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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

October 17, 2012
2:00 – 4:00 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 Michele Munde, LCSW (Stars Behavioral Health Group). **SA 8 liaison:** Ann Lee, Ph.D. Please note Ms. Munde is serving as interim co-chair during Ms. Misty Aronoff's absence until January 2013. Thank you Michele for providing ongoing QI/QA coverage!
II	**Cultural Competency Committee (CCC) Report** ○ The Face-to-Face Language Interpretation Policy revisions were completed at the last meeting and will be submitted to the QI District Chief and then the Compliance office for review. ○ The Telephonic Language Interpretation and Translation Services policies are still in draft stage and will be discussed at the next CCC meeting ○ The next meeting will be held on November 14th from 1:30-3:30 p.m., 15th fl conf rm.
III	**Provider Directory Update** Please double-check your agency's information and submit corrections to Ann Lee by Thursday, October 18th: http://egis3.lacounty.gov/dmh_lms/
IV	**State DHCS Protocol Training** ○ Please submit your Initial Request for Services Logs from 1/1/12-present to Ann Lee as soon as possible and no later than 10/31/12. Submit logs for each Provider site. ○ 2/11/13 - State Medi-Cal Oversight System Review begins* ○ 2/25/13 & 3/4/13 – LACDMH Medi-Cal Oversight Medical Records Review* 80 charts will be randomly selected including DO and CPs
VI	○ **Service Area 8 Outcome Data Workgroup** – Thursday, October 25, 2012, 1:30-3:30, ChildNet, 5150 E. PCH, Long Beach
VII	**IS** ○ ***IS System Upgrade reminder**** – 5day downtime from Thurs, Oct 18 – Tues, Oct 23rd, 6:00 a.m. ○ ***IS Bulletin #78 – Telephone & Telepsychiatry Modifiers****
VIII	**SA 8 Quality Improvement Project**
IX	**Announcements/Discussion: November meeting discussion**

****Handouts***

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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

October 17, 2012
2:00 – 4:00 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.	
I	**Introductions** **Co-chairs:** Emily Ramos, LCSW and Michele Munde, LCSW (interim). **SA 8 liaison:** Ann Lee, Ph.D. **QA Division Lead for SA 8:** Dr. Lori Dobbs
II	**QA Website:** **http://psbqi.dmh.lacounty.gov/QA_Div.html**
III	**Documentation Trainings** Basic Documentation Training for SFC: October 19th – Ann will attend and bring back info
IV	***Clinical Forms Usage for Initial Contacts**** - Dr. Dobbs o ***Triage forms**** o ***Short Assessment forms****
V	**State DMH Updates**
VI	**QA Technical Assistance** o SA 8 Questions & Answers log (pilot) – feedback?
	Announcements - Do we want to meet since this is the day before Thanksgiving Day?

****Handouts***

Upcoming Meeting Info:
November 21, 2012 (?)
2:00-4:00 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

December Meeting is always Dark (no meeting)

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, October 17, 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**	October 17, 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. & Michele Munde, L.C.S.W. (interim co-chair, absent) Please note Ms. Munde is serving as interim co-chair during Ms. Misty Aronoff's absence until January 2013.			
SA 8 QI/QA Liaison	Ann Lee, Ph.D.			
Members Present	Ae Lyen Yoon Aminah Ofumbi Chad Brinderson Christine Byrne Courtney Stephens Cristina Nolf David Kneip Dawn Vo-Jutabha Debra DeLeon	Dolores Spielman Elva Gutierrez Francisco De La Soto Heather Jensen Helen Chang Ivy Nguyen Jaclyn Sagun Jaime Sheehan Jeanette Bernabe	Joel Solis Kathrine Lundy Kathy Mills-Walker Laura Villa Leeann Ekstrom Linda Nakamura Martha Delgado-Leon Mary Crosby Michael Fitzgerald	Michi Okano Nancy Lomibao Sandra Gaia-Rae Scott Telford Theodore Howlett Venus Jew Virginia Howlett Vynette Moore
Absent Members	Camille Do	Christina Kohfield	Rosa Maria Kolts	Suzanne Brodsly
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 September meeting minutes were reviewed and approved.			

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, October 17, 2012

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 face-to-face language interpretation policy revisions were completed at the last meeting and will be submitted to the QI District Chief, Ms. Martha Drinan, and the Compliance office for review. ➢ The telephonic language interpretation and translation services policies are still in draft stage and will be discussed at the November CCC meeting. ➢ Next meeting will be held on November 14, 2012 from 1:30 to 3:30 at 695 S. Vermont, 15th floor. ➢ Please contact Ann Lee for more info at (562) 435-3027.		
Provider Directory Update	Agencies were asked to double-check their provider site information and submit corrections to Ann Lee by Thursday, October 18th. The website is: http://egis3.lacounty.gov/dmh_lms/		
State DHCS Protocol Training	➢ Please submit your site's Initial Request for Services Logs for each provider # from 1/1/12-present to Ann Lee via fax as soon as possible and no later than 10/31/12. QI division is working on obtaining a good size sample of LA County logs in preparation for the System Review in February 2013. ➢ The State Medi-Cal Oversight System Review begins 2/11/13. ➢ The LACDMH Medi-Cal Oversight Medical Records Review will be from 2/25/13-3/4/13. 80 charts will be randomly selected from both Directly		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	Operated and Contract Providers for this review.		
QI Division Update	➢ No meeting was held this month. ➢ Ms. Mary Crosby provided a brief report. She stated that the County survey report will be out soon. Regarding the ACCESS test calls by service areas, the test calls were successful and QI division was able to obtain useful information from conducting these calls. The QI Work Plan Calendar Year (CY) 2012 is being updated for 2013. A copy of the QI Work Plan will go to Service Area QICs for input.		
Presentation Requests	Committee members were encouraged to suggest presentation topics they would be interested in. A presentation about IBHIS was suggested.		
SA 8 Outcome Data Workgroup	The first meeting will be held on Thursday, October 25, 2012 from 1:30-3:30 p.m. at ChildNet, 5150 E. PCH, Long Beach. Several agencies already signed up to attend. More PEI Providers are encouraged to attend as the focus will be on MHSA PEI outcomes data. Please contact Ann Lee if your agency is interested.		
Provider Directory Update	Committee members were asked to update their agency information on the DMH Provider Management website by Thursday, October 18th. The website address is http://egis3.lacounty.gov/dmh_lms/		
IS System Upgrade	Reminder: The IS will be shutdown starting Noon, Thursday, October 18th-Tuesday, October 23rd at 6:00 a.m. Directly Operated clinics, October 25th is the last day to get your data in for STATS!		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, October 17, 2012

