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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

March 20, 2013
2:00 – 4:00 p.m.
ChildNet
5150 E. Pacific Coast Hwy
Long Beach, CA 90804

QUALITY IMPROVEMENT (QI) MEETING 2:00 – 3:00 p.m.	
I	**Welcome & Introductions** **Co-chairs:** Emily Ramos, LCSW, Misty Aronoff, MFT, and Michele Munde, LCSW (absent due to conflicting meeting) **SA 8 liaison:** Ann Lee, Ph.D. **QA Division Lead for SA 8:** Dr. Lori Dobbs
II	**Minutes** Please review the January and February 2013 minutes.
III	**Cultural Competency Committee (CCC) Report** o New co-chairs: Leticia Ximenez (CGRO) and Michael Tredinnick (ACCESS) o Next meeting - Wed, April 10, 2013, 1:30-3:30 p.m., 695 Vermont, 15th floor glass conf rm
IV	**Clinical Quality Improvement: OMD Report**
V	**Client Congress** o Next meeting – April 8, 550 Vermont, 9th fl conf rm, 1:00-4:00 p.m. o June 28th – SAVE THE DATE – Our Lady of the Angels Church o Client Leadership Training – starts 3/25/13
VI	**State System Review** – Feedback/Summary
VII	**APS/CAEQRO Preparations/Pre-Review Documents**
VIII	**Service Area 8 Outcome Data Workgroup** – Next meeting - April 30, 2013, 9:00a.m.-12:00p.m., ChildNet. All Providers are welcome to join this quarterly workgroup. Please contact Ann Lee if interested: alee@dmh.lacounty.gov
IX	**SA 8 Quality Improvement Project** – Draft "Kiosk" report was resent via secure email. Input by Friday, March 22nd. After revisions, final rpt will be submitted to QI Division.

Next Meeting Info:
April 17, 2013
2:00-4:00 p.m.
Stars Behavioral Health Group
1501 Hughes Way
Long Beach, CA 90810

**Handouts*

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March 20, 2013
2:00 – 4:00 p.m.
ChildNet
5150 E. Pacific Coast Hwy
Long Beach, CA 90804

	QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.
I	**Announcements** o Don Gonzales is retiring o Dr. Lori Dobbs has been appointed to Dr. Southard's Staff Advisory Committee
II	**Audits/Reviews** – Auditor Controller: o March 11th – Tessie Cleveland Community Services o March 26th – Pacific Asian Counseling Services
III	**State DMH Updates** o State System Review – ***System Review Observations of Initial Services Log**** o LPCC – QA is working on updating LA County materials to allow LPCCs in LA County for LEs only
IV	***Documentation Training Schedule**** - Please see attached.
V	**IBHIS Update –** Practitioner (Rendering Provider) Enrollment: o To set up claiming staff for IBHIS; controls procedure code usage, fees, progress notes (for DO) o All LE sites will be due sometime in August
VI	**Program Review/Certification** o Re-certification due date
VII	**QA Technical Assistance Update - CPT Procedure Code changes for 2013** o State System Review Chart Audit preliminary feedback o ***QA Bulletin No. 13-01: SB 1407**** o ***QA Bulletin No. 13-02: Revised Guide to Procedure Code**** o DSM V Implementation – Implementation in October 2014 along with ICD10; ***Dr. Shaner's memo****; the State will not have a requirement for DSM-5 to be adopted for at least 12-18 months following its 5/23/13 introduction o Katie A. Documentation and Claiming Manual – Manual is finalized http://www.dhcs.ca.gov/Pages/KatieAImplementation.aspx; LA will start with about 5 agencies providing these services
VIII	**Updates:** o System Review Observations of Initial Services Log o 104.09 Clinical Documentation Policy – may be revised due to audit findings o COD Children's forms – revised and will be sent out in March o Organizational Providers Manual changes – QA is currently working on changes o Nursing DSM Training and Policy – Policy is in final stages; tentative trainings to start in April o COS Workgroup – will be revising the COS form and allowing EDI claims o County Coalition Treatment Plan

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****Handouts***

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, March 20, 2013

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**	March 20, 2013
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 (Alma) Absent due to conflicting meetings: Emily Ramos, L.C.S.W. (LBMH), Michele Munde, L.C.S.W. (Star View)			
SA 8 QI/QA Liaison	Ann Lee, Ph.D.			
QA Division Lead	Lori Dobbs, Psy.D.			
Members Present	Ashley Bart Chad Brinderson Christina Kohfield Courtney Stephens Cristina Nolf Dana Cherry	Deanna Park Debra DeLeon Dolores Spielman Elva Gutierrez Helen Chang Jaclyn Sagun	Jaime Sheehan Jeanette Bernabe Laura Villa Leeann Ekstrom Linda Nakamura Lorna Pham	Michael Fitzgerald Misty Aronoff Nancy Lomibao Sandra Gaie-Rae Ted Howlett Virginia Howlett
Absent Members	Aminah Ofumbi Christine Byrne David Kneip Heather Jensen	Ivy Nguyen Kathrine Lundy Kathy Mills-Walker	Lori Dobbs Lynn Yoon Mitsuru Kubota	Suzanne Brodsly Tim Beyer Venus Jew

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 February 2013 minutes were reviewed and approved.		

