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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

July 20, 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:** Emily Ramos, LCSW (Long Beach Mental Health Center) and Misty Aronoff, MFT (Alma Family Services) **SA 8 liaison:** Ann Lee, Ph.D. (SA 8 Administration)
II	**Cultural Competency Committee Report** • Executive Summary is now available on the website • DMH has found a vendor and has started to translate forms into all threshold languages • Next meeting is November 9, 2011 from 1:30 to 3:30 at 695 S. Vermont Ave.
III	**Clinical Issues – OMD Report**
IV	**Patients Rights Office (PRO) Report** – Improving Data Accuracy for Beneficiary Grievance & Appeals (On-going)
V	**Training for Security Guards and Receptionists Report - Update**
VI	**QI Toolkit** – Please send your edits or feedback via email to Ann Lee by Friday, August 5th!
VII	**APS Healthcare/CAEQRO draft report** Feedback was due to QI Division by July 9th.
VIII	**EPSDT PIP –** Powerpoint presentation handouts was distributed to members via email. Please read all attachments if you were not able to attend the meeting on July 6th. Also see notes from Misty Aronoff.
IX	**SA 8 Quality Improvement Project**
X	**Announcements** – No meeting in August! The next QI meeting will be held on Sept. 3rd. Naga Kasarabada will provide a presentation on ACCESS.

- ***Handouts***

Next QI Meeting:
Wednesday, September 21, 2011
ChildNet, 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

July 20, 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!**
II	**Audit/Reviews**
III	**QA Technical Assistance & Training** **Recent bulletins:** • *QA bulletin No. 11-04: Staff Taxonomy Updates** • *RMD Bulletin No. 11-034: Reporting Rendering Provider Taxonomy on Claims** • *QA Bulletin No. 11-03: Documentation and Claiming Reminders based on Chart Reviews** • Please check out the www.dmh.lacounty.gov website for useful manuals and links to the Assessment training powerpoint and CCCP training modules (see attached screen-print).
IV	***Recovery Documentation Training**** – August 22nd from 9 a.m.-4 p.m. at 550 Vermont, 2nd fl conf rm.
V	**Clinical Records** -Update on Minor Consent Law impacting Minor Consent
VI	**CSAT** – Kathleen Villagomez
	Announcements

**** Handouts***

No August Meeting!

Next QA Meeting:
Wednesday, September 21, 2011
ChildNet, 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, July 20, 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**	July 20, 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:** Emily Ramos, L.C.S.W. and Misty Aronoff, MFT			
SA 8 QI/QA Liaison	Ann Lee, Ph.D.			
Members Present	Ae Lyen Yoon Camille Do (Rep.) Colette Esparza David Kneip Debra DeLeon Denise Matsumoto Erin Sumner Erin Von Fempe	Gary Puckett Heather Jensen Helen Chang Jaime Sheehan Jennifer Bailey Jessica Feldman Kathleen Villagomez Kathy A. Mills-Walker	Lani Espinas Leeann Ekstrom Michele Munde Mike Ford Miriam Ruiz Misty Aronoff Nancy Lomibao Sandra Gaia-Rae	Sandra Gonzalez Susan Houck-Strom Suzanne Brodsly Theodore Howlett Valerie Wilson-Lindberg Virginia Howlett Vynette Moore Yiling Loera
Absent Members	Bryan Sawlsville Christine Byrne Chad Brinderson Dawn Meggerson	Eva Clay Jeff Wirth Karen Rathburn Kisha Turner	Lorrie Leon Michael Fitzgerald Michi Okano Patti Dilliner	Richard Sohn Stephanie Yamada Suh Chen Hsiao

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 June meeting minutes were approved.		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, July 20, 2011

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY IMPROVEMENT (QI)		
Cultural Competency Committee Report	➢ Executive Summary is now available on the DMH website. ➢ DMH has found a vendor and has started to translate forms into all threshold languages. ➢ Next meeting is August 10, 2011 from 1:30 to 3:30 at 695 S. Vermont Ave.		
Clinical Issues – Office of the Medical Director (OMD) Report	➢ No update reported.		
Patients' Rights Office (PRO) Report	➢ PRO met with QI staff and discussed the Request for Change of Provider report. PRO will be including all providers in their next quarterly Request for Change of Provider report.		
Training for Security Guards and Receptionists Report – Update	➢ There was discussion to include Nonviolent Crisis Intervention training and a video on customer service. Looking at physical grounds, needs, assessment and recommendations for your facilities. Doing LBMH this week and looking at customer service. ➢ Retraining security guards to be welcoming and engaging with consumers as well. ➢		
QI Toolkit	➢ A Draft QI Toolkit was distributed via email and extra copies ➢ Please provide feedback by Friday, August 5th. Feedback will be compiled and		

