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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

May 15, 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 (absent due to clinic coverage), Misty Aronoff, MFT, and Michele Munde, LCSW **SA 8 liaison:** Ann Lee, Ph.D. **QA Division Lead for SA 8:** Lori Dobbs, Psy.D. (absent due to documentation training)
II	**Minutes** – April minutes will be sent out via email upon completion.
III	**Cultural Competency Committee (CCC) Report** o Next meeting - Wed, June 12, 2013, 1:30-3:30 p.m., 695 Vermont, 15th fl, glass conf rm, Conference call will be available for this mtg.
IV	**Clinical Quality Improvement:** o OMD Report o *2012 Peer Review Summary**
V	**Patient's Rights Office (PRO)** http://dmh.lacounty.gov (select "Our Services" then scroll to "Patients' Rights Office"
VI	**Test Calls***
VIII	**Service Area 8 Outcome Data Workgroup** – Next meeting will be in late June but no date scheduled yet.
IX	**SA 8 Quality Improvement Project:** Rapid Cycle improvement Process presentation – Michele Munde

QI Work Plan Goals:
Service Delivery Capacity
Accessibility of Services
Beneficiary Satisfaction
Clinical Care
Continuity of Care
Provider Appeals

Next Meeting Info:
June 19, 2013
2:00-4:00 p.m.
Stars Behavioral Health Group
1501 Hughes Way
Long Beach, CA 90810

**Handouts*

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AGENDA

May 15, 2013
2:00 – 4:00 p.m.
Stars Behavioral Health Group
1501 Hughes Way, Ste 150
Long Beach, CA 90810

QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.	
I	**Announcements** o Charles Onunkwo will be out until May 20th; DonnaKay Davis will be contact person.
II	**Audits/Reviews** – Auditor Controller: o SFVCMHC – week of May 20, 2013
III	**State DHCS Updates** o New and revised laws* o Local Mental Health Plan poster o Need to offer "The Guide to Medi-Cal Mental Health Services" to clients and log o Beneficiary/Client Grievance or Appeal Forms and Procedures
IV	***Documentation Training Schedule**** - Please see attached. COS trainings will be on hold until the form is revised.
V	**IBHIS Update –** Practitioner (Rendering Provider) Enrollment: LEs due June 30th o Will verify against NPPES; will not be able to complete if taxonomy does not match NPPES.
VI	**QA Technical Assistance** o Clinical Records Bulletin Edition 2013-01: Children's COD Forms* o Nursing DSM Training and Policy: Policy 200.04 sent for signature o DRAFT Quality Assurance Bulletin 13-03: LPCC for Contractors o DRAFT Quality Assurance Bulletin 13-04: Authorized RN o Day Treatment Workgroup update o Directly-Operated Chart Reviews and Overclaiming update o 104.09 Clinical Documentation Policy – Proposed language for LE Chart Reviews
	Updates: o Organizational Providers Manual changes – QA is currently working on changes o County Coalition Treatment Plan

Next Meeting Info:
June 19, 2013
2:00-4:00 p.m.
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**Handouts*

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 15, 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**	May 15, 2013
Location	Star View 1501 Hughes Way, Long Beach, CA 90810		**Start Time & End Time**	2:00 p.m. – 4:00 p.m.
Co-chairs	**Co-Chairs:** Misty Aronoff, MFT (Alma), Michele Munde, L.C.S.W. (Star View), Emily Ramos, L.C.S.W. (absent due to clinic coverage)			
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. (absent due to documentation training)	**Program Review:** Joel Solis
Members Present	Adele Kelso Christina Kohfield Courtney Stephens Cristina Nolf Dolores Spielman Francisco De La Serna Gary Slaton	Heather Jensen Helen Chang Jaime Sheehan Jeanette Bernabe Kathrine Lundy Laura Villa Leeann Ekstrom	Linda Nakamura Lynn Yoon Marcella Briceno Nicole Salazar Rachel Green Sandra Gaie-Rae Sherry Yu	Stephanie Hoffman Stephanie Yamada Ted Howlett Virginia Howlett Vynette Moore Ysuiki Mace
Absent Members	Aminah Ofumbi Ashley Bart Dana Cherry	Jaclyn Sagun Jennifer Bailey Kathy Mills-Walker	Michael Fitzgerald Nancy Lomibao Mitsuru Kubota	
Review of Minutes	The April 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.			