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	QUALITY IMPROVEMENT (QI)		
Cultural Competency Committee (CCC) Report	➢ Drs. Leticia Ximenez and Michael Tredinnick were elected as new co-chairs for the CCC. ➢ The CCC has 4 subcommittees that are continuing to work on their own objectives: 1) e-News column, 2) California Reducing Disparities Project – Similarities and Differences, 3) Reducing criminalization via needs assessment, and 4) Family and Spirituality training needs. ➢ At the last meeting Bayfront and Alafia from our QI/QA committee attended. ➢ The next meeting will be held on Wednesday, April 10th from 1:30-3:30 p.m., 695 Vermont, 15th Fl glass conf rm.		
Clinical Quality Improvement: Office of the Medical Director (OMD) Report	➢ E-Prescribe for directly-operated (DO) physicians will be coming up. Need to clarify if it will be available for Contract Providers. ➢ The Peer review report is anticipated to be finalized by the next month. One of the findings is that the Outpatient Meds Review did not include all current medications and was not signed within the last 12 months. ➢ Side effects of medication are one of the most common causes of malpractice lawsuits. It is critical that psychiatrists discuss potential side effects with clients and document this discussion.		
Client Congress	➢ The next meeting – April 8th, 550 Vermont, 9th fl conf rm, 1:00-4:00 p.m. ➢ June 28th – SAVE THE DATE for the day-long meeting to be held at Our Lady of The Angels Church.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	➢ Client Leadership Training starts 3/25/13. This is a 4-month program that teaches consumers how to make important changes within themselves for wellness and resiliency. ➢ TAY Leadership Training starts 3/25/13 at the Gay & Lesbian Center in Los Angeles. There are still 7 slots available.		
State System Review	➢ The State System review exit conference was held on 2/11/13. ➢ The only citation was for monitoring timeliness of routine mental health appointments. There are no specific guidelines for monitoring currently in place but the DMH standard for timeliness is 30 days. The State expressed their opinion that 30 days is too long.		
APS/CAEQRO Preparations/Pre-Review Documents	➢ Service Area minutes need to be posted on the intranet. SA 8 will be posting our minutes soon. The California External Quality Review Organization (CAEQRO) review will be held 4/29-4/30/13. ➢ Members were asked to review the Executive Summary - 2013 QI Work Plan Evaluation Report for calendar year (CY) 2012 and QI Work Plan for CY 2013 that were included in the handouts and the 2013 QI Work Plan goals.		
The L.A. Warmline	➢ The Didi Hirsch L.A. Warmline flyer was shared with the committee. The warmline is available 7 nights a week from 10pm-6am in English and Spanish.		

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Service Area 8 Outcome Data Workgroup	➢ The next meeting will be held on Tuesday, April 30, 2013 from 9:00am-12:00pm at ChildNet, 5150 E. Pacific Coast Hwy, Long Beach 90804. ➢ Several agencies have participated in the January 2013 meeting. The workgroup is still open to providers who would like to join. ➢ Please contact Ann Lee if your agency is interested in participating.		
SA 8 Quality Improvement Project	➢ The Kiosk report was re-sent to members via secure email. There were no revisions to the draft so the report was finalized. ➢ The final version will be submitted to QI Division soon. ➢ Members brainstormed ideas to improve service accessibility and capacity. Discussion will continue at the next meeting.		Ann Lee
Announcements	➢ The next meeting will be held at Star View's corporate office, 1501 Hughes Way, Long Beach 90810. This will be our new meeting location for the remainder of 2013.		
QI Handouts	➢ QI Agenda ➢ February 2013 Meeting Minutes ➢ Executive Summary 2013 - QI Work Plan Evaluation Report for calendar year (CY) 2012 and QI Work Plan for CY 2013 ➢ QI Work Plan Goals 2013 ➢ Didi Hirsch L.A. Warmline flyer ➢ SA 8 Outcome Data Workgroup flyer		

