

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

April 20, 2016

2:30 – 4:00 p.m.

Stars Behavioral Health Group

1501 Hughes Way, Ste 150

Long Beach, CA 90810

**Co-chairs:** Emily Ramos (LBMH), Michele Munde (Star View), and Misty Aronoff (Alma)

**SA 8 liaison:** Ann Lee; **SA 8 Support:** Karina Wagner

**QUALITY IMPROVEMENT (QI) MEETING**

2:30 – 3:15 p.m.

1.	<b>Welcome/Introductions/QI Announcements</b> The SA 8 Survey training was held from 1:30-2:30 p.m. In order to accommodate the training, the QI meeting will be called to order at 2:30 for an abbreviated meeting ( <i>notes added post-meeting</i> ).
2.	<b>Minutes</b>
3.	<b>Peer Survey Results – Fall 2015</b>
4.	<b>Clinical Quality Improvement – OMD Re</b>
5.	<ul style="list-style-type: none"><li>➤ QI Evaluation Report &amp; QI Work Plan Goals</li><li>➤ SA QI Summary</li></ul>
6.	<b>MHSIP May 2016</b>
7.	<b>Patients' Rights Office (PRO) - Change of Provider Request Log</b>
8.	<b>Cultural Competency (see attached report)</b> The next meeting will be held on Wed, May 11 <sup>th</sup> , 1:30-3:30 p.m., 550 Vermont, 3 <sup>rd</sup> floor
9.	<b>Policy Update – Office of Compliance*</b>
	<b>Announcements</b>

**\*Handouts**

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**SA 8 liaison:** Ann Lee; **SA 8 Support:** Karina Wagner

**QUALITY ASSURANCE (QA) MEETING**

3:15-4:00 p.m.

1.	<b>Announcements</b>
2.	<b>Recent/Upcoming Audits &amp; Reviews</b> <ul style="list-style-type: none"><li>• Auditor Controller: Junior Blind of America – 4/12/16; Vista Del Mar – 5/3/16</li></ul>
3.	<b>Medi-Cal Certification Section</b>
4.	<b>State DHCS Updates</b> <ul style="list-style-type: none"><li>• MAA Update</li><li>• Waiver Reminders</li></ul>
5.	<b>Training and Operations</b> <ul style="list-style-type: none"><li>• Schedule of trainings and presentations* - <i>See attached</i></li><li>• DO Quarterly Monitoring Reports – 1<sup>st</sup> Qtr was due April 15<sup>th</sup>.</li></ul>
6.	<b>Policy and Technical Development</b> <ul style="list-style-type: none"><li>• Access to Care Policy Revisions and Service Request Log Data</li><li>• Organizational Providers Manual Updates</li><li>• ICC/IHBS Expansion Update (Brad Bryant)</li><li>• Directly Operated Treatment Plan Audit</li><li>• LE IBHIS Go Live Schedule</li></ul>
7.	<b>Health Information Management (HIM) Directly Operated ONLY – no report</b>
8.	<b>Upcoming Items:</b> <ul style="list-style-type: none"><li>• <i>COS Manual Changes and Trainings</i></li><li>• <i>Procedure Codes Guide</i></li></ul>

\*handout

**Next Meeting Info:**

May 18, 2016

3:00-4:00 p.m.

Stars Behavioral Health Group, 1501 Hughes Way, Long Beach, CA 90810

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING  
Minutes, April 20, 2016**

<b>Type of Meeting</b>	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee			<b>Date</b> April 20, 2016
<b>Location</b>	Star View, 1501 Hughes Way, Long Beach, CA 90810		<b>Start Time &amp; End Time</b> 2:30 – 4:00 p.m.	
<b>Co-chairs</b>	Co-Chairs: Michele Munde, Misty Aronoff, Emily Ramos			
<b>DMH Representatives</b>	<b>SA 8 QI/QA Liaison:</b> Ann Lee	<b>DMH SA 8 Rep:</b> Karina Wagner	<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>	<b>Exodus</b> Kumi Tsuda	<b>Long Beach CAP</b> Eva Sofia Mendoza	<b>Shields For Families</b> Georgea Madeira Vina Crum
<b>AADAP</b> Hiroko Makiyama	<b>CII</b> Marcela Dioses	<b>For The Child</b> Pastora Salazar Tiffani Miller	<b>Masada Homes</b> Linda Nakamura	<b>SBCHC</b>
<b>Alafia</b> Lummy Calbusera	<b>City Of Gardena</b>	<b>Harbor-UCLA</b> Lynn Yoon	<b>MHA</b>	<b>South Bay MHC</b> Dana Cherry
<b>ALMA</b> Misty Aronoff (co-chair)	<b>Coastal APIFMHC</b> Helen Chang	<b>Harbor View</b> CSC Keith Parker	<b>MH Urgent Care</b> Clinic	<b>SSG/OTTP</b> Debra DeLeon
<b>Bayfront</b> Kim Kopenhaver Martin McDermott	<b>Counseling 4 Kids</b>	<b>Healthview</b> Maura Papazian	<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> Aminah Ofumbi	<b>Long Beach API</b> Julie Leevarinpanich	<b>SB 82 MTT</b>	<b>Tarzana</b> Lauren Dibbs
<b>Review of Minutes</b>	Karina has completed the draft of the March 2016 minutes and sent to Ann Lee for review. Ann will send the minutes via email after she reviews and finalizes.			
<b>Call to Order &amp; Introductions</b>	The SA 8 Survey training was held from 1:30-2:30 p.m. In order to accommodate the training, the QI meeting was called to order at 2:30. Attendees introduced themselves.			

