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

QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI) COMMITTEE

AGENDA

April 17, 2013
2:00 – 4:00 p.m.
Stars Behavioral Health Group
1501 Hughes Way, Ste 150
Long Beach, CA 90810

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 **SA 8 liaison:** Ann Lee, Ph.D. **QA Division Lead for SA 8:** Lori Dobbs, Psy.D.
II	**Minutes** – March minutes will be sent out via email upon completion
III	**Cultural Competency Committee (CCC) Report** o Next meeting - Wed, May 810, 2013, 1:30-3:30 p.m., 550 Vermont, 6th fl conf rm. Conference call will be available for this mtg.
IV	**Clinical Quality Improvement: OMD Report**
V	**Patient's Rights Office (PRO)**
VI	**SA Provider Directories** – Cultural linguistic additions to provider directories. o Additions to the Culture category (e.g., co-occurring disorders, Veterans, LGBTQ, health screening, peer support/self-help, family member support)
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, 5150 E. PCH, Long Beach, 90804
IX	**SA 8 Quality Improvement Project** – Final "Kiosk" report was submitted to QI Division. This concludes the project. Continue discussions to identify a new project for 2013/2014.

Next Meeting Info:
May 15, 2013
2:00-4:00 p.m.
Stars Behavioral Health Group
1501 Hughes Way
Long Beach, CA 90810

***Handouts**

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(QA/QI) COMMITTEE

AGENDA

April 17, 2013
2:00 – 4:00 p.m.
Stars Behavioral Health Group
1501 Hughes Way, Ste 150
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	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 April 9th – Foothill Family Service o April 17th – Hillview MHC
III	**State DHCS Updates** o CALQIC o Mental Health MAA Workgroup going on
IV	***Documentation Training Schedule**** - Please see attached.
V	**IBHIS Update –** Practitioner (Rendering Provider) Enrollment: o All LE sites will begin April 15th; due in July o Will verify against NPPES; will not be able to complete if taxonomy does not match NPPES.
VI	**Program Review/Certification**
VII	**Medical Records** o Next Keepers Meeting for Directly-Operated in May o Photocopy fees o HIT Participation in Chart Reviews
VIII	**QA Technical Assistance** o Status of LPCC for Contractors o SB 1407: Client Access, signing consent, and CCCPs o DRAFT Clinical Records Bulletin Edition 2013-01: Children's COD Forms o Nursing DSM Training and Policy: Policy in final stages; tentative trainings in May o COS Form: will be revising the COS form and allowing EDI type claims to be submitted by contractors o Day Treatment Workgroup: April 4/22/13 1:00-3:00 o PEI Claiming Guide Update
	Updates: o 104.09 Clinical Documentation Policy – may be revised due to audit findings o Organizational Providers Manual changes – QA is currently working on changes o County Coalition Treatment Plan

Next Meeting Info:
May 15, 2013
2:00-4:00 p.m.
Stars Behavioral Health Group
1501 Hughes Way
Long Beach, CA 90810

***Handouts**

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, April 17, 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**	April 17, 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:** Emily Ramos, L.C.S.W. (LBMH), Misty Aronoff, MFT (Alma), Michele Munde, L.C.S.W. (Star View)			
DMH Representatives	**SA 8 QI/QA Liaison:** Ann Lee, Ph.D.	**QI Division Lead:** Tim Beyer, Ph.D.	**QA Division Lead:** Lori Dobbs, Psy.D.	**Program Review:** Joel Solis
Members Present	Ashley Bart Aminah Ofumbi Christina Kohfield Christine Byrne Cristina Nolf Debra DeLeon Delphina Knapp	Dolores Spielman Dora Anderson Heather Jensen Helen Chang Jaclyn Sagun Jaime Sheehan Jeanette Bernabe	Kathleen Villagomez Laura Villa Leeann Ekstrom Linda Nakamura Lynn Yoon Nancy Lomibao	Sandra Gaie-Rae Shauna Sopko Stephanie Yamada Ted Howlett Venus Jew Virginia Howlett
Absent Members	Courtney Stephens Dana Cherry David Kneip	Elva Gutierrez Michael Fitzgerald	Ivy Nguyen Kathrine Lundy	Mitsuru Kubota Suzanne Brodsly
Review of Minutes	The March 2013 minutes will be sent to the committee upon completion.			
Call to Order & Introductions	The meeting was called to order at 2:00 p.m. Members were introduced.			