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Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Announcements	➢ Don Gonzales, Program Review, is retiring ➢ Dr. Lori Dobbs has been appointed to Dr. Southard's Staff Advisory Committee		
Audits/Reviews	Auditor Controller: ➢ March 11th – Tessie Cleveland Community Services Center ➢ March 26th – Pacific Asian Counseling Services		
State DMH Updates	➢ Feedback from the State System Review regarding initial services logs was summarized in the System Review Observations of Initial Services Logs and included in the handouts. ➢ QA may come up with an intake log form. ➢ The call logs are required for all Medi-Cal beneficiaries requesting services. ➢ The minimum requirements includes the date of request for services, the full name of the beneficiary, and the disposition (which should be detailed enough and include referral information if referred out and the reason). Additional information may be collected if agencies prefer long as the required information in recorded. ➢ Dr. Lee also provided feedback regarding the logs she reviewed last year. She suggested including the date on each page of the log for clinics that hold walk-in or intakes all on the same day, clinic name and provider number on each page should be printed, and include date of referral and agency name referred to if referred out. Also if the case was opened, please specify the date (e.g., intake date or date of admission). If discharged is		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	recorded on the log, please specify the date and reason for discharge (if known). Some agencies define discharge as the date the initial service request was completed but this is confusing – please define any terms such as opened, closed, if it is different from opening or closing an episode or discharging/closing an episode. ➢ Please contact Ann Lee if you would like your logs to be reviewed to check if the required information is included.		
Documentation Trainings	The Documentation Training schedule was included in today's meeting packet.		
LPCC	➢ BBS updated their regulations as of January 2013. Please refer to the BBS website for info. These regulations apply to the Professional Clinical Counseling, Marriage and Family Therapy, Educational Psychology and Clinical Social Work. ➢ LPCC identified as qualified supervisor for MFT interns, LPCC interns, and ASWs if they have 2 years of clinical experience. LPCCs cannot provide assessment or treatment of couples or families unless they have additional training and education beyond licensure.		
IBHIS	➢ DMH is in the process of enrolling practitioners (individual rendering providers). Directly-operated clinics submitted their info by 3/1/13. ➢ QA is reviewing the information for any discrepancies. The system should be open to contractors in the next few weeks. ➢ Please make sure your information is accurate.		

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	Taxonomy chosen impacts the procedure codes available to that staff. Needs to be consistent with the NPI. Looking at August as the due date for contractors.		
Program Review/Certification	Certification was out of compliance regarding due dates. Department of Health Care Services (DHCS) is more strict about this. Program Review will be working to get recertifications due a month before the due date. NPI, Fire Clearance, any services no longer being provided (modes of service), will be addressed prior to the recertification visit. State will not accept excuses for late recertifications (e.g., delays due to fire clearance). The NPI practice location information should match the State information. Include correct address (e.g., north, south, east, west, street, ave, blvd, etc.). Contact Joel Solis if you have any questions: 213-251-6883 or jsolis@dmh.lacounty.gov.		
DMH Housing conference	Dr. Dobbs will be speaking at the DMH Housing conference which will be held from June 11-12, 2013. This is a great conference that she encouraged members to attend.		
State Chart Review Preliminary Findings	Dr. Dobbs reported some of the preliminary findings: - 79 charts were reviewed. - no signature on progress notes - not documenting allergies - DTI/DTR – daily logs need to be separated out from group logs. No cut-n-paste notes. Dates should be placed on logs and not just the day of the week. - Be careful not to cut-n-paste progress notes. Assessments, assessment updates, treatment goals, and progress notes should be individualized to the client. - billing incorrect codes and time - Incorrect cycle dates or cycle dates changing with new treatment goals are added before the end of the current cycle period. - Assessment, treatment goals, and progress notes should all be tied together - Audit period was earlier than expected		
QA Technical Assistance Update – CPT Procedure Code Changes for 2013	New QA bulletins were included in the handouts. Members were asked to review on their own since there was not enough time to discuss during the meeting: ➢ QA Bulletin No. 13-01: SB 1407 – Please review. County Counsel recommends consideration of 1407 going into effect as soon as the child is removed. Need to clarify whether access means looking at the chart or providing parent any information about the child's treatment is included in this		

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	law. ➢ QA Bulletin No. 13-02: Revised Guide to Procedure Code ➢ DSM V Implementation – Implementation in October 2014 along with ICD10. The State will not have a requirement for DSM-5 to be adopted for at least 12-18 months following its 5/23/13 introduction ➢ Katie A. Documentation and Claiming Manual – Manual is finalized and posted online. LA County will pilot this with about 5 agencies. Pilot will start April/May. Still working on pilot agreement. http://www.dhcs.ca.gov/Pages/KatieAImplementation.aspx; LA will start with about 5 agencies providing these services		
QA HANDOUTS	➢ QA Agenda ➢ Documentation Training Schedule ➢ System Review Observations of Initial Services Logs ➢ QA Bulletin No. 13-01: SB 1407 ➢ QA Bulletin No. 13-02: Revised Guide to Procedure Code ➢ Memo dated March 10, 2013 from Dr. Shaner regarding Integration of New Diagnostic Terminology in the American Psychiatric Association Diagnostic and Statistical Manual (DSM 5)		
Announcements	Mr. Ted Howlett read a poem written by Mrs. Virginia Howlett. Thank you for a wonderful poem, Virginia!		
Next Meeting	The next meeting will be held on April 17, 2013 from 2-4 p.m. at Star View's corporate office, 1501 Hughes Way, Long Beach 90810.		

Minutes Recorded by:

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

Minutes Approved by:

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