

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

January 20, 2016  
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.	
1.	<b>Welcome/Introductions/QI Announcements:</b> <b>Co-chairs:</b> Emily Ramos (LBMH), Michele Munde (Star View), and Misty Aronoff (Alma) <b>SA 8 liaison:</b> Ann Lee
2.	<b>Minutes*</b>
3.	<b>Clinical Quality Improvement – OMD Report</b>
4.	<b>Interpreter Services for the Hearing Impaired Vs. Non-English Languages</b>
5.	<b>American Sign Language Providers/Hearing Impaired Mental Health Access Policy 200.02*</b>
6.	<b>SA QI Project Update*</b>
7.	<b>MHSIP Provider Data Update – May 2015*</b>
8.	<b>Test Calls – CY 2016*</b>
9.	<b>Patients’ Rights Office (PRO)</b> <ul style="list-style-type: none"> <li>• Change of Provider Report</li> <li>• Reminder: Beneficiary Acknowledgment of Receipt* – <i>obtain signed MH 710 forms</i> <ul style="list-style-type: none"> <li>○ Guide to Medi-Cal Mental Health Services – Print copies as needed. Available in 12 languages.</li> <li>○ Refer to QA Bulletin 13-06</li> </ul> </li> </ul>
10.	<b>Cultural Competency – Dr. Sandra Chang-Ptasinski (Ethnic Services Manager)</b> <ul style="list-style-type: none"> <li>• The next CC committee meeting will be held on Wed, February 10<sup>th</sup>, 1:30-3:30 p.m., 550 Vermont, 3<sup>rd</sup> floor conf rm.</li> </ul>
11.	<b>Policy Update – Office of Compliance*</b>
	<b>Announcements</b> – No meeting in December (dark). Next meeting will be on January 20 <sup>th</sup>

**\*Handouts**

**Next Meeting Info:**  
**February 17, 2016**  
**2:00-3:00 p.m.**  
**Stars Behavioral Health Group**  
**1501 Hughes Way**  
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Stars Behavioral Health Group  
1501 Hughes Way, Ste 150  
Long Beach, CA 90810

<b>QUALITY ASSURANCE (QA) MEETING</b> 3:00-4:00 p.m.	
1.	<b>Announcements</b>
2.	<b>Recent/Upcoming Audits &amp; Reviews</b>
3.	<b>Medi-Cal Certification Section</b>
4.	<b>Training and Operations</b> <ul style="list-style-type: none"><li>• Schedule of trainings and presentations* - <i>See attached</i></li><li>• D.O. Updated QA Process Reminder</li><li>• D.O. Quarterly Monitoring Report Reminder</li></ul>
5.	<b>Policy and Technical Development</b> <ul style="list-style-type: none"><li>• QA Bulletin 16-02: Triennial Onsite Review: System/Chart Review*</li><li>• QA Bulletin 16-01: Verification of Services*</li><li>• IBHIS Updates:<ul style="list-style-type: none"><li>○ LE: Onboarding 5 in February, 10 in March</li><li>○ DO: Consoles, Chart Reviews, Problem List</li><li>○ IBHIS Addendum Guide to Service and Procedure Codes</li></ul></li></ul>
6.	<b>Health Information Management (HIM) Directly Operated ONLY – no report</b>
7.	<b>Upcoming Items:</b> <ul style="list-style-type: none"><li>• COS Manual Changes and Trainings</li><li>• Service Request Log Modification for Universal Screening</li><li>• Organizational Providers Manual Updates: Chapter 5</li><li>• Procedure Codes Guide</li></ul>

\*handout

**REMINDER: NO MEETING IN DECEMBER!**

**Next Meeting Info:**  
**February 17, 2016**  
**3:00-4:00 p.m.**  
**Stars Behavioral Health Group**  
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**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING  
Minutes, January 20, 2016**

