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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

July 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. **QI Division Lead:** Tim Beyer, Ph.D. (absent due to schedule conflict)
II	**Minutes** – June minutes will be sent via email upon completion.
III	**Cultural Competency Committee (CCC) Report** o Dr. Rod Shaner presented about the Department's 4.15 Parameters for Spiritual Support (Revised 5-24- 2012) o Next meeting - Wed, August 14, 2013, 1:30-3:30 p.m., 550 Vermont, 10th fl conf rm, Conference call will be available for this mtg. Dr. Paul Arns will present regarding IBHIS.
IV	**No Monthly QI Division meeting so no report:** • OMD/Clinical Quality Improvement • Patient's Rights Office (PRO) • EPSDT PIP Data Update
V	**SA 8 Test Call Period –** July 28, 2013 – August 3, 2013.
VI	**Service Area 8 Outcome Data Workgroup** – MHSA PEI outcome data is the focus. The next meeting will be held on Tuesday, July 30th from 1:30-4:30pm at ChildNet.
VIII	**SA 8 Quality Improvement Project**
IX	**Announcements**

Next Meeting Info:

September 18, 2013
2:00-3:00 p.m.
Stars Behavioral Health Group
1501 Hughes Way, Long Beach, CA 90810

**Handouts*

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AGENDA

July 17, 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.	
Co-chairs: Emily Ramos, LCSW, Misty Aronoff, MFT, and Michele Munde, LCSW **SA 8 liaison:** Ann Lee, Ph.D. **QI Division Lead:** Lori Dobbs, Psy.D.	
I	**Announcements** o No QA monthly co-chairs mtg was held in July
II	**Audits/Reviews** – Auditor Controller: No report.
III	**Documentation Training Schedule**
IV	**Program Review** – No report
V	**QA Technical Assistance** o ***QA Bulletin 13-04: Intensive Care Coordination (ICC) and Intensive Home Based Services (IHBS)******

Next Meeting Info:

September 18, 2013
3:00-4:00 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, July 17, 2013

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee				**Date:** July 17, 2013
Location	Star View, 1501 Hughes Way, Long Beach, CA 90810			**Start/End Time**	2:00 p.m. – 4:00 p.m.
Co-chairs	**Co-Chairs:** Misty Aronoff, MFT; Michele Munde, LCSW; Emily Ramos, LCSW				
DMH Representatives	**SA 8 QI/QA Liaison:** Ann Lee, Ph.D.	**QI Division Lead:** Tim Beyer, Ph.D. (absent)	**QA Division Lead:** Lori Dobbs, Psy.D. (absent due to doc training)	**Program Review:** Joel Solis	
Members Present by Provider Name					
1736 FCC	**CHILDREN'S BUREAU** Cristina Nolf	**EL DORADO**	**LONG BEACH ADULT** Emily Ramos (co-chair)	**SHIELDS FOR FAMILIES** Vynette Moore Jaime Sheehan	**TELECARE**
AADAP Jeanette Bernabe	**CHILDREN'S INSTITUTE**	**EXODUS** David Kneip	**LONG BEACH API** Camille Do	**SOUTH BAY CHILDRENS HEALTH CENTER**	**THE GUIDANCE CENTER**
ALAFIA	**CITY OF GARDENA**	**FOR THE CHILD** Sandra Gaia-Rae	**LONG BEACH CAP** Heather Jensen	**SOUTH BAY MHC**	**TIES FOR FAMILIES**
ALMA Misty Aronoff (co-chair)	**COASTAL APIFMHC**	**HARBOR-UCLA** Ae Lyen Yoon Dora Anderson	**MASADA HOMES** Linda Nakamura	**SSG/OTTP** Debra DeLeon	
BAYFRONT Francisco De La Serna Azadeh Sedy	**COUNSELING 4 KIDS**	**HARBOR VIEW CSC (SUNBRIDGE)** Laura Villa	**MHA**	**SPECIALIZED FOSTER CARE** Adele Kelso	
CCAF Theodore Howlett Virginia Howlett	**CRITTENTON** Marcella Briceno	**HEALTHVIEW** Michael Fitzgerald	**PACS** Deanna Park	**STAR VIEW** Michele Munde (co-chair)	
CHILDNET Leeann Ekstrom	**DID HIRSCH**	**HERITAGE CLINIC** No representative	**SAN PEDRO MHC**	**TARZANA**	
Review of Minutes	The June 2013 minutes will be sent to the committee upon completion.				