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, May 15, 2013

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 next meeting will be held on Wednesday, June 12th from 1:30-3:30 p.m., 695 Vermont, 15th Fl glass conf rm.		
Office of the Medical Director (OMD)	➢ The 2012 Peer Review Summary of Findings was included in the handouts and discussed at the meeting. OMD reviewed the records for clients who were prescribed 5 or more psychotropic medications at the same time to determine if a rationale and a risk-benefit analysis was documented and an outpatient medication review was completed annually. There is no rationale for using more than 1 benzodiazepine as this is high risk. ➢ Members were encouraged to share the findings with their psychiatrists and remind them about the DMH parameters for medication use. Ms. Munde showed members how to locate the parameters on the DMH website. ➢ Electronic submission of incident report is moving forward. Will likely have their own server. County Counsel looking at how to protect this info from discovery. ➢ E-Prescribe plan for contractors still not clear. Recommend contacting DMH pharmacist Russell re: how best to plan your e-prescribe system.		
Patient's Rights Office (PRO)	The PRO website is now easier to locate. Go to http://dmh.lacounty.gov then select "Our Services" and scroll to "Patients' Rights Office". ➢ Members were reminded to offer the Guide to Medi-Cal Mental Health Services to new clients. Providers can print copies from the Patient's Rights website. ➢ Grievance forms should also be available in waiting areas so clients have access to these forms without having to ask for them. ➢ Ms. Munde showed everyone how to access these items on the DMH website.		
ACCESS Center Test Calls	➢ For SA 8, the test call period will be from July 28-August 3rd. Volunteers are needed to make the 10 test calls, especially in Spanish and Khmer, and including one grievance call. Dr. Lee will make the grievance call. Please contact Dr. Lee to volunteer.		
Service Area 8 Outcome Data Workgroup	The last meeting was held on April 30th. A great representation of PEI providers attended. RAND corporation presented about how to ask questions about the data. An At-a-glance summary worksheet was provided by RAND as a sample tool to use to present the data on one form for each practice. Seeking Safety (SS) data was used as an example. The majority of providers are implementing SS. At this point, there are not enough matched pairs (pre and post tests for the same outcome measure for the same client		

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	in the same treatment cycle) of data. The next meeting will be held in late June or July but no date has yet been scheduled.		
SA 8 Quality Improvement Project	➢ Ms. Michele Munde provided a presentation regarding Rapid Cycle Improvement Process to assist the committee on how to study a quality improvement issue. This process is similar to the Plan-Do-Study-Act process. She provided an example of the problems that Star View studied using this process. ➢ Please refer to the psbqi.dmh.lacounty.gov website to view the department's QI workplan goals as this may assist the committee with developing a QI project.		
Announcements	The next meeting will be held at Star View's corporate office, 1501 Hughes Way, Long Beach 90810.		
QI Handouts	➢ QI Agenda ➢ 2012 Peer Review Summary ➢ Test Calls handouts ➢ Rapid Cycle Improvement Process powerpoint handout		

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Minutes, May 15, 2013

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Announcements	➢ Charles Onunkwo will be out until May 20th. DonnaKay Davis will be the contact person during his absence. ➢ A copy of the "Laws That Are New Or Were Recently Revised" was included in today's handouts.		
Audits/Reviews	Auditor-Controller: ➢ SFVCMHC – week of May 20, 2013		
State DHCS Updates	➢ A copy of the "Laws That Are New Or Were Recently Revised" was included in today's handouts. ➢ Providers were reminded that the "The Guide to Medi-Cal Mental Health Services" needs to be offered to clients and log that is was offered.		
Documentation Trainings	The Documentation Training schedule was included in today's meeting packet.		
IBHIS	➢ Practitioner (Rendering Provider) Enrollment: LEs due June 30th ➢ Several SA 8 contract providers have not yet completed their rendering provider enrollments so members were encouraged to go back to their agency to ensure this task is completed. ➢ Directly-operated clinics have completed this task. ➢ Will verify against NPPES; will not be able to complete if taxonomy does not match NPPES.		
QA Technical Assistance	Clinical Records Bulletin Edition 2013-01: Children's COD Forms. This bulletin was included in the handouts and the changes were discussed. The form should be completed by a clinician and not the client. The form is optional for Contract Providers. Directly-operated clinics have completed trainings on the children's COD forms.		

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Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QA Division is working on the following items: ➢ Nursing DSM Training and Policy: Policy 200.04 sent for signature ➢ DRAFT Quality Assurance Bulletin 13-03: LPCC for Contractors. Additional supervised training is required for LPCCs to be qualified to provide assessments or therapy. ➢ DRAFT Quality Assurance Bulletin 13-04: Authorized RN ➢ 104.09 Clinical Documentation Policy – Proposed language for LE Chart Reviews Day Treatment Workgroup update was discussed. One more meeting will be held to finalize the day treatment forms. Directly-Operated Chart Reviews and Overclaiming update – Directly operated clinics were reminded to submit their chart review tools and monitoring reports to QA on time each quarter by the due dates listed on the forms.		
QA HANDOUTS	➢ QA Agenda ➢ Laws That Are New or Were Recently Revised ➢ Clinical Records Bulletin Edition 2013-01: Children's COD Forms ➢ Documentation Training Schedule ➢ Clinical Records Bulletin Edition 2013-01: Children's COD Forms		
Announcements	Mr. Ted Howlett read Mrs. Virginia Howlett's poem titled "Work In Progress". Great poem, thank you, Virginia!		
Next Meeting	The next meeting will be held on June 19, 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