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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>
<b>Peer Survey Results – Fall 2015</b>	Peer survey is conducted biannually for EQRO and internal QI activities. A total of 932 adults were surveyed from all Directly Operated clinics and one contract provider from each service area. 83% of the respondents indicated that they are treated with respect, 90% expressed satisfaction with the services, 50% want a family member to be included in mental health treatment, 79% said their family is supported with their mental health treatment, 95% were happy with the cleanliness of the clinic. QI division is interested in understanding the client's perspective on family inclusion. Dr. Shaner, DMH Medical Director, is interested in building natural support for consumers to improve our services.		
<b>QI Evaluation Report &amp; QI Work Plan Goals</b>	<p><b>QI Work Plan CY 2015 and QI Work Plan Goals CY 2016:</b> The goals were included in the handout and discussed. 12 of the 19 goals for CY 2015 were met.</p> <p><b>Service Area QI Project CY 2015 Evaluation Summary:</b> The results were distributed at today's meeting. Please review. There were positive findings in the area of incorporation of spirituality into treatment delivery post training for staff who played a "clinical role" as well as for "all</p>		

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	<p>professional roles”. She explained that a narrative on this project will be uploaded and made available via a link in the next week. Staff with clinical roles report a significant change in including spiritual dimensions in treatment planning/delivery and assisting with spiritual resources post training.</p> <p><b><u>Survey to Review Agency QI Process</u></b> Draft copy provided. Provide feedback to Naga by Monday. Then want to disseminate to our QIC attendees and use results to identify training needs.</p>	
<b>Clinical Quality Improvement/OMD Report</b>	<p>An overview of the new and revised policies and clinical parameters were provided. Policy changes will be emailed to providers.</p>	<p>Policy</p>
<b>Patient’s Rights Office</b>	<p>Reminder regarding the Change of Provider report – please submit by the 10<sup>th</sup> of each month.</p>	
<b>Cultural Competency (see attached report)</b>	<p><b><u>CC update and CC Training Plan:</u></b> Please review the update and plan which were included in the handouts and briefly reviewed during the meeting. The CC Plan requires county mental health plans to provide an annual cultural competence training and completed by 100% of the workforce, including contract providers. Cultural competence trainings need to address cultural diversity, cultural formulation, multicultural knowledge, cultural sensitivity and awareness, mental health disparities and client culture. The training plan highlights the foundational and specialized cultural competence trainings available, the language interpreters training series, and current efforts</p>	<p>A handout plan that highlights the trainings for 15/16 was attached to the agenda.</p>

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	<p>to monitor the staff's post training skills. Members were encouraged to discuss the CC plan with their agency and discuss the requirements. Requirements at their own agencies.</p> <p><b>SBIRT Trainings:</b> UCLA Integrated Substance Abuse Programs and Azusa Pacific University are partnering with DMH for a 3-year project to implement a SBIRT train-the-trainer trainings for students and faculty in an allied health disciplines (e.g., nursing, psychology, and social work) at faith-based universities in California. SBIRT is the acronym for Screening Brief Intervention Referral to Treatment. There was a presentation titled, "Integrating a Cultural Competency Framework for a SBIRT Training" at the April CCC mtg to obtain the committee's input and endorsement.</p> <p>The next CCC meeting will be held on Wednesday, May 11<sup>th</sup> from 1:30-3:30pm at 550 S Vermont, 3<sup>rd</sup> floor conference room.</p> <p>According to Tonia Jones, the May 2015 surveys were a success and the data was reviewed.</p>	
<p><b>MHSIP Report May 2015/ MHSIP May 2016</b></p>		
<p><b>Patients' Rights Office (PRO) Change of Provider Request Log</b></p>	<p>Reminder: secure email send monthly logs to the dedicated email: <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> by the 10<sup>th</sup> of each month. Do not send logs directly to Ted Cannady, Ted Wilson, or Jamie Walker.</p>	
<p><b>Policy Update – Office of Compliance*</b></p>	<p>There are a few policy updates on their way. Be on the lookout for a brief review of new and revised 2015-2016 Clinical Policies and Parameters.</p>	<p>Ann Lee will e-mail a summary.</p>