<b>Type of Meeting</b>	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee			<b>Date</b> January 20, 2016	
<b>Location</b>	Star View, 1501 Hughes Way, Long Beach, CA 90810		<b>Start Time &amp; End Time</b> 2:00 – 4:00 p.m.		
<b>Co-chairs</b>	Co-Chairs: Emily Ramos, Michele Munde, Misty Aronoff (absent)				
<b>DMH Representatives</b>	<b>SA 8 QI/QA Liaison:</b> Ann Lee	<b>DMH SA 8 Rep:</b>	<b>Cultural Competency:</b>	<b>Medi-Cal Certification:</b>	
<b>Members Present by Provider Name</b>					
<b>1736 FCC</b> Freddie Black	<b>Children's Bureau</b> Cristina Nolf	<b>Exodus</b> Jeannette Aguilar	<b>Long Beach CAP</b>	<b>Shields For Families</b> Georgea Madeira	<b>The Guidance Center</b>
<b>AADAP</b> Hiroko Makiyama	<b>CIL</b> Marcela Dioses	<b>For The Child</b> Pastora Salazar	<b>Masada Homes</b> Linda Nakamura	<b>SBCHC</b> Rachel Green	<b>Ties For Families</b> Dolores Spielman
<b>Alafia</b> Sybil Chacko	<b>City Of Gardena</b>	<b>Harbor-UCLA</b> Lynn Yoon Dora Anderson	<b>MHA</b> Anna Quimson	<b>South Bay MHC</b>	<b>Aspiranet</b> Kim Kopenhaver
<b>ALMA</b>	<b>Coastal API/FMHC</b> Helen Chang	<b>Harbor View</b> <b>CSC</b> Keith Parker	<b>MH Urgent Care</b> <b>Clinic</b> Jenny Morey	<b>SSG/OTTP</b> Debra DeLeon	<b>California Mentor</b> Libby Armstrong
<b>Bayfront</b> Tina Kuperman	<b>Counseling 4 Kids</b> Julio Cisneros	<b>Healthview</b>	<b>PACS</b> Samin Yoak	<b>Specialized Foster Care</b>	
<b>CCAF</b> Theodore Howlett Virginia Howlett	<b>Crittenton</b> Marcella Briceno	<b>Long Beach Adult</b> Emily Ramos (co-chair)	<b>San Pedro MHC</b> Kathleen Villagomez	<b>Star View</b> Michele Munde (co-chair)	
<b>ChildNet</b> Leeann Ekstrom	<b>Didi Hirsch</b> Tiffany Flood Evelyn Leonidas	<b>Long Beach API</b> Julie Leevarinpanich	<b>SB 82 MTT</b>	<b>Tarzana</b> Lauren Dibbs	
<b>Review of Minutes</b>	The November 2015 minutes were reviewed and approved.				
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 2:00 and attendees introduced themselves. The co-chairs introduced and welcomed 2 new LE Wraparound providers: Aspiranet and California Mentor.				

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<b>QUALITY IMPROVEMENT (QI)</b>			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions/ and Recommendations Actions/Scheduled Task</b>	<b>Person Responsible/ Due Date</b>
<p><b>Clinical Quality Improvement – OMD Report</b></p>	<p>The draft Suicide Risk Assessment policy is moving toward getting the needed signatures for approval.</p> <p>Interpreter services for hearing impaired is only available in English (ASL) &amp; Spanish (SSL). ACCESS is putting out RFPs for additional languages. Very few ASL providers.</p> <p>- Availability through ACCESS being added as a footer for the Provider Directory (Provider Directory getting updated for the system review).</p> <ul style="list-style-type: none"> <li>• Will be sending out post-survey. Please encourage recipients to respond for outcome data collection.</li> <li>• Identifying types for respondents (administrative, clinical, case management)</li> <li>• Identifying need for supervisor training</li> <li>• See attachment for baseline survey #s</li> <li>• Post survey is attached. Difference is request for clarification about Never/NA responses.</li> <li>• Post surveys usually launched 12 weeks after training/intervention. Will be an online survey.</li> <li>• Presentations continue. If agencies/clinics are interested, presentations are available. Would need 1-1.5 hours for the presentation. Can request via email to Leticia Ximenez at <a href="mailto:lximenez@dmh.lacounty.gov">lximenez@dmh.lacounty.gov</a>.</li> <li>• The Advanced MH &amp; Spirituality training for paraprofessionals will be held on Feb 23 and Feb 24<sup>th</sup>. Only need to attend one of the training dates if interested. The SAVE THE DATE flyer was included in the handouts.</li> </ul>		
<p><b>Interpreter Services for the Hearing Impaired vs. Non-English Languages</b></p>			
<p><b>SA QI Project Update (Spirituality Parameters)</b></p>			

