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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

May 16, 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** **Co-chairs:** Emily Ramos, LCSW (Long Beach Mental Health) and Misty Aronoff, MFT (ALMA Family Services) **SA 8 liaison:** Ann Lee, Ph.D. *March and April minutes are not yet complete but will be emailed upon completion. Thank you!*
II	**Cultural Competency Committee (CCC) Report** o *Intro to Mental Health & Spirituality Training Announcement**
III	**Clinical Issues – OMD Report** o *LAC DMH Parameters for Clinical Assessment - 2.10 Psychiatric Consultation** **http://dmh.lacounty.gov/wps/portal/dmh/clinical_tools/clinical_practice**
IV	**Patient's Rights Office (PRO)** *Change of Provider Reports FY 08-09 & FY 09-10 Statistics**
V	**Re-Hospitalization PIP – Continuity of Care (PHOA Indicator)***
VI	**QI Evaluation Report 2011 and QI Work Plan 2012 – posted on website:** **http://psbqi.dmh.lacounty.gov/QI.htm** o *Executive Summary March 2012* & QI Work Plan CY 2012**
VII	**May 2012 Consumer Perception Survey Postponed** o New survey period will be from August 20-24, 2012 o *Email from State regarding postponement of Consumer Perception Survey**
	Announcements: QI Evaluation Report 2011 and QI Work Plan 2012

- ***Handouts***

Next QI Meeting:
Wednesday, June 20, 2012
2:00-3:00 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

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AGENDA

May 16, 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	**Announcements –** DonnaKay Davis is the interim Clinical Records Director
II	**Audits/Reviews** • Auditor Controller - ASC Treatment Group dba Anne Sippi – May 21, 2012 - Gateways Hospital – June 4, 2012
III	**Documentation Trainings** • Basic Documentation Trainings – June 6th (full), and July 3rd (8:30a.m.-4p.m.) • INN Intro Training – May 25th and June 8th (9:00-1:00) – training bulletin has not yet been released
IV	**State DMH Updates –** No updates
V	**QA Technical Assistance & Training** • PEI Claiming Guidelines – will be posted after final revisions • *QA Bulletin No. 12-03: PEI CORS and Other Short Term Evidence Based Practices**
VI	**Policy Updates** • 104.08 Clinical Records Guidelines – Sent for final signatures • 104.09 Clinical Documentation Guidelines – Pending another related policy to be finalized • Secure email – DMH staff only
VII	**Certification –** • NPI Rule Change – State now requires a new Provider number if a provider closes an NPI # and applies for a new one since each NPI # is tied to a Provider #. A bulletin will be released to explain these changes. • Medi-Cal Effective date for directly-operated clinics – services should not be rendered until Program Review sends confirmation that it is ok to bill.
VIII	**Discussion** • *The Pharmacy Connection re: clients stabilized on medications**
IX	**QA Technical Assistance & Training**
X	**Myth or Fact?** If a client does not want a copy of the CCCP when you offer it, you must document the reason for refusal and continue to offer the client a copy at each contact.

**** Handouts***

Next QA Meeting:
Wednesday, June 20, 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, May 16, 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**	May 16, 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:** Misty Aronoff, MFT and Emily Ramos, L.C.S.W.			
SA 8 QI/QA Liaison	Ann Lee, Ph.D.			
Members Present	Ae Lyen Yoon Amina Ofumbi Camille Do Colette Esparza Courtney Stephens Cristina Nolf David Kneip Debra DeLeon	Elva Gutierrez Heather Jensen Helen Chang Ivy Nguyen Jaime Sheehan Jaslyn Dixon Jeanette Bernabe Jennifer Bailey	Kathleen Villagomez Kathrine Lundy Kathy Mills-Walker Laura Villa Leeann Ekstrom Linda Nakamura Lorna Flores	Nancy Lomibao Sandra Gaia-Rae Suzanne Brodsly Theodore Howlett Tim Beyer Virginia Howlett Vynette Moore
Absent Members	Chad Brinderson Christina Kohfield Christine Byrne Cynthia Sarmiento	Denise Matsumoto Dolores Spielman Gina Thorne	Karen Rathburn Keith Lawrence Lorrie Leon	Michael Fitzgerald Patti Dilliner Stephanie Yamada

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 not yet completed. Minutes will be sent via email or included in the next month's meeting handouts.		