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	The IS Bulletin No. 78 – Telephone & Telepsychiatry Modifiers bulletin was included in today's handouts. Please review this bulletin.		
SA 8 Quality Improvement Project	A draft report of the Kiosk project is yet to be completed. When this report is finalized, the project will be completed. Members suggested possible project ideas to improve the quality of services and beneficiary satisfaction, such as decreasing wait times, improving outcome data collection, improving the number of PEI EBP sessions completed, increase outreach efforts to PEI target populations.	Ms. Ramos encouraged members to enlist their agency clinical staff to come up with project ideas that the committee could look into. Continue discussing project ideas at the next meeting. Ann Lee will provide a list of	
Next Meeting	The committee proposed canceling the November 2012 meeting as it falls on the day before the Thanksgiving holiday and only a few members stated they would attend. Ann Lee will seek District Chief advisement on canceling the November meeting. The December meeting is usually dark. The next meeting would therefore be held on January 16, 2013. The co-chairs and liaison will keep members informed via email if there are any QI updates. Members will be notified of the decision whether or not to meet.		
QI Handouts	➢ QI Agenda ➢ QI/QA minutes – September 19, 2012 ➢ IS System Upgrade Reminder notice ➢ IS News Bulletin #78		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
QA Website	Please check out the new QA website for all your bulletins, manuals, and QA links: http://psbqi.dmh.lacounty.gov/QA_Div.html		
Documentation Trainings	Basic Documentation Training for Specialized Foster Care (SFC) will be held on October 19th. Ann Lee will attend and bring info back to the committee.		
Clinical Forms Usage For Initial Contacts	This agenda will be discussed at a future meeting.		
State DHCS Protocol Training	➢ The System Review will be held the week of 2/11/13 ➢ Chart Review will occur during the week of 2/25/13 and 3/4/13 ➢ 80 charts will be randomly selected ➢ Dianne Guillory and Donna Kay Davis are the contacts. ➢ Charts will need to be flagged in advance. Most likely we'll need to print out hard copies for EMR charts. ➢ Reasons for Recoupment - a new requirement - service verification (does MHP have a way to verify that service was actually provided. Does progress note support what was billed. How do we know? Then what do you do with the answer.) ➢ Annual QI work plan re: capacity, access, satisfaction, clinical quality, continuity of care, provider appeals (handled by DMH, always in		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	compliance).		
State DMH Updates	➢ State System Review – Chart Audit Dates: February 25, 2013 & March 4, 2013. Diane will get call logs from SA Liaisons (with name of beneficiary, date of contact, disposition). Some agencies combine language log with call log. See state protocol for specific items that are needed on the call log. DMH would like to show representative logs for directly operated and contract provider logs. ➢ Also DMH would like copies of NOAs (when potential consumers call and are not given an appointment because they do not meet criteria); group sign-in sheets (for service verification question on protocol; a new question so not clear what their expectations are, stemming from Federal citation that the state was not putting this on their protocol). ➢ DMH is looking for logs from 2012. ➢ Providers should now start collecting sign-in sheets for groups. Not much in the way of guidelines from the state at this point. Diane is trying to think of things we could do, e.g., group sign-in sheets. Might look at what health care providers do with sending a letter post appointment asking for feedback. Also serves as validation of service.		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, October 17, 2012

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	➢ No news on LPCC. State is submitting an amendment. Their deadline is 9/30. They're asking for retroactive approval. CMS has to sign off. Systems then have to be put into place by the county. Will start discussion.		
QA Technical Assistance & Training	All QA questions submitted to Ann Lee will be tracked into a log (SA 8 Questions & Answers) – a copy of this was distributed to obtain feedback. Members stated that sharing the answers to Frequently Asked Questions is helpful. The log will be updated whenever possible and shared with the committee. Answers are obtained by consulting with the co-chairs, QA Division lead, bulletins, and manuals. Questions answered during today's meeting will be included in the log.	Answers will be revised as needed if there are discrepancies in the log and bulletins.	
Announcements	Mr. Ted Howlett read a poem titled, "October" written by his wife, Mrs. Virginia Howlett. Thank you for sharing your seasonally appropo poem, Virginia!		
QA HANDOUTS	➢ QA Agenda ➢ Clinical Forms Usage for Initial Contacts		
Next Meeting	TBA		

Minutes Recorded by:

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

Minutes Approved by:

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