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<p align="center"><b>MHSIP Provider Data Update – May 2015</b></p>	<ul style="list-style-type: none"> <li>• Approx. 8500 surveys sent to the state. Vandana suggests it might be helpful if the state would give DMH an additional week or two to get surveys collected and sent to them. Would also be helpful to get more advanced notice of survey periods. Would also help us manage survey fatigue for our clients by coordinating better. Will give this feedback to DHCS. Something to consider is choosing fewer agencies to sample, but give a longer version of the survey with the quality of life questions. Or leave out the field based providers.</li> <li>• Tonia Jones guided the committee to review the preliminary survey tables included in the handouts. Once complete, will be sent via excel to QI Liaisons. The info should be shared with the providers (up to us if we only give providers their info or send out everyone's data to all providers in our SA). Table 3 needs to be revised (SA 6-8 left off).</li> <li>• New staff at QI Division – Linetta. Tonia will be the QI lead for SA 8.</li> </ul>	
<p align="center"><b>Test Calls – CY 2016</b></p>	<p>SA 1 will be the first to implement in February. SA 8 will implement calls in October. The test call surveys can be completed online. In previous test calls, the survey was incomplete so we were not able to capture vital information for ACCESS to validate the test call. SA 8 is looking for volunteers to make calls in English, Spanish, and Khmer. Test Calls Project guidelines and instructions are being developed and are in the process of approval. Took out question on "how long you were on hold" since it does not accurately measure wait time and there are other data sources that better measure wait time for ACCESS Center calls. State wants the data quarterly.</p>	

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	<p>Importance of including name used by the test caller. Instructions are online. Switching the survey to an online format. If done on paper, needs to be re-entered online. Every SA will get a survey month. Will send a link to the online form for us to see/test. SA turns in data by the first Friday of the following month. We need to include at least one beneficiary grievance/information call and two crisis scenario calls (but not actual crisis or emergency) per the recent State requirement in quarterly updates for this data.</p>	
<p align="center"><b>Patients' Rights Office (PRO)</b></p>	<p>Getting ready for system review. Martin Hernandez has been contacting clinics to obtain documents needed to show compliance with informing materials. One of our D.O. clinics was contacted. Must offer the beneficiaries Guide to Medi-Cal Mental Health Services – Print copies as needed. Available in 12 languages when client is new (comes in for their first service) and also upon request. Located on dmh.lacounty.gov website, scroll to Patient's Rights. Beneficiary Acknowledgment of Receipt– must obtain signed MH 710 forms. Refer to QA Bulletin 13-06 for more info. Please discuss at your staff meetings as a reminder. This is important for the System Review. Still waiting for grievance and appeal form and policy changes. Expect many additional form changes. Policy will say it has to be available in other languages, not that it must be in the lobby in all languages.</p>	
<p align="center"><b>Change of Provider Report</b></p>	<p>Send monthly logs to the dedicated email (only if no PHI): <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> by the 10<sup>th</sup> of each month. Ted Cannady and Ted Wilson are no longer at PRO so do not send logs directly to them.</p>	

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<b>Cultural Competency Update</b>	<ul style="list-style-type: none"> <li>• The CCC annual report was held on January 13<sup>th</sup>. The committee voted new chairs, reviewed past year accomplishments from the workgroups, and identified new workgroups for 2016.</li> <li>• Leticia Ximenez was voted to continue as the DMH co-chair and Bernice Mascher is the new community member co-chair.</li> <li>• The next meeting will be held on February 10<sup>th</sup> from 1:30-3:30pm at 550 S Vermont Ave, 3<sup>rd</sup> fl conf rm. Mtg schedule was included in the handouts.</li> </ul>
<b>Policy Update – Office of Compliance</b>	<p>The list of Policy updates was included in the handouts. 306.03 is being revised and will be out soon (on storing, administering and disposing medication). Delete 801.02 (401.02) billing outside medical relief (OMR) prescriptions for Medi-Cal clients.</p>
<b>Inspirational Message</b>	<p>Mr. Ted Howlett read two poems written by Mrs. Virginia Howlett. The poems are titled “Bon Voyage” (dedicated to Dr. Southard who retired in November 2015) and “In The Spirit”.</p>
<b>Announcements</b>	<p>None</p>

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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Policy and Technical Development</b>	Outpatient Medication Review form updated (Level 1 & 2). Working on translation to other languages.		
<b>Audits/Reviews</b>	1/12 – Stirling Behavioral Health 1/26 – Topanga West Guest Home 2/23 – Para Los Ninos <ul style="list-style-type: none"> <li>• None for Moss Levy</li> </ul>		
<b>Medi-Cal Certification Section</b>	We are essentially up to date for System Review. Might be 1 or 2 behind.		
<b>Trainings and Operations</b>	<ul style="list-style-type: none"> <li>• Schedule of trainings and presentations was distributed.</li> <li>• Legal Entity (LE) QA Annual Report is due by January 31, 2016. Ann Lee forwarded the email reminder from QA division to the committee to remind providers who have not yet submitted. Please submit if you have not yet done so. Only one is needed for the LE and not each site. Please feel free to copy Ann Lee as a backup in case QA does not receive.</li> <li>• D.O. QA Process Reminder – if you have not yet submitted, please send to Jen Hallman or Nikki Collier by Feb 1<sup>st</sup> since it was due at the end of Dec 2015.</li> <li>• DMH is working on QA tool for COS only D.O. programs.</li> <li>• D.O. Quarterly Monitoring Reports – reminder to submit 4<sup>th</sup> Quarter reports by January 15<sup>th</sup>.</li> <li>• Chart Review Tool – will soon be in IBHIS and will be able to run reports. Will be able to send via IBHIS. There will be a training on how to do QA through IBHIS possibly through webex. Please make sure to participate for the IBHIS call ins.</li> </ul>	Ann Lee will send info to the new providers.	
<b>Lockouts</b>	<b>Inpatient lockouts</b> – Review the organizational providers manual regarding lockouts. We should not be billing Medi-Cal when the client is in an inpatient setting. Many times documentation indicated the provider was aware of inpatient admission but still continuing to document and bill for services. Please keep track of changes to the		