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 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. ➢ The next meeting will be held on Wednesday, May 8th from 1:30-3:30 p.m., 695 Vermont, 15th Fl glass conf rm. Conference call will be available.		
Office of the Medical Director (OMD)	No report		
Patient's Rights Office (PRO) Report	➢ Regarding the orientation and transitioning of the Healthy Families program, PRO has been receiving more complaints from consumers who are concerned about switching providers as a result of the health plan changes. Consumers are concerned that they will receive lower level of care. Levels of care will not change although the consumer will need to choose a new provider. PRO is expecting a higher volume of calls as a result.		
SA Provider Directors – Cultural Linguistic Additions to Provider Information	➢ Additional information for cultural/language will be added to the Provider Directories per feedback from the Department of Healthcare Services (DHCS) System Review. ➢ Additions to the Culture category include co-occurring disorders, Veterans, LGBTQ, health screening, peer support/self-help, and family	The committee provided additional suggestions for cultural/language to be sent to Dr. Chang-Ptasinski.	Ann Lee

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	member support. ➢ The committee provided additional input: • Gang-involved youth • 0-5 services • Domestic violence services and shelter • Parent support groups • NAMI support groups • Eating disorders • HIV services • EBPs available in Spanish • CalWORKS • GROW • Faith-based partnership, support, and community resources • GRIP resources for gang prevention/support for families • Services for pregnant teen moms		
APS/CAEQROPreparations/Pre-Review Documents	➢ The schedule for the California External Quality Review Organization (CAEQRO) review was included in the handouts. ➢ CAEQRO will focus on 4 different Performance Management areas: access, timeliness, outcomes, and quality. ➢ Three focus groups are scheduled: 1) TAY, 2) Latino, and 3) API. ➢ For more information, please check out the CAEQRO website at www.caeqro.com		
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. ➢ We are expecting a great turnout of		

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	representatives from Contract Provider and Directly-operated clinics who are implementing MHSA PEI programs. ➢ Seeking Safety is one of the most utilized practice in SA 8 so the workgroup may initially focus on this one. ➢ Please contact Dr. Ann Lee for information.		
SA 8 Quality Improvement Project	➢ The final Kiosk Project report was submitted to QI Division which concludes this project. ➢ Dr. Lee will present about the findings from the Kiosk project at the monthly QI division meeting in May. ➢ Dr. Tim Beyer suggested a procedure for identifying a project idea: start by thinking about a problem that could be solved, providers sharing best practices, or start with a small change and test it to see if it makes a difference. ➢ There are 4 categories of quality improvement: Access, Timeliness of Services, Quality, and Outcomes. ➢ Areas of concern that were discussed included: increasing access for unserved or underserved populations, managing flow of meds only clients, involving family members in treatment to improve the quality of services, measuring staff productivity, and timeliness of services post-hospitalization. ➢ Ms. Ramos suggested each provider consult with their managers and submit 2 issues of concern or problem that are happening at the program that they would be interested in studying. For example, timeliness of services post-	The committee members will submit their suggestions to Ann Lee.	Ann Lee

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	hospitalization is an issue for LBMH. ➢ The committee will then evaluate what concerns or "themes" seem to be shared that can be studied. ➢ Dr. Beyer reminded the committee that the QI Toolkit is posted on the QI website which provides step-by-step guidelines and includes the Plan, Do, Study, Act tool.		
Announcements	The next meeting will be held at Star View's corporate office on May 15, 2013 from 2:00-4:00pm, 1501 Hughes Way, Long Beach 90810.		
QI Handouts	➢ QI Agenda ➢ CAEQRO Site Review Agenda		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Audits/Reviews	Auditor-Controller: ➢ April 9th – Foothill Family Service • The provider reported at another QI meeting that the auditors were looking at 20 charts and fiscal parts. The auditors were looking closely at Progress Notes and Medication Support Services notes. The auditors offered to provide a training to the provider on the issues that came up during the audit. ➢ April 17th – Hillview MHC		
State DHCS Updates	➢ Ms. Diane Guillory (QA Division) attended the annual CALQIC conference. She will provide a list of the new and revised laws at the next monthly QA meeting which will then be shared at the SA 8 meeting. ➢ Mental Health MAA Workgroup: Workgroup will look at MAA (Medi-Cal Administrative Activities). The workgroup will be conducting an audit to look at changes with disciplines that are allowed to bill for MAA. This applies to D.O. clinics only since Contract providers cannot claim MAA. There is nothing in writing yet but there will be changes. ➢ D.O. clinics should save their MAAs. ➢ If you're billing for MAA, Ms. Ramos suggested noting/describe the activity on the back of the MAA as a best practice in case of audits. ➢ Only D.O.s can bill for MAA.		
Documentation Trainings	➢ Dr. Lori Dobbs reviewed the Documentation Training schedule which was included in today's meeting packet.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	➢ June 12-13th, Housing Institute, California Endowment Center. Dr. Dobbs will be one of the presenters and encouraged members to attend. ➢ COS training will be scheduled sometime in May or June.		
Directly-Operated (D.O.) Claiming Reports	**Claiming Reports:** ➢ Dr. Dobbs is the QA Lead for SA 6 & 8 for reviewing DO claiming reports. ➢ If overbilling or underbilling is flagged, Dr. Dobbs will contact the program manager. **Chart Review Tools:** ➢ Please submit QA chart review tools and Quarterly Monitoring Reports to Dr. Dobbs on time. ➢ The submission deadline is on the 15th of the month after the quarter as listed below. The due dates are listed on the monitoring report. · First Quarter (Jan/Feb/Mar): April 15th · Second Quarter (Apr/May/June): July 15th · Third Quarter (July/Aug/Sept): October 15th · Fourth Quarter (Oct/Nov/Dec): January 15th		
IBHIS	Practitioner Enrollment (Legal Entity Contract Providers only since D.O. clinics already completed): ➢ Contract providers need to complete and update Practitioner (Rendering Provider) enrollment for IBHIS. ➢ An email will be sent out to authorized users when the application is ready. ➢ All LEs will be required to have completed their practitioner enrollment by June 30th. Every rendering provider needs to be enrolled ➢ Taxonomy on the form should match with what is		

