

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

September 21, 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 QI/QA Liaison: Ann Lee; **SA 8 Support:** Karina Wagner

QUALITY IMPROVEMENT (QI) MEETING

2:00-3:00

1.	Welcome/Introductions/QI Announcements Minutes (Backed up from May-July. Will send out upon completion)
2.	Patients' Rights Office (PRO) – Anna Bruce is the Acting Director Patient's Rights <ul style="list-style-type: none">• Change of Provider Reports• SA PRO Liaisons – Eva Simms is the lead for SA 8• Grievances & Appeals – ABGAR form and Annual Report
3.	Clinical Quality Improvement – OMD Report
4.	ACCESS Test Calls* – Tonia Jones, RN, PhD, PSB-QI Division
5.	ACCESS Center Update* <ul style="list-style-type: none">• Calls answered within a minute• PMRT response time (day time and after hour)• Urgent appointments offered within 5 days
6.	SA QI Project – Cultural Competence Training <ul style="list-style-type: none">• SA 8 Cultural Competence Training – September 27, 2016 from 1:30-4pm at 600 S. Commonwealth, Los Angeles – 2nd floor conf rm.• September 29, 2016 from 9-11:30 or 1:30-4pm may also available if unable to attend on September 27th afternoon session. Cultural Competency Committee Meeting- next mtg is on October 12 th from 1:30-3:30, 550 S. Vermont, 3 rd fl conf rm.
7.	Policy Update – Office of Compliance*
8.	Compliance on Systems Review – Cultural Competence Training
9.	Provider Directory Hard Copies
10.	Announcements: QI Monthly Chairs meeting is dark in October due to Columbus day Holiday.

*Handouts

Next Meeting Info:

October 19, 2016 from 2-3 p.m.
Stars Behavioral Health Group

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September 21, 2016

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Stars Behavioral Health Group

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Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), and Misty Aronoff (Alma)
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QUALITY ASSURANCE (QA) MEETING

3:00-4:00 p.m.

1.	Announcements – Moss/Levy audits on hold
2.	Recent/Upcoming Audits & Reviews – Auditor Controller <ul style="list-style-type: none">September 28 – El Dorado Community Service Center
3.	Medi-Cal Certification Section – no report
4.	State DHCS Updates <ul style="list-style-type: none">FINAL: Reasons for Delayed Board Registration*
5.	Training and Operations <ul style="list-style-type: none">Schedule of trainings and presentations*Training SpaceQA Website Updates
6.	Policy and Technical Development <ul style="list-style-type: none">FINAL QA Bulletin 16-05: DHCS Chart Review Report Received*FINAL QA Bulletin 16-06: COS Requirements*FINAL QA Bulletin 16-07: ICD-10-CM Updates*FINAL Clinical Forms Bulletin 16-02*DRAFT Clinical Forms Bulletin Edition 16-0x: Outpatient Medication Review revisions & Authorization for PHI DisclosureDRAFT QA Bulletin 16-0x: Guide to Procedure Code ChangesDiscussion Policy 401.02 Modifications: TimelinesReminder: SRL in EHRs (Access To Care), Excluded Diagnoses
7.	Health Information Management (HIM) Directly Operated ONLY <ul style="list-style-type: none">Intra-Agency Data SharingUniversal Release Form
8.	Upcoming Items: <ul style="list-style-type: none"><i>COS Manual Changes and Trainings</i>

*handout

Next Meeting Info:

September 21, 2016, 3:00-4:00 p.m.

Stars Behavioral Health Group

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, September 21, 2016**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee			Date	September 21, 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: Misty Aronoff, Emily Ramos, Michele Munde (absent)				
DMH Representatives	SA 8 QI/QA Liaison: Ann Lee	DMH SA 8 Rep: Karina Wagner	QA Division: Marc Borkheim	Medi-Cal Certification: Joel Solis	QI Division: Tonia Jones
Members Present by Provider Name					
1736 FCC	Children's Bureau	Exodus Kumi Tsuda Jeannette Aguilar	Long Beach CAP Jeff Baer	Shields For Families Ingrid Reybalbuena	Telecare Alex Ballan Shivani Patel Escamilla
AADAP Hiroko Makiyama	CII	For The Child Pastora Salazar	Masada Homes Linda Nakamura	SBCCHC Rachel Green	The Guidance Center Kreshawna Anderson
Alafia Paul Ha	City Of Gardena Brian Tanaka	Harbor-UCLA Lynn Yoon	MHA Courtney Stephens	South Bay MHC	Ties For Families
ALMA Misty Aronoff (co-chair)	Coastal APIFMHC Helen Chang	Harbor View CSC Nicole Santamare Martha Rivera	MH Urgent Care Clinic	SSG/OTTP Stephanie Hoffman	Aspiranet Kim Kopenhaver
Bayfront Martin McDermott	Counseling 4 Kids Julio Cisneros	Healthview Maura Papazian	PACS	Specialized Foster Care	California Mentor
CCAF Theodore Howlett Virginia Howlett	Crittenton	Long Beach Adult Emily Ramos (co-chair)	San Pedro MHC Kathleen Villagomez	Star View	
ChildNet Leeann Ekstrom	Didi Hirsch	Long Beach API Julie Leevarinpanich Layhearb Poon	SB 82 MTT Lisa Powell	Tarzana Lauren Dibbs Karen Wiener	
Review of Minutes	Minutes are backlogged from March-July. Will send out via email upon completion.				
Call to Order &	The meeting was called to order at 2:00 and attendees introduced themselves.				