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, July 17, 2013

Call to Order & Introductions	The meeting was called to order at 2:00 p.m. Members were introduced.		
	QUALITY IMPROVEMENT (QI)		
Agenda Item & Presenter	**Discussion and Findings**	**Decisions/ and Recommendations Actions/Scheduled Task**	**Person Responsible/ Due Date**
Cultural Competency Committee (CCC) Report	➢ Dr. Rod Shaner presented about the Department's 4.15 Parameters for Spiritual Support (Rev. 5-24-12) ➢ Next meeting will be held on August 14, 2013, 1:30-3:30 p.m., 550 Vermont, 10th floor conference room. ➢ Dr. Paul Arns will present about IBHIS at the August meeting.		
Monthly QI Division meeting	➢ Nothing to report due to being dark this month.		
SA 8 Test Calls	➢ SA 8's ACCESS Test Call period will be held from July 28-August 3rd. ➢ Additional volunteers may be needed, especially in Spanish and Khmer. Currently we have one Spanish and one Khmer speaking and a 5 English speaking volunteers. ➢ Instructions will be sent to those who volunteer.		
QI Division update	Ms. Martha Drinan will be retiring from DMH at the end of this month. SA 8 appreciates the support Ms. Drinan provided to this committee and wishes her well.		
Service Area 8 Outcome Data Workgroup	➢ The next meeting will be held on Tuesday, July 30th from 1:30-4:30pm at ChildNet.		
SA 8 Quality Improvement Project	➢ Ms. Michele Munde shared the "Medi-Cal Rehabilitation Services Progress Note Check-list" which is a check-list she developed for her staff	Continue discussion to narrow down and select a project at the next	

	to help them accurately document services in the progress note. ➢ The notes from the SA 8 QIP Discussion held on 6/19/13 was included in the handouts and reviewed during today's meeting to determine the areas of quality improvement that the proposed study would address. ➢ Dr. Lee had a brief phone conversation with Dr. Tim Beyer from QI Division and he encouraged providers to utilize the rapid cycle improvement process to study the issues providers presented at the June meeting. Providers were in agreement. ➢ Access and timeliness of services continue to be a challenge for the majority of providers. ➢ Looking at FSP/FCCS integration was proposed as a possible study to improve access to services. Providers inputed on the issues related to access, "flow" from FSP to a lower level of care, and appropriate care.	meeting.	
Announcements	There is no meeting in August. The next meeting will be held on September 18, 2013 from 2-4 p.m. at Star View's corporate office, 1501 Hughes Way, Long Beach 90810.		
QI Handouts	➢ QI Agenda ➢ QI Work Plan Domails and 4 Areas for Quality Improvement list ➢ SA 8 QIP Discussion Notes – 6/19/2013 ➢ Starview's Medi-Cal Rehabilitation Services Progress Note Check-List (sample)		

QUALITY ASSURANCE (QA)

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Announcement	There were no QA division, Auditor-Controller, or Program Review reports to no QA monthly co-chairs meeting this month.		

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QA Technical Assistance	QA Bulletin 13-04: Intensive Care Coordination (ICC) and Intensive Home Based Services (IHBS) was included in the handouts and discussed at the meeting.		
Q&A	Q: Can clinicians bill 90889 for transfer summaries for within-agency transfers? A: The majority of providers responded that their agency generally does not bill 90889 for discharge or transfer summaries without client contact due to being a high audit risk for this code. Please remember you cannot bill for services unless it is a service to the client that benefits the client and you document accordingly. Must determine if it's claimable based on the content of the summary. Q: Is there a new Medi-Cal handbook? A: The co-chairs were not aware of a new Medi-Cal beneficiary handbook or brochure but providers were reminded to offer one to new clients. Q: Is there an updated core vs. ancillary services guide? A: Yes, the updated version regarding core interventions is in "A Guide to Claiming PEI-EBP Services" that is posted on the DMH Provider manuals website. Q: Are there any guidelines regarding training and certification requirements so that staff can begin billing for PEI? A: Yes, there are training protocols for each practice. Please contact the practice lead for specific training protocols. The DMH PEI website also has FAQs posted that may answer questions that apply to all PEI practices so please consult this document. Training protocols will be discussed at the next PEI Provider meeting on September 10, 2013. Please contact Ann Lee if you need assistance with contacting the practice lead.		
QA HANDOUTS	➢ QA Agenda ➢ QA Bulletin 13-04: Intensive Care Coordination (ICC) and Intensive Home Based Services (IHBS)		
Announcements	Mr. Ted Howlett read Mrs. Virginia Howlett's poem titled "Our Compliments". Thank you for the wonderful poem and support, Virginia!		
Next Meeting	There is no meeting in August. The next meeting will be held on September 18, 2013 from 2-4 p.m. at Star View's corporate office, 1501 Hughes Way, Long Beach 90810.		

Minutes Recorded by:

Ann Lee PhD

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

Minutes Approved by:

Emily Ramos

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