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	<p>billing since Error Correction may have made the correction and we do not want clinics to undo the corrections. <b>Medi-Cal Lockouts:</b> A maximum of 8 hours (480 minutes) per day per client can be reimbursed for Crisis Intervention and 4 hours for Medication services. Can continue to serve client once the maximum hours have been billed but document in non-billable progress note.</p>		<p>Provider will email Ann Lee the question so she can forward to QA division or contact CIOB if this is a technical problem.</p>
<p align="center"><b>IBHIS</b></p> <p align="center"><b>Policy and Technical Development</b></p>	<p>The clinical consoles will be implemented soon. Will be able to quickly see some info (e.g., practitioner assigned, diagnosis, medications, legacy history) without opening entire chart.</p> <p>Provider stated that the IS is not updating and showing previous providers serving client. Problem is that hospitalizations do not show up right away. There's a delay.</p> <p>For The Child will be going LIVE in February.</p> <p><b>QA Bulletin 16-02: Triennial Onsite Review:</b> System/Chart Review. Reviewed the bulletin during the meeting. Ann Lee received several chart flagging guidelines so she will give to providers who served selected clients. There will be no training on how to flag. Information will be posted on the psbqi.dmh.lacounty.gov website under QA. QA division will contact the provider if they served a selected client. Not sure of the audit period yet.</p> <p><b>QA Bulletin 16-01: Verification of Services:</b> This letter will only be going out in English so unfortunately the non-English clients may not understand the letter. No response from the client will indicate they received the services. There are some services the client may not have been present. Starting with D.O. adult clinics. The letter goes to the legal representative of the client. Not sure who it goes to if the client is a minor.</p> <p><b>Discussion:</b> 90885 has a high risk of audit disallowance. H0032 will eventually be removed since it is used excessively for record review. Should be billed as non-billable if not tied to the services for benefit of the client. 90889 is also being used excessively. Anytime you bill for something without the client or collateral present is risky - need to be clear how this is of benefit to the client. Can use a nonbillable code. To lower the risk, associate to the gathering of assessment information. Be</p>		


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	clear how the information gathered from the review of records informed your assessment.	
<b>Q&amp;A</b>	<p>Q: Regarding travel time for field services – does justification for providing service in the field need to be documented on every progress note?</p> <p>A: We do not have clear guidelines from the State that it has to be in each note but it does need to be documented/justified in the client chart.</p>	Q: The co-chairs will follow-up with QA division at the next chairs mtg and then report back to the committee.
<b>Health Information Management (HIM) Directly Operated ONLY</b>	No report	
<b>Upcoming Items:</b>	COS Manual Changes and Trainings will be coming up. The Service Request Log (SRL) is also being revised. Chapter 5 of the Organizational Provider’s manual will be updated soon. A texting policy will be coming out soon. Physician assistants – will look into if DMH can hire and what services they can deliver.	
<b>Announcements</b>	<b>OA FCCS:</b> Long Beach Adult MHC has plenty of openings for OA FCCS clients. Contact Emily at <a href="mailto:eramos@dmh.lacounty.gov">eramos@dmh.lacounty.gov</a> if you have a referral. She will take referrals from SA 8 wide. Coastal API Family MHC can also take OA FCCS clients. Contact Helen at <a href="mailto:hchang@dmh.lacounty.gov">hchang@dmh.lacounty.gov</a> to make referrals.	
<b>Next Meeting</b>	The next meeting will be held on February 17, 2016 from 2-4 p.m. at Star View’s corporate office, 1501 Hughes Way, Long Beach 90810.	

Minutes Recorded by:

  
Ann Lee, Ph.D., SA 8 QI/QA Liaison

Minutes Approved by:

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