

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE
MEETING AGENDA

June 15, 2016

2:00 – 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

2:00 – 3:00 p.m.

1.	Welcome/Introductions/QI Announcements
2.	Minutes (May minutes have not yet been completed. Still owe March and April minutes)
3.	VANS Update – SA 8 start date is today, June 15 th
4.	Clinical Quality Improvement – OMD Report
5.	Patients' Rights Office (PRO) – Anna Bruce is acting director since 4/1/16. Change of Provider Request Log ➤ <i>In the SUBJECT line of email, enter SA and Provider #</i> ➤ Submit any missing logs from July 2015-June 2016 by 7/10/16
6.	Cultural Competency Updates – Written update from 5/9/16 is attached* The next meeting will be held on Wed, July 13 th , 1:30-3:30 p.m., 550 Vermont, 3 rd floor
7.	Policy Update – Office of Compliance*
8.	Test Calls Quarterly Update*
9.	EQRO Draft Report
10.	SA QI Project FY 16-17
11.	MHSIP Survey May 2016 – 9442 surveys collected
12.	Announcements – see handouts

*Handouts

Next Meeting Info:

July 20, 2016

2:00-3:00 p.m.

Stars Behavioral Health Group

1501 Hughes Way

Long Beach, CA 90810

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QUALITY ASSURANCE (QA) MEETING

3:00-4:00 p.m.

1.	Announcements
2.	State DHCS Updates <ul style="list-style-type: none">• BBS Registration and Timelines*• MAA Implementation Plan Update
3.	Recent/Upcoming Audits & Reviews – Auditor Controller: <ul style="list-style-type: none">• SSG – 5/31/16• D’Veal Family and Youth Services – 6/7/16
4.	Medi-Cal Certification Section
5.	Training and Operations <ul style="list-style-type: none">• Schedule of trainings and presentations*• QA Website Updates• DO Quarterly Monitoring Reports
6.	Policy and Technical Development <ul style="list-style-type: none">• Excluded Diagnosis Update and Discussion• Access To Care Policy 302.07*• IBHIS Quarterly Release of Updates for D.O.• Directly Operated Treatment Plan Audit Update• ICC/IHBS Manual Updates• COS Manual Changes and Guide to Procedure Codes
7.	Health Information Management (HIM) Directly Operated ONLY – no report
8.	Upcoming Items: <ul style="list-style-type: none">• <i>COS Manual Changes and Trainings</i>• <i>Procedure Codes Guide</i>

*handout

Next Meeting Info:

July 20, 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, June 15, 2016**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee			Date: June 15, 2016
Location	Star View, 1501 Hughes Way, Long Beach, CA 90810		Start Time & End Time	2:00 – 4:00 p.m.
Co-chairs	Co-Chairs: Michele Munde, Misty Aronoff, Emily Ramos			
DMH Representatives	SA 8 QI/QA Liaison: Ann Lee	DMH SA 8 Rep: Karina Wagner	QA Division: Marc Borkheim	Medi-Cal Certification:
				QA Division: Tonia Jones
Members Present by Provider Name				
1736 FCC	Children's Bureau Cristina Nolf	Exodus Kumi Tsuda	Long Beach CAP Eva Sofia Mendoza	Shields
AADAP Hiroko Makiyama	CII Janelle Dent	For The Child Pastora Salazar	Masada Homes Linda Nakamura	SBCHC
Alafia	City Of Gardena Kathy Walker	Harbor-UCLA	MHA	South Bay MHC Dana Cherry
ALMA Misty Aronoff (co-chair)	Coastal API Family MHC Tiffany Liu	Harbor View Keith Parker	MH Urgent Care Clinic	SSG/OTTP Debra DeLeon
Bayfront Martin McDermott	Counseling 4 Kids Julio Cisneros	Healthview Maura Papazian	PACS Stephanie Yamada	Specialized Foster Care
CCAF Theodore Howlett Virginia Howlett	Crittenton	Long Beach Adult Emily Ramos (co-chair)	San Pedro MHC Kathrine Lundy	Star View Michele Munde (co-chair)
ChildNet Leeann Ekstrom Sonia Johnson	Didi Hirsch Aminah Ofumbi	Long Beach API Julie Leevarinpanich	SB 82 MTT Lisa Powell	Tarzana Lauren Dibbs
Review of Minutes	May meeting notes are still in draft. Will send out upon completion. Backlogged on March and April.			
Call to Order	The meeting was called to order at 2:00 and attendees introduced themselves.			

