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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

February 15, 2012
2 – 4 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

QUALITY IMPROVEMENT (QI) MEETING 2:00 – 3:00 p.m.	
I	**Introductions & Minutes** **Co-chairs:** Emily Ramos, LCSW (Long Beach Mental Health) and Misty Aronoff, MFT (ALMA Family Services) **SA 8 liaison:** Ann Lee, Ph.D. Please Note: There are no meeting minutes for January due to the Survey Training being held in lieu of the regular monthly meeting. An agenda and handouts were distributed for members to review on their own.
II	**Cultural Competency Committee (CCC) Report** • The committee selected 2 new co-chairs effective at the March meeting. Mr. Jim Randall and Ms. Lupe Ayala are the new chairs. • Next meeting will be held on March 14th from 1:30 to 3:30 at 695 S. Vermont, 15th floor. • Consumer review of translated forms is still needed and in progress. • Please contact Ann Lee for more info.
III	**Clinical Issues – OMD Report**
IV	**Patient's Rights Office (PRO)**
V	**Survey Data Collection & Submission**
VI	**RC2 PIP**
VII	**APS CAEQRO Site Review** • April 16-19, 2012
VIII	**SA 8 Quality Improvement Project –** • View pictures of CII and LBMH http://sa8qip.shutterfly.com/pictures or http://sa8quality.pbworks.com • Member input and discussion
IX	Announcements

Next QI Meeting:
Wednesday, March 21, 2012
2:00-3:00 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

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AGENDA

February 15, 2012
2 – 4 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

	QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.
I	**Welcome Again!**
II	**Audit/Reviews** • Auditor Controller (Fiscal and Program Review) - Para Los Ninos – February 22, 2012
III	**Documentation Trainings** • Strengthening Families & Resiliency Recovery Documentation for Children's Providers – Mar 8th • Paraprofessional Labs for DO (SA 2 & 4) – Starts March 1st • MAT training – March 13th
IV	**State DMH Updates** • LPCC • SCQIC
V	**QA Technical Assistance & Training** • *QA Bulletin 12:01 Changes to Case Consultation/Team Conference Procedure Codes: Inactivation of 99361/99362 & Expansion of H0032**
VI	**Clinical Records Updates** • IBHIS – Duplicate client clean-up • Clinical Records Guidelines Policy – submitted for signature • Clinical Documentation Policy – submitted for signature with existing Annual Assessment rules
VII	**QA Issues to Watch For** • QA Guidelines and Chart Review Tool for Directly-Operated Programs • PEI Claiming Guidelines
VIII	**Announcements**

**** Handout***

Next QA Meeting:
Wednesday, March 21, 2012
3:00-4:00 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, February 15, 2012

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**	February 15, 2012
Location	The Guidance Center 4335 Atlantic Ave Long Beach, CA 90807		**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	Ann Lee Audra Casabella Camille Do Christine Byrne Courtney Stephens Cristina Wolf Debra DeLeon Denise Matsumoto Elva Gutierrez	Emily Ramos Eva Clay Helen Chang Ivy Nguyen Jaime Sheehan Jeanette Bernable Kathy A. Mills-Walker Lani Espinas Laura Villa	Lauren Wichterman Leeann Ekstrom Linda Nakamura Lorrie Leon Michael Fitzgerald Michele Munde Michi Okano Miriam Ruiz Misty Aronoff	Nancy Lomibao Sandra Gaia-Rae Suzanne Brodsly Theodore Howlett Tim Beyer Valerie Wilson-Lindberg Virginia Howlett Vynette Moore
Absent Members	Bryan Sawlsville Chad Brinderson Colette Esparza	David Kneip Dolores Spielman Heather Jensen	Jennifer Bailey Karen Rathburn Kathleen Villagomez	Lynn Yoon Mitsuru Kubota Sandra Gonzalez
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 minutes were approved without any corrections.			

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY IMPROVEMENT (QI)		
Cultural Competency Committee (CCC) Report	➢ The committee selected 2 new co-chairs effective at the March meeting. Mr. Jim Randall and Ms. Lupe Ayala are the new chairs. ➢ Next meeting will be held on March 14th from 1:30 to 3:30 at 695 S. Vermont, 15th floor. ➢ Consumer review of translated forms is still needed and in progress. ➢ Please contact Ann Lee for more info at (562) 435-3027.		
OMD Report – Clinical Issues	➢ The committee is continuing to review the Clinical Peer Review policy that has been initiated. ➢ OMD is also working on developing consultation parameters for partnering with primary care providers.		
Patient's Rights Office (PRO)	➢ The annual report data is complete and will be available at the next meeting. The data looked at the number of grievances, complaints, appeals, and fair hearings last year. ➢ The Change of Provider Request Reports were distributed to QIC members last week. If no logs were submitted, there will be an "x" in the column. Please make sure that logs are submitted by the 10th of each month. ➢ If any provider is having difficulty with their logs being counted, please let Ann Lee know so she can follow up with PRO.		
Survey Data Collection and Submission	➢ Surveys started on Monday, February 13th and ends on February 27th. ➢ Completed surveys are due to the Service Area 8		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	administration office by March 5th. ➢ Please submit any surveys that are returned so that they may be counted. ➢ Offer surveys to consumers and if they decline to complete one, then fill out the reason code and return the survey so it may be counted. ➢ Please make sure to enter the Service Area number and Provider Number at the bottom of each survey. ➢ As a courtesy to providers and other service area liaisons, SA 8 will take surveys for provider sites in other service areas. ➢ Surveys do not need to be tallied or sorted in any manner when they are returned since they will all be sent to the QI Division and then on to UCLA for scanning. ➢ The address to the SA 8 office is 100 Oceangate, Suite 550, Long Beach, CA 90802. Directions will be emailed to members before the due date.		
Rehospitalization Cohort Performance Project (RC2) PIP	➢ This project looked into the readmissions to inpatient facilities within 30 days. The report was completed.		
APS CAEQRO Site Review	➢ The site review is scheduled for April 16-19, 2012 ➢ Service Areas 2 and 5 have been identified for this year's review.		
SA8 Quality Improvement Project (QIP)	➢ A slideshow of Long Beach Adult Mental Health and Children's Institute's lobbies was presented to the committee during the meeting. ➢ Members can view these pictures on their own by visiting the websites below: http://sa8qip.shutterfly.com/pictures	➢ Members agreed with Mrs. Howlett to keep the information simple. ➢ Members suggested implementing the project for only 2	

