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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

September 18, 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/QI Announcements:** **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. o Emily and Michele are absent due to conflicting meetings. o Dr. Naga Kasarabada is the new QI District Chief that is replacing Martha Drinan.
II	**Minutes** – June and July minutes will be sent to members via email upon completion.
III	**Cultural Competency Committee (CCC) Report** o Dr. Southard attended the last meeting and provided input about cultural competency. o "Multicultural Practice" training will be held on October 29-30th, 2013 at Metropolitan State Hospital. o "Rites of Passage in Childhood and Adolescence" panel presentation will be held on Tuesday, September 24th from 8:50-11:30a.m. at the California Endowment Center. o Next meeting - Wed, October 9, 2013, 1:30-3:30 p.m., 550 Vermont, 10th fl conf rm, Conference call will be available for this mtg.
IV	**Clinical Quality Improvement – OMD Report**
V	**Policies** o Policy 202.30 Mutual and Unilateral Termination of Mental Health Services o Policy 202.43 Scheduling Clinical Appointments and Associated Documentation o NOA-E
VI	**PRO** o NOA-A form revised. Available in English and Spanish.
VIII	**QI Champion – QI 101 Notebook** (shared by SA 2 chair)
IX	**EPSDT Monitoring Report**
X	**MHSIP Survey Update** – only about 50 surveys returned via Kiosk (all were from SA 3)
XI	**State Review Protocol Training** – September 12th in San Bernardino from 11:30am-1:30pm
XII	**Service Area 8 Outcome Data Workgroup** –The next meeting will be held on Tuesday, October 29th from 1:30-4:30pm at ChildNet.
XIII	**SA 8 Quality Improvement Project** – Due to a full agenda, discussion will be tabled.

Next Meeting Info:
October 16, 2013
2:00-3:00 p.m.

***Handouts**

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

QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI) COMMITTEE

AGENDA

September 18, 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. o *Emily and Michele are absent due to conflicting meetings.*	
I	**Announcements** o No QA monthly co-chairs mtg was held in July
II	**Audits/Reviews** – Auditor Controller: o The Whole Child – Sept. 17th o Hispanic Commission, Inc. – Oct 1st
III	**State DHCS Updates** o Initial Intake Logs o FY 2013/2014 Protocol and Audit Schedule is available – LAC/USC, Harbor, Olive View, & Kedren hospitals will be reviewed o Update on Statewide disallowances o Reminder: Unlicensed psychologists and doctorate level psych assistants must apply for a waiver o Update on NOAs – still working on clarifying
IV	**Documentation Training Schedule*** (see attached)
V	**IBHIS Update** o Practitioner (Rendering Provider) Updating for Go Live o Proposal for forms maintenance: only required data elements will be provided
VI	**Program Review** o Timely Service Change Notification o NPPES Data Accuracy o Fire Clearance
VII	**QA Technical Assistance** o ICC/IHBS Questions will go through QA Liaisons/QA leads o Day Treatment Intensive – New Review Tool sent to State, Draft of DTI forms o DRAFT 104.09 Clinical Documentation Policy o D.O. Chart Reviews – Memo went to Program Heads o DHCS Chart Review – Draft report received

Next Meeting Info:

October 16, 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, September 18, 2013

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		**Date**		August 21, 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 holding documentation training)	**Program Review**	
Members Present by Provider Name					
1736 FCC Nancy Lomibao	**CHILDREN'S BUREAU** Cristina Nolf	**EL DORADO**	**LONG BEACH ADULT**	**SHIELDS FOR FAMILIES** Vynette Moore Jaime Sheehan	**TELECARE**
AADAP Jeanette Bernabe	**CII** Marcela Dioses	**EXODUS**	**LONG BEACH API** Camille Do	**SOUTH BAY CHILDRENS HEALTH CENTER** Rachel Green	**THE GUIDANCE CENTER** Elva Gutierrez
ALAFIA Jaclyn Sagun	**CITY OF GARDENA**	**FOR THE CHILD** Sandra Gaia-Rae	**LONG BEACH CAP** Heather Jensen	**SOUTH BAY MHC** Dana Cherry	**TIES FOR FAMILIES** Dolores Spielman
ALMA Misty Aronoff	**COASTAL APIFMHC**	**HARBOR-UCLA** Ae Lyen Yoon Dora Anderson	**MASADA HOMES** Linda Nakamura	**SSG/OTTP** Debra DeLeon	
BAYFRONT Lorna Pham	**COUNSELING 4 KIDS**	**HARBOR VIEW CSC** Laura Villa	**MHA**	**SPECIALIZED FOSTER CARE**	
CCAF Theodore Howlett Virginia Howlett	**CRITTENTON** Marcella Briceno	**HEALTHVIEW** Michael Fitzgerald	**PACS** Deanna Park	**STAR VIEW**	
CHILDNET Erin Sumner	**DID HIRSCH**	**HERITAGE CLINIC**	**SAN PEDRO MHC**	**TARZANA**	
Review of Minutes	The May, June, and July 2013 minutes will be sent to the committee upon completion. Minutes are backlogged.				
Call to Order & Introductions	o Emily and Michele are absent due to conflicting meetings. o Dr. Naga Kasarabada is the new QI District Chief that is replacing Martha Drinan.				