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, June 15, 2016**

QUALITY IMPROVEMENT (QI)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
VANS Update	<p>SA VANS implementation start date is today, June 15th. If you did not already receive a user ID and would like one, please contact Ann Lee at alee@dmh.lacounty.gov.</p> <p>Please save the Login screen to your favorites: http://egis3.lacounty.gov/DMH_SAIS/login.aspx.</p>		Ann Lee
Clinical Quality Improvement – OMD Report	<p>Psychiatrists will be consulting with DHS' primary care doctors via email. This is voluntary as a resource for the psychiatrist to manage simple medical issues for the clients who are indigent and do not have primary care doctors.</p> <p><u>Access to Care Policy</u>: This policy replaces the former DMH Policy 202.43 Scheduling Initial Clinical Appointments and Documentation and DMH Policy 302.09 Scheduling Initial Medication Appointments. In addition, the policy references a re-naming of the current DMH policy 302.12 Walk-In Services to the title, "Provision of Services Without a Scheduled Appointment." The change to 302.12 is currently in the executive approval/signature phase of review.</p> <p>Anna Bruce is acting director since 4/1/16. Change of Provider Request Log for June is due July 10th.</p> <ul style="list-style-type: none"> • <i>In the SUBJECT line of email, enter SA and Provider #</i> 		
Patients' Rights Office (PRO) – Change of Provider Request Log			

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	<ul style="list-style-type: none"> Submit any missing logs from July 2015-June 2016 by 7/10/16 		
Cultural Competency (see attached report)	<p>There continues to be errors in the reports which Anna Bruce stated they are working to correct. For only SA 8 sites, ok to copy Ann Lee as she will resubmit to PRO if the report shows as missing.</p> <p>The written CC update dated 5/9/16 was included in the handouts. Please review and share with staff. The next CCC mtg will be held on Wed, July 13th from 1:30-3:30 at 550 Vermont on the 3rd floor conf rm.</p>		
Policy Update – Office of Compliance	<p>The policies list was included in today's handouts. Please review.</p>		
Test Calls Quarterly Update	<p>The test calls quarterly update report was included in today's handouts. This was sent to the State for the first quarter (Jan, February, and March) 2016.</p> <p>Overall, the results are positive but areas for improvement include logging of calls, and information given for beneficiary grievance calls. In order for ACCESS center to log a call, a name has to be given.</p>		
EQRO Draft Report	<p>The EQRO draft report was received and sent out to the leads to complete the feedback response form by June 16, 2016. The co-chairs reviewed the highlights from the report.</p> <p>Performance Improvement Projects (PIPs) received high ratings – Clinical for CSECY (93%) and Non-Clinical which was the VANS PIP (100%).</p>		
SA QI Project FY 16-17	<p>Considering project ideas. Maybe will do an ACCESS PIP. Co-chairs sought input from the committee members.</p>	<p>Please submit any suggestions to Ann Lee</p>	
MHSIP Survey May 2016	<p>9442 surveys were collected. A vendor will be selected to scan the surveys. Still not able to</p>		

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	<p>include consumers who received services in the field due to needing to ensure confidentiality and efficient administration and collection of surveys.</p> <p>Mr. Ted Howlett read a poem titled, "Witness" written by Mrs. Virginia Howlett. Thank you!</p> <p>The next QI meeting will be held on July 20, 2016 from 2:00-3:00pm at Stars Behavioral Health Group, 1501 Hughes Way, Long Beach, CA 90810.</p>
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Announcements