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	or http://sa8quality.pbworks.com ➢ Mr. Ted Wilson obtained 2 items from the Multiservice Center that could be distributed to consumers for the project. 1 item is a printout of local food and clothing resources. The other item is a pocket guide resource directory that lists shelters, career placement center, mental health providers, other departments, and hotlines. ➢ Mrs. Virginia Howlett reminded the committee regarding the original reason behind the kiosk project which is to provide referrals for basic needs to consumers who may just be released from a hospital and needing linkage to mental health services as well as shelter, food, and clothing. She also encouraged members to keep the project simple so that we can move towards providing the basic information necessary to consumers. ➢ Virginia proposed a life-size poster of herself to be displayed with the information sheet in order to catch the attention of consumers. ➢ Dr. Lorrie Leon suggested creating a Spanish version of the information sheet. ➢ Dr. Tim Beyer suggested that the next action plan would be to discuss how the committee would measure success. Suggestions included: 1) surveying the staff who distributed the sheet of information, 2) Count the number of items taken from the kiosk, 3) using client comment cards to to obtain feedback about the usefulness of the	weeks and starting at LBMH. ➢ The discussion will continue at the next meeting to finalize how the project's success will be measured and when the project will be implemented.	

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	information, 4) tallying the number of items taken, 5) asking the programs listed on the item if they received any consumer referrals from LBMH, 6) surveying clients, and 7) count the number of intakes per day and number of items taken. ➢ LBMH conducts walk-in intakes from 9-12 on Mondays and Fridays. Ms. Ramos stated she could enlist her Wellness Outreach Workers (W.O.W.) or Ambassadors to tally the number of items taken or ask consumers to fill out a comment card about the kiosk item. Some members felt this approach might be intrusive.		
QI Announcements	The next meeting will be held on March 21, 2012 from 2-4 p.m. at The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807.		
QI Handouts	➢ QI Agenda		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Audits/Reviews	➢ Auditor Controller (Fiscal and Program Review) • Para Los Ninos – February 22, 2012		
Documentation Training	➢ Strengthening Families & Resiliency Recovery Documentation for Children's Providers – March 8th. Unfortunately, the documentation training is already closed. ➢ Paraprofessional Labs for Directly Operated programs (SA 2 & 4) – Starts March 1st ➢ MAT training – March 13th.		
State DMH Updates	➢ Licensed Professional Clinical Counselor is not yet recognized by the State. There are currently no LPCCs in California. ➢ No updates from the Southern California QIC.		
QA Technical Assistance & Training	QA Bulletin 12:01 Changes to Case Consultation/Team Conference Procedure Codes: Inactivation of 99361/99362 & Expansion of H0032* ➢ Beginning July 1, 2012, 99361/99362 will not be accepted by the IS. ➢ H0032 may be used for all "stand-alone" plan development services. ➢ The case consultation/team conference cap continues to be in place and will be monitored for H0032 code usage without face-to-face time.		
Clinical Records Update	➢ QA Bulletin 12:01 Changes to Case Consultation/Team Conference Procedure Codes: Inactivation of 99361/99362 & Expansion of H0032 ➢ Integrated Behavioral Health Information System		

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	(IBHIS) – Duplicate client clean-up is underway. Duplicates will be merged together. This is being done to prepare for the IBHIS. ➢ The Clinical Records Guidelines Policy has been submitted for signature and will be released soon ➢ The Clinical Documentation Policy is also awaiting signature for release. ➢ The CCCP training module will also be updated to reflect these changes.		
QA Guidelines and Chart Review Tool for Directly Operated Programs	➢ The review tool will be piloted in Service Area 1 on Februray 28th and then distributed to directly-operated clinics. ➢ PEI Claiming guidelines – the final version will be sent to Dennis Murata for review and signature.		
5010 Update	➢ Clean-up of rendering provider numbers ➢ EFT file will show denial of claims for staff who have the same NPI number. ➢ IS 290 report can be generated to view rendering providers for each agency.		
QA HANDOUTS	➢ QA Agenda ➢ QA Bulletin 12:01 Changes to Case Consultation/Team Conference Procedure Codes: Inactivation of 99361/99362 & Expansion of H0032		
Next Meeting	The next meeting will be held on March 21, 2012 from 2-4 p.m. at The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807.		

Minutes Recorded by:

Ann Lee, Ph.D./DMH SA 8 Administration

Minutes Approved by:

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