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	submitted to QI division by the due date of Monday, August 8th. ➢ Ms. DeLeon (SSG/OTTP) stated she reviewed this toolkit and that it appears to be useful.		
APS Healthcare/CAEQRO Draft Report	➢ The draft EQRO report was sent to committee members via email for review and feedback. ➢ Feedback was due to QI division by July 9th but we did not receive any to send.		
EPSDT PIP	Powerpoint presentation handouts was distributed to members via email. Please read all attachments if you were not able to attend the meeting on July 6th. Also see notes from Ms. Misty Aronoff that are included in today's handouts. In FY 2009-10, there were 5310 clients that utilized more than $3000 worth of services. The high utilizers ranged from $6,000-$183,000 in services. 3400 clients were identified who received more than 12 hrs of svcs in one day. Providers should look at their report in order to identify if they have any such clients and determine if the services were needed.		
SA8 Quality Improvement Project (QIP)	➢ Members voted on the different projects today in order to select one. ➢ By majority consensus (25 out of 33 members present), the committee selected developing an information kiosk at clinics. ➢ There were no dissensions. ➢ Ms. Virginia Howlett is the member who		

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	initiated this project and will assist in further defining the idea at the next meeting. ➢ A Project Lead needs to be selected as well. If any one is interested, please contact Ann Lee.		
QI Announcements	No meeting in August! The next meeting will be held on September 21st. Naga Kasarabada from ACCESS will provide a presentation.		
QI Handouts	➢ QI Agenda ➢ Notes from the EPSDT PIP meeting ➢ Inpatient Providers/Countywide Case Management Contact List ➢ RCL 14/CTF/IMD Directory ➢ DMH D-Rate Case Management Unit list		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, July 20, 2011

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Audits/Reviews	➢ There was no QA division meeting this month so no audits or review information available.		
QA Technical Assistance & Training	**Recent Bulletins:** • QA Bulletin No. 11-04: Staff Taxonomy Updates • RMD Bulletin No. 11-034: Reporting Rendering Provider Taxonomy on Claims ▪ State DMH is now requiring rendering providers to submit their taxonomy code on claims for Medi/Medi clients. ▪ Physicians, psychologists, nurse practitioners, physician assistants, clinical nurse specialists, and social workers are disciples eligible to enroll as Medicare providers. ▪ Claims that do not go through Medicare adjudication will be denied by the State. ▪ If claims are still being denied, please check to see if the taxonomy is matching the discipline. ▪ Claims cannot be submitted without taxonomy. • QA Bulletin No. 11-03: Documentation and Claiming Reminders based on Chart Reviews		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, July 20, 2011

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	routine. If the tool results in a positive screening, it is fielded to MAT or a co-located SFC program. It is critical that when a provider receives a referral that they contact the co-located DMH staff to clarify if the case is still urgent, acute, or routine. The supervisor for the South County office is Denise Matsumoto and Chad Brinderson is the supervisor for the Lakewood co-located staff. Ms. Villagomez is working to identify who the contact person is at each Wraparound or MAT provider to help facilitate linkage to services.		
Announcements	None		
Inspirational Message	Mr. Ted Wilson read a poem titled "Proclamation" written by his wife, Virginia Howlett. Thank you for your always insightful and uplifting poetry.		
QA HANDOUTS	➢ QA Agenda ➢ QA Bulletin No. 11-04: Staff Taxonomy Updates ➢ RMD Bulletin No. 11-034: Reporting Rendering Provider Taxonomy on Claims ➢ QA Bulletin No. 11-03: Documentation and Claiming Reminders based on Chart Reviews		
Next Meeting	No meeting in August! The next meeting will be held on September 21st 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:

Emily Ramos, L.C.S.W., DMH Co-chair