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, September 18, 2013

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. Southard attended the last meeting and provided input about cultural competency. ➢ "Multicultural Practice" training will be held on October 29-30th, 2013 at Metropolitan State Hospital. ➢ "Rites of Passage in Childhood and Adolescence" panel presentation will be held on Tuesday, September 24th from 8:50-11:30a.m. at the California Endowment Center. Next meeting - Wed, October 9, 2013, 1:30-3:30 p.m., 550 Vermont, 10th fl conf rm, Conference call will be available for this mtg.		**Ann Lee**
Office of the Medical Director (OMD)	OMD is still reviewing the Columbia Suicide Rating Scale to see if it will work for LA County.		
DMH Policies	The following policies and forms were discussed: ➢ Policy 202.30 Mutual and Unilateral Termination of Mental Health Services ➢ Policy 202.43 Scheduling Clinical Appointments and Associated Documentation ➢ NOA	-Several questions were asked about the NOA-E and procedures. Ann Lee will discuss with the SA 8 District Chief for advisement. -The committee agreed that a presentation from PRO would be helpful to better understand the NOAs.	-Ann Lee will discuss with the SA 8 District Chief regarding procedures at the clinics. -Ann Lee will contact PRO for a presentation about NOA, grievance forms, and the beneficiary handbook.
QI Champion – QI 101 Notebook	Kimber Salvaggio (SA 2) shared items that are included in the handouts. These items are used to orient new QI/QA coordinators and inform what items need to be included in a QIC manual.		

EPSDT Monitoring Report	➢ PIP cohort was 6.6% of the EPSDT cohort (approximately 5000 clients). ➢ Contract Providers can get the report off the EFT folder. ➢ D.O.s can get the reports from the SharePoint site. ➢ EPSDT Monitoring Report (August 2013) and User's Guide was included in the handouts.		
MHSIP Survey Update	➢ Only about 50 surveys were returned via the kiosk. ➢ Dr. Beyer thanked the providers that participated in the surveys.		
State Review Protocol Training	➢ The training was held on September 12th in San Bernardino. Dr. Beyer attended. He stated that changes in the protocol were reviewed. ➢ LA County is not due for another system review until 2016 since we were reviewed in February 2013.		
Service Area 8 Outcome Data Workgroup	➢ The next meeting will be held on Tuesday, October 29th from 1:30-4:30 p.m. at ChildNet. ➢ Please contact Ann Lee if you are a PEI provider and interested in more info.		
SA 8 Quality Improvement Project	➢ Due to a full agenda, project discussion was tabled until a future meeting.		
Announcements	The next meeting will be held on October 16th at Star View's corporate office, 1501 Hughes Way, Long Beach 90810.		
QI Handouts	➢ QI Agenda ➢ DMH P&P 202.30: Mutual and Unilateral Termination of Mental Health Services ➢ DMH P&P 202.43: Scheduling Clinical Appointments and Associated Documentation ➢ DRAFT Medi-Cal Required Informing Materials Beneficiary Acknowledgment of Receipt ➢ SA 2 QIC 101 ➢ EPSDT Monitoring Report (August 2013) and User's Guide		

QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	**Discussion and Findings**	**Decisions/ and Recommendations Actions/Scheduled Task**	**Person Responsible/ Due Date**
Audits/Reviews	Auditor Controller reviews: ➢ The Whole Child – Sept. 17th ➢ Hispanic Commission, Inc. – Oct 1st		
State DHCS Updates	➢ DHCS website has the protocol and 2013-14 audit schedule. Only inpatient programs for LA are being audited. Statewide disallowance rate is 38%. ➢ Licensing Waivers – must have a waiver for unlicensed psychologists. Being registered is not enough to allow scope of practice for psych testing and psychotherapy. ➢ LACDMH received draft findings and will be contacting agencies who are impacted. The majority of recoupments were day treatment related.		
Documentation Trainings	➢ The schedule of trainings was included in the handouts. ➢ COS trainings should start in the next month or two. ➢ ICC and IHBS questions need to go through the QA liaisons then to the QA leads.		
IBHIS	**IBHIS Update** ➢ Practitioner (Rendering Provider) enrollment – in process of fixing applications that Legal Entities (LE) use so that the LE can add practitioners prior to go-live. ➢ D.O.s will have a super user. ➢ The long-term plan will be web-based rather than application-based. ➢ IBHIS pilot providers are helping with testing and		

	readiness activities. ➢ Forms will be electronic. Will identify what the required elements are. Required forms include the CCCP and assessments. ➢ Proposal for forms maintenance: only required data elements will be provided		
Program Review/Certification	➢ Timely Service Change Notification ➢ NPPES Data Accuracy ➢ Fire Clearance		
QA HANDOUTS	➢ QA Agenda ➢ Documentation Training Schedule		
Announcements	Mr. Ted Howlett read Mrs. Virginia Howlett's poem titled "Workgroup". Thank you, Virginia, for another fabulous on-point poem!		
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