits: LAC/USC exit meeting will be held. 33 charts were reviewed. The results were poor. Out of 285 acute days, 242 days were denied. In addition, 64 out of 68 administrative days were denied due to: o Not documenting to Title IX (e.g., using behavioral terms for medical necessity documentation, # of contacts per day were not documented, admitted on an excluded diagnosis) o Inappropriate diagnosis for an inpatient stay o Number of contacts per day were not documented so claims for administrative days were denied. ➢ Auditor Controller: • Dubnoff – January 2011 • Bienvenidos – February 14, 2011 ➢ Quality System Review (QSR) – January 24-29th • 10 Providers participating including Alafia, Counseling4Kids, Drew-Child Development, Kedren, SFC, CII, LA Child Guidance Center		

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
QA Technical Assistance & Training	➢ Taxonomy codes have been changed. Providers will need to make sure the taxonomy code is correct for each Rendering Provider. A bulletin will be released soon to inform providers of the changes. Below are some of the major higlights: • Claims for services provided by non-licensed staff do not need to be sent to Medicare • For services provided by certain licensed staff, all claims that can be reimbursed by Medicare must be submitted first before sending to Medi-Cal. • Unlicensed staff should not be on a taxonomy code for licensed staff. ➢ Do not let any claims age out no matter what. Please contact RMD if there are any problems with submitting claims. ➢ Short-Doyle Medi-Cal Phase II Procedure Code Changes ➢ Auditor-Controller "Common Findings Training" – Barbour & Floyd, Scharp, SSG-TBA ➢ Quality System Review (QSR) Reviewer Training will be held on January 20-21, 2011	Per members' requests, the draft flowchart will be sent to members via email.	Ann Lee
Revenue Management Division (RMD)	Submission of Medi-Medi claims • Do not let Medi-Medi claims time out. • An RMD bulletin will be released to advise on Medi-Medi claims.		
Q&A	Q: Can you bill crisis intervention for making a child abuse report? A: It depends on whether or not the abuse is directly related to the child's mental health needs (e.g., mental health symptoms or behaviors). It must be well documented and linked to mental health and clearly justified.		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, January 19, 2011

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	Please email any questions to Ann Lee and the chairs will attempt		
QA Announcements	Mr. Ted Wilson read a poem titled "Going Forth" written by his wife, Virginia Howlett. The committee really enjoyed this poem. Thank you, Virginia and Ted!		
QA HANDOUTS	➢ QA Agenda		
Next Meeting	The next meeting will be held on Wednesday, February 16, 2011 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 SA 8 Administration

Minutes Approved by:

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