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<b>Inspirational Message</b>	Mr. Ted Howlett read a poem titled, "Dreamcicle" written by Mrs. Virginia Howlett. Thank you for sharing this poem!
<b>Announcements</b>	None

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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Recent/Upcoming Audits &amp; Reviews</b>	<ul style="list-style-type: none"> <li>• Vista Del Mar is scheduled for audit on 5/3/16.</li> <li>• Junior Blind of America had an audit on 4/12/16. They had a PEI audit in which 22 charts were reviewed.</li> <li>• Recently there was a PEI 101 Training. The training is great and attendees were provided with the link where they can find the forms.</li> </ul>		
<b>Medi-Cal Certifications Section</b>	No report.		
<b>State DHCS Updates</b>	<p><b>MAA Implementation Plan</b> – there was a lot of discussion concerning this topic between CMS and CHCS. There is concern about the possibility of misinterpreting some codes. CMH has approved California’s MAA plan, but it’s unclear when it will go into effect. July 1, 2016 is the projection date. MAA only applied to Directly Operated Programs.</p> <p><b>Waiver Reminders:</b> Providers were asked to ensure their Psychiatrists are completing their waiver updates. It seems that Providers are confused when a waiver is required, especially for those not attending SA meetings.</p> <p><b>Schedule of trainings and presentations</b> (please refer to the document attached): An updated copy of trainings currently being offered was attached to today’s agenda. There is a special documentation training programmed.</p>		
<b>Training and Operations</b>	<p><b>DO Quarterly Monitoring Reports</b> – 1<sup>st</sup> Quarter was due April 15<sup>th</sup>. The next report will be due July 15, 2016.</p>		



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	<p><b>Access to Care Policy Revisions and Service Request Log Data:</b> “Scheduling of Initial Appointments and Associated Documentation” and “Scheduling of Initial Medication Appointments” policies have been revised and combined into the “Access to Care” policy 302.07. Ann Lee emailed the policy to the committee yesterday so please check your emails. The new Access to Care policy includes definitions for initial appointment and initial medication appointment. There are significant changes to the policy such as to when to use SRTS and SRL, as well as the time frame to respond to Service Request Logs. Providers cannot have lengthy waiting lists. They must give an appointment date. Due to having different policies regarding initial appointments and medication appointments, CMS has requested to the State to give clarification to the matter. The County’s plan is to monitor the Providers and DO clinics’ compliance to the policy. The Service Area Navigators may be contacting for assistance to identify a provider that has availability to take clients. It was also mentioned that there will be a technical webinar on the Vacancy Adjustment Notification System (VANS). Once SA 8 is in VANS, providers will be able to look for providers with openings to refer clients.</p> <p><b>Organizational Providers Manual Updates:</b> QA division is updating the chapters on residential and psychiatric health facilities. Will be removing all definitions and incorporating into the chapters of the Manual. Will also be removing all appendices (with the exception of the included diagnosis list) and incorporating into the chapters, as appropriate. Eventually the plan is to incorporate the Guide to Procedure Codes into the Manual so providers/staff have a single document to use.</p> <p><b>ICC/IBHS Expansion Update (Brad Bryant):</b> ICC/IHBS services should be available to all EPSDT clients, not only the Katie A. Subclass. DMH is working on how to accomplish this and will notify providers once they know. Although the State is working on making this available to all EPSDT clients, both the State and the Department are asking Providers not to start using these codes yet until they define how it will be expanded and is available. Please do not call DMH asking when it will be ready. If you are not already providing ICC/IBHS services, please wait for further instructions and clarification from DMH and DHCS.</p> <p><b>Directly Operated Treatment Plan Audit - LACDMH</b> is auditing Directly Operated Clinic. 350 charts have been selected and the clinics notified. Long Beach API had 3 charts selected.</p> <p><b>LE IBHS Go Live Schedule –</b> A contract provider Go-Live schedule was attached to today’s agenda.</p>
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**Policy and Technical Development**

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	Please review. The dates listed on the attachment are estimates; however, the date could change.
<b>Health Information Management (HIM) Directly Operated Only</b>	No report.
<b>Upcoming Items</b>	<ul style="list-style-type: none"> <li>• COS Manual Changes and Trainings – Upcoming trainings were discussed.</li> <li>• Procedure Codes Guide</li> </ul>
<b>Next Meeting</b>	The next meeting will be held on Wednesday, May 18, 2016 from 2-4 p.m. at Star View's corporate office, 1501 Hughes Way, Long Beach 90810.

Minutes Recorded by: Karina Wagner, Sr. Sec. III



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

Minutes Approved by:

*Emilia Ramos*

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