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QUALITY IMPROVEMENT (QI)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Patients' Rights Office (PRO)	<p>Anna Bruce is the Acting Director of Patients Rights.</p> <p><u>Change of Provider Reports:</u> Reports are being split out by Service Area. Each of PRO's analysts will work with 2 SAs and attend the SA QICs. SA 1&2-Jamie; SA 4&5-Theodore; SA 3&7-Jerry; SA 6&8-Ava Simms.</p> <p><u>Annual Beneficiary Grievance/Appeal Report (ABGAR):</u> This report is due on October 1, 2016 to the State. There is a new form which requires more detail. State is now asking only for compliance data for Medi-Cal beneficiaries per the CMS requirement. Patients Rights will still investigate all complaints but only report M/C beneficiaries' complaints to the State. CMS/DHCS is concerned with how counties are tracking and responding to complaints. Change of Provider denials would be reported (e.g., denial of service in language requested, denials based on culture and language). Only need to report when the beneficiary pursues a grievance for the denial. Reviewed the different types of Notices of Action A, B, C, D and E.</p>		

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<p align="center">Clinical Quality Improvement – OMD Report</p>	<p><u>JV 220</u>: This form has been revised by the State and is posted online.</p> <p><u>eConsultation Rollout (for DO only)</u>: will be implemented in October to support integration of physical and mental health. Psychiatrists will be able to consult with DHS physicians from General Medicine on indigent clients. The electronic platform has a formatted template the doctor uses to pose his/her consultant questions. Can then be referred to a DHS specialist if the medical issue goes beyond consultation. This is for directly operated clinics and is voluntary for contract providers.</p> <p><u>Policy 303.05 Reporting Clinical Events Involving Active Clients</u>: This policy is still under review. Will be forwarded it to QIC members via email upon approval.</p> <p><u>Suicide Risk Assessment</u>: A memo from Dr. Shaner dated August 11, 2016 was sent out to DO staff regarding the suspension of certain elements of DMH Policy 302.13 <u>Suicide Risk Assessment and Mitigation</u>. This is effective 8-1-16. Steps will be taken to address the significant implementation challenges.</p>		
<p align="center">ACCESS Center Updates</p>	<p>Still waiting for data components for ACCESS center to become better automated. ACCESS center receives 12,000 calls per day on average.</p>		

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	<p>Data on ACCESS center calls in included in today's handouts. Please review. During January through July 2016 calls on the 800-line: 71 % of daytime calls and 74% of after-hours calls were answered in under a minute. Per the Calendar Year (CY) 2016 QI Work Plan goal 65% of daytime and 75% of after-hours calls should be answered in under a minute. An average of 96% of the calls on the Appointment Line are answered in under a minute, with the QI Work Plan goal set at 95%. 89% of the daytime Psychiatric Mobile Response teams calls responded within one hour to crisis field visits and dropped to 69% after hours. There are now 10 ambulance companies contracted with increased reimbursement rates and diversion to Urgent Care Centers which should lead to quicker ambulance response times.</p>		
<p align="center">ACCESS Test Calls</p>	<p>Tonia Jones provided a presentation and handouts on test calls. SA 8 will make test calls in the month of October. Volunteers will be needed to make 5 English calls and 5 calls in Spanish and Khmer (SA 8's threshold languages); 5 regular hours calls and 5 after-hours calls. Surveys will be completed online by the SA liaison.</p>		
<p align="center">SA QI Project – Cultural Competence Training</p>	<p>SA 8 Cultural Competence Training – September 27, 2016 from 1:30-4pm at 600 S. Commonwealth, Los Angeles – 2nd floor conf rm. RSVP required through Ann Lee. This training will meet the system review and annual cultural competency training requirement from the State.</p>		