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	on the NPPES website otherwise claims will be denied.		
Program Review/Certification	Programs that are due for certification: ➢ The Children's Bureau - Carson ➢ Star view on Wardlow in Long Beach ➢ AADAP – Gardena Program Review is starting certification way in advance (about 3-6 months prior) since the site's information associated with their NPI # needs to match with the State's file. If it does not match, the State will not certify. Contact Joel Solis if you have any questions: 213-251-6883 or jsolis@dmh.lacounty.gov.	Contact Joel Review for Program Review or certification questions. He can be reached at (213) 251-6883 or jsolis@dmh.lacounty.gov	
Medical Records	➢ QA division recommends designating a person at each site that can receive subpoenas. ➢ For D.O. clinics, a fee will be charged for making copies. QA will be looking into standardizing the amount to reduce inconsistencies in rates. ➢ A $15 flat rate should be charged for copies for lawyers and 25 cents per page for clients. ➢ Dr. Dobbs will be assisting with medical records review of D.O. clinics ➢ **Health information Technicians** (HIT) participation in chart reviews – QA is looking into having the HIT staff participate in chart reviews. QA is in the process of developing a process and procedure for doing chart reviews in the clinics on a regular basis.		
QA Technical Assistance	**Status of LPCC for Contractors:** ➢ D.O.s will not be hiring LPCCs at this time ➢ QA is working on a bulletin that will identify LPCCs as AMHDs for Contract Providers. **SB 1407: Client Access, signing consent, and CCCPs** ➢ For D.O.s, County Counsel has determined that SB 1407 does not impact the parent's ability to sign the Consent for Services or the CCCP. Staff should still involve parents in treatment, as appropriate. SB 1407 is only about the inability to sign for the release of PHI and access the client's chart (review and/or receive copies of the clinical record). ➢ Contract Providers are advised to consult with their own legal counsel regarding SB 1407.		

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	➢ DRAFT Clinical Records Bulletin No. 2013-01: Children's COD forms is still being drafted. It will only be required to complete at initial assessment. ➢ Nursing DSM Training and Policy is being finalized. Trainings will be held in May. D.O. nurses will be required to obtain additional assessment training. ➢ QA is working on revising the COS form and allowing EDI claims to be submitted. ➢ Day Treatment workgroup: the first one will be held on 4/22/13. Ms. Munde will be co-facilitating with Jen Hallman. ➢ PEI Claiming Guide was updated and posted on the DMH website.		
Updates	➢ 104.09 Clinical Documentation Policy – may be revised due to audit findings. QA is looking into having written rules for the QA process of LE chart reviews. ➢ Organizational Providers Manual changes – QA is currently working on changes		
QA HANDOUTS	➢ QA Agenda ➢ Documentation Training Schedule		
Announcements	Mr. Ted Howlett read a poem titled "When Mountains Move" written by Mrs. Virginia Howlett. Thank you, Virginia!		
Next Meeting	The next meeting will be held on May 15, 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