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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)			
Cultural Competency Committee (CCC) Report	➢ Intro to Mental Health & Spirituality Training Announcement – The training is open to DMH and contract provider staff and will be available on 2 dates, May 22nd and May 23rd. ➢ Next meeting will be held on June 11th from 1:30 to 3:30 at 695 S. Vermont, 15th floor. ➢ Please contact Ann Lee for more info at (562) 435-3027.		
OMD Report – Clinical Issues	LAC DMH Parameters for Clinical Assessment - 2.10 Psychiatric Consultation can be found at the below DMH website: **http://dmh.lacounty.gov/wps/portal/dmh/clinical_tools/clinical_practice**		
Patient's Rights Office (PRO)	The Change of Provider Reports FY 08-09 & FY 09-10 Statistics were included in today's handouts as FYI.		
Re-Hospitalization PIP – Continuity of Care (PHOA Indicator)	A copy of the Service Area IV MHSA Navigation Team Adult Hospital Liaison Unit Program Synopsis was included in today's handouts. This information was presented to QI chairs at the monthly QIC mtg.		
QI Evaluation Report 2011 and QI Work Plan 2012	The workplan is now posted on the DMH QI website: **http://psbqi.dmh.lacounty.gov/QI.htm** Please read the Executive Summary March 2012 for a brief summary and the QI Work Plan for calendar year 2012.		
May 2012 Consumer Perception Survey Postponed	New survey period will be from August 20-24, 2012. There is an email from the State regarding postponement of Consumer Perception Survey that provides more details about the State Consumer Perception Surveys.		

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SA 8 Quality Improvement Project (QIP)	➢ Ms. Ramos reported that she discussed with consumers at her clinic. They communicated that they liked the information display board and that the community resource list and pocket resource guides were helpful. Overall, the consumers provided positive feedback that the display was eye-catching and informational. ➢ Members discussed the next steps for the project and possible other events/settings that would benefit from a similar information display board for TAY, Children, and schools. ➢ Future ideas include displaying information such as parenting programs, referrals specific to the needs of the TAY population, and targeting school district staff with mental health information, and playing Metta World Peace's video in schools to promote mental health treatment. ➢ Ms. Lorna Flores from El Dorado stated that it may be possible to collaborate with the State in order to leverage funds to purchase electronic equipment since the State implements educational programs in schools	We will further discuss the QIP ideas at the next meeting.	
QI Announcements	The next meeting will be held on June 20, 2012 from 2-4 p.m. at The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807.		
QI Handouts	➢ QI Agenda ➢ Intro to Mental Health & Spirituality Training Announcement ➢ LAC DMH Parameters for Clinical Assessment - 2.10 Psychiatric Consultation ➢ Change of Provider Reports FY 08-09 & FY 09-10 Statistics ➢ Service Area IV MHSA Navigation Team Adult Hospital Liaison Unit Program Synopsis ➢ Executive Summary March 2012 ➢ QI Work Plan CY 2012 ➢ Email from State regarding postponement of Consumer Perception Survey		

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Minutes, May 16, 2012

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Audits/Reviews	Auditor Controller ➢ ASC Treatment Group dba Anne Sippi – May 21, 2012 ➢ Gateways Hospital – June 4, 2012		
Documentation Trainings	➢ Basic Documentation Trainings – June 6th (full), and July 3rd (8:30a.m.-4p.m.) ➢ INN Intro Training – May 25th and June 8th (9:00-1:00) – training bulletin has not yet been released		
QA Technical Assistance & Training	➢ PEI Claiming Guidelines – will be posted after final revisions ➢ Please review QA Bulletin No. 12-03: PEI CORS and Other Short Term Evidence Based Practices. This was included in today's handouts.		
Policy Updates	➢ 104.08 Clinical Records Guidelines – Sent for final signatures ➢ 104.09 Clinical Documentation Guidelines – Pending another related policy to be finalized ➢ Secure email – DMH staff only		
Certification	➢ NPI Rule Change – State now requires a new Provider number if a provider closes an NPI # and applies for a new one since each NPI # is tied to a Provider #. A bulletin will be released to explain these changes. ➢ Medi-Cal Effective date for directly-operated clinics – services should not be rendered until Program Review sends confirmation that it is ok to bill.		
Discussion	A handout from the April 30, 2012 The Pharmacy Connection – Message from the Medical Director, Dr. Roderick Shaner was included in today's handouts. Please distribute and discuss with your agency staff. This message addresses how to accurately document medical necessity on the Annual Assessment Update for clients who are "stable". Please read this message.		

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Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
QA Technical Assistance & Training	Q: Can case consultation with a supervisor or trainer be billed? A: Supervision is not claimable. Case consultation may be billable if it is a service to the client that is tied to the goals. Consultation with the EBP expert or trainer that is for training purposes is not billable. It is important that clinicians and supervisors are able to differentiate case consultation that will benefit the client and is a service to the client from consulting about a practice or implementation with a supervisor or trainer that is supervisory in nature or training related. Q: Does there need to be a TCM goal for Meds only clients? A: No.		
QA HANDOUTS	➢ QA Agenda ➢ QA Bulletin No. 12-03: PEI CORS and Other Short Term Evidence Based Practices ➢ The Pharmacy Connection re: clients stabilized on medications (April 30, 2012 issue)		
Next Meeting	The next meeting will be held on June 20, 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