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	September 29, 2016 from 9-11:30 or 1:30-4pm may also be available if unable to attend on September 27 th afternoon session.		
Cultural Competency Committee Meeting	The next meeting will be held on October 12 th from 1:30-3:30 at 550 S. Vermont, 3 rd fl conf rm.		
Policy Update – Office of Compliance	Please see the attached list of policy updates that was included in the handouts. Policy 201.01 Beneficiaries Rights and Responsibilities has been completed and the effective date was 8/15/16.		
Provider Directory	Printed copies will be distributed to each SA. Directories in the threshold languages of the SA will also be distributed in limited quantity.		
Inspirational Message	Poem titled “Moved” written by Virginia Howlett and read by Ted Howlett.		
Announcements	QI monthly chairs meeting is dark in October due to the Columbus day holiday. The next SA 8 QI meeting will be held Wednesday, October 19, 2016 from 2-4 p.m. at Star View’s corporate office, 1501 Hughes Way, Long Beach 90810.		

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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Recent/Upcoming Audits & Reviews	Moss-Levy will no longer be doing the audits. New contractor is to be determined. A new CPA firm will be brought on board. Auditor Controller: Star View's audit was delayed due to challenges finding Day Treatment Intensive (DTI) claims. New date is not yet confirmed.		
State DHCS Updates	<u>BBS Registration Delays</u> : Please see sheet regarding reasons for delays. If the clinician has an expired license, they cannot provide services (e.g., assessment and psychotherapy) that only authorized discipline can provide; can only provide case management or rehab services.		
Medi-Cal Certifications Section	Joel Solis reported that his section is working to notify agencies that have certifications coming up. Fire clearance is the most important thing. If certification is coming up, ok to get the fire clearance in advance as it's good for one year. Joel's email is jsolis@dmh.lacounty.gov if you have specific questions about your agency's certification.		
Training and Operations	<u>Schedule of trainings and presentations</u> : Please see attached schedule. Supervisors documentation training will be reviewed/revised and QA will determine how to roll out in 2017. QA division is looking for free training space that can hold 50 or more people. If any providers are able to host a documentation training, please let QA division know. Would guarantee a certain number of seats for the provider that hosts at their site.		
Policy and Technical Development	Below bulletins were included in the handouts and reviewed during the meeting. <ul style="list-style-type: none"> • QA Bulletin 16-05: DHCS Chart Review Report Received • QA Bulletin 16-06: COS Requirements – no changes just clarification on the requirements. • QA Bulletin 16-07: ICD-10-CM Updates – New codes that are effective 10/1/16 are allowable. • Clinical Forms Bulletin 16-02 • DRAFT Clinical Forms Bulletin Edition 16-0x: Outpatient Medication Review revisions & Authorization for PHI Disclosure • DRAFT QA Bulletin 16-0x: Guide to Procedure Code Changes – status is pending. Scope of practice column will be termed Allowable Disciplines. Added Mental Health Worker (e.g., substance abuse counselor, mental health advocate, community worker). Disciplines match up to IBHIS. 		

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	<ul style="list-style-type: none"> - H0002 Behavioral triage code will be gone. - 90889 No contact report writing – should code T1017 (TCM) if working to link client to another service. - 90885 Review of Records will be modified. Should be for the purpose of assessment, diagnostic purposes and plan development with clear documentation of how that information will inform assessment, diagnosis, plan development. - H2015 added various ways individual rehab code can be used. - H0032 staff claiming for this activity should be members of the treatment team for best practice. - 90887 Collateral: expanded components (e.g., gathering information from family members for the purposes of assessment) • Discussion Policy 401.02 Modifications: Timelines – DHCS expects a timeliness standard, end of next work day for DO to submit progress notes. This standard will now include contractors. If staff is expected to be absent for more than 5 days, documentation should be completed before leaving that day. Contractors should have their own timelines in writing. Documentation date is the date the note is written by the practitioner. • Reminder: SRL in EHRs (Access To Care) – SRLs must be in your EHR. DMH is reaching out to EHR vendors. If a client wants to wait, must give them an actual appointment date/time. An NOA-E then would not need to be issued. Cannot put the client on a waitlist and tell them you will call when an appointment comes up.
Health Information Management (HIM) Directly Operated Only	<p>Intra-agency data sharing Universal Release Form</p>
Upcoming Items	<ul style="list-style-type: none"> • COS Manual Changes
Next Meeting	<p>No meeting in August. The next meeting will be held on Wednesday, September 21, 2016 from 2-4 p.m. at Star View's corporate office, 1501 Hughes Way, Long Beach 90810.</p>

Minutes Recorded by: Karina Wagner, Sr. Sec III



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

Minutes Approved by:



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