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
State DHCS Updates	<p><u>BBS Registration and Timelines:</u></p> <ul style="list-style-type: none"> • Handout on common reason for delayed registration was included in the handouts. Please checkout the BBS website to get updates on the changes in registration timelines and exam requirements to avoid delays. • DMH memo: New Board of Behavioral Sciences (BBS) Licensure Exams was included in the handouts and discussed. The renewal process changes were effective January 1, 2016. Please review the memo with your staff. • If there is a lapse in registration this impacts services staff are able to provide/claim. Also impacts discipline, taxonomy, etc within Provider Registration and Maintenance (PRM). <p><i>MAA Implementation Plan Update (note: this MAA section was copied directly from the QA monthly meeting minutes to ensure consistency in information discussed):</i></p> <ul style="list-style-type: none"> • Still waiting on Information Notice to be released by DHCS regarding the effective date (could be July 1; Counties have suggested October 1) • CMS has approved the plan • There is no copy of the plan that can be printed at this stage and distributed because no notification or publication has gone out. • DMH will have to update MAA instructions and requirements, there will be new codes and changes 		

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	within IBHIS.		
Recent/Upcoming Audits & Reviews	<ul style="list-style-type: none"> SSG – 5/31/16 D'Veal Family and Youth Services – 6/7/16 		
Medi-Cal Certifications Section	No report		
Training and Operations	<p><u>Schedule of trainings and presentations:</u> Please see attached schedule. Members raised the issue that a special documentation training is needed for paraprofessionals such as peer advocates. Members also asked if the Supervisor's documentation training can include some info on how to supervise the documentation of a paraprofessional or provide tools to help train the paraprofessional staff.</p> <p><u>QA Website Updates:</u> January through April 2016 minutes have been posted. Please go to psbqi.dmh.lacounty.gov and click on the QA toolbar to get to the minutes.</p> <p><u>DO Quarterly Monitoring Reports:</u> The 2nd quarter report will be due July 15, 2016.</p> <p><u>Excluded Diagnosis Update and Discussion:</u></p> <ul style="list-style-type: none"> Discussed DHCS info notice. DHCS will deny claims without an included diagnosis, deferred diagnosis, or no diagnosis. D.O.s will be monitored and process will be put into place to prevent claims from being submitted that have an excluded diagnosis. Providers will need to have a process in place to monitor excluded diagnosis to prevent claims. <p><u>Access To Care Policy 302.07:</u> This policy was included</p>		
Policy and Technical Development			

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	<p>in the handouts and reviewed. Concurrent (Emergent) medication need is defined in item 2.1. Universal Screening is also definted in section 2.13. The policy also applies to requests for service in person as a walk-in or via telephone (see 3.1.1). Also see 3.6 regarding the recording of the disposition on an initial request. The committee discussed item 4.1.2 regarding how to handle requests not made directly to the provider staff. Item 4.7 was also discussed regarding contact attempts when unable to reach the potential client. Please review the entire policy.</p> <p><u>IBHIS Quarterly Release of Updates for D.O.</u> There will be a Quarterly release of modifications in July.</p> <p><u>Directly Operated Treatment Plan Audit Update</u> This has been completed. The data will be compiled.</p> <p><u>ICC/IHBS Manual Updates</u> The manual has been removed from the DHCS website. Draft from the State. Taking away the Katie A subclass and ICC/IHBS will be rolled out (expanded) to all EPSDT eligible general population</p> <p><u>COS Manual Changes and Guide to Procedure Codes</u> Still updating.</p>	
<p>Health Information Management (HIM) Directly Operated Only</p>	<p>No report given</p>	

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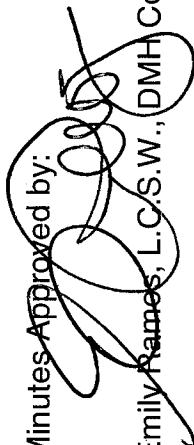
Upcoming Items	<ul style="list-style-type: none"> • COS Manual Changes and Trainings – Upcoming trainings were discussed. • Procedure Codes Guide
Next meeting	The next QA meeting will be held on July 20, 2016 from 3:00-4:00pm at Stars Behavioral Health Group, 1501 Hughes Way, Long Beach, CA 90810.

Minutes Recorded by: Karina Wagner, Sr Sec III



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

Minutes Approved by:



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