

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

November 16, 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

2:30-3:00

1.	Welcome/Introductions/Announcements – Emily and Michele are absent due to trainings and meetings. Minutes (Still backed up on minutes. Will send out upon completion)
2.	Clinical Quality Improvement – OMD Report
3.	SA QI Project Update
4.	Patients’ Rights Office (PRO) – <ul style="list-style-type: none">Change of Provider Reports – usual reminder. Please use the teleform log to ensure data gets inputed to the report. Please put “SA 8, Provider #####” (your provider #) in the subject line so our PRO liaison for SA 8 will get it.
5.	Cultural Competence Training
6.	Cultural Competency Committee Meeting/Annual Planning Retreat - December 14 th from 12:30-3:30, 550 S. Vermont, 2 nd fl conf rm. Co-chair nominations will be accepted prior to the meeting and attendees will vote on a new co-chair.
7.	Policy Update – Compliance, Privacy, & Audit Services Bureau
8.	Health Plans – Specialty and Non-Specialty Mental Health Services Referrals
9.	MHSIP Survey: November 14-18, 2016. Survey Return due date will be 5pm, Mon, November 28 th . Please tally COMPLETED and REFUSED surveys and drop-off by Monday, November 28 th (see attached dropoff instructions)
10.	Test Calls – Thank you to all volunteer callers! 11 calls completed including 2 Cambodian, 2 Spanish calls.

REMINDER: NO MEETING IN DECEMBER!

Next Meeting Info:

January 18, 2017

2:00-3:00 p.m.

Location TBD

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QUALITY ASSURANCE (QA) MEETING

3:00-4:00 p.m.

1.	Announcements
2.	Audits & Reviews – Auditor Controller – no report
3.	Medi-Cal Certification Section – no report
4.	Policy and Technical Development – No report
5.	<i>Discussion and Q&A</i>

**handouts*

REMINDER: NO MEETING IN DECEMBER!

Next Meeting Info:

January 18, 2017

3:00-4:00 p.m.

Location TBD

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, November 16, 2016**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee			Date	November 16, 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					
DMH Representatives	SA 8 QI/QA Liaison: Ann Lee	DMH SA 8 Rep:	QI Division Lead: Tonia Jones	QA Division Lead: Marc Borkheim	Medi-Cal Certification:
Members Present by Provider Name					
1736 FCC Carmela Floro	Children's Bureau Cristina Nolf	Exodus Jeannette Aguilar Kumi Tsuda	Long Beach CAP Jeff Baer	Shields For Families Georgea Madeira	Telecare Alex Ballan
AADAP Hiroko Makiyama	CII	For The Child Pastora Salazar	Masada Homes Linda Nakamura	SBCHC	The Guidance Center Elva Gutierrez
Alafia Paul Ha	City Of Gardena Kathy Mills-Walker	Harbor-UCLA Lynn Yoon	MHA Sybil Chacko	South Bay MHC Dana Cherry	Ties For Families Karen Rathburn
ALMA Misty Aronoff (co-chair)	Coastal APIFMHC Tiffany Liu	Harbor View CSC Martha Riven	MH Urgent Care Clinic Jenny Morey	SSG/OTTP Debra DeLeon	Aspiranet
Bayfront Martin McDermott	Counseling 4 Kids Julio Cisneros	HealthView	PACS Stephanie Yamada	Specialized Foster Care	California Mentor
CCAF	Crittenton	Long Beach Adult Emily Ramos	San Pedro MHC Kathleen Villagomez	Star View Michele Munde (co-chair)	
ChildNet Erin Sumner	Didi Hirsch	Long Beach API	SB 82 MTT	Tarzana Lauren Dibbs	
Review of Minutes	October minutes were not yet completed. Ann is working on catching up on past minutes and will send via email upon completion.				
Call to Order & Introductions	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
2017 Meeting Schedule	<p>The 2017 schedule of meetings was included in the handouts. It is a draft since location will be discussed. The January 18, 2017 meeting will still be held at Star View's corporate office but will likely change in February to the SA 8 Administration's new office at 2600 Redondo Ave, 6th Floor, Long Beach 90806</p> <p><u>Policy 303.06 Reporting Clinical Events Involving Active Clients:</u></p> <ul style="list-style-type: none"> Clinical Risk management - email sent out on 11/10/16 regarding the revised policy which has been signed and posted on the DMH website. Attachment shows which agencies the emails were not sent to, as they came back as undeliverable. Send email to Ann Lee who will forward to Mary Ann O'Donnell for these agencies (see list included in handouts). Also revised the Clinical Event Notification/ Managerial Review form which is also posted on the DMH website. There are 2 major changes in the Policy and clinical event review form: Now there are 14 event types instead of 10 (Events 13 and 14 are new; Events 11 and 12 have been separated out from events 5 and 8 on the old form); Expanded Managerial Review. For Safety Intelligence, there is a link in IBHIS. Please see memo, policy, and form 	<p>January 18, 2017 meeting will be held at Star View's corporate office. Will discuss meeting location change during the January mtg.</p>	Ann Lee
Clinical Quality Improvement – OMD Report			

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	<p>(included in the handouts) for complete info on revisions.</p> <ul style="list-style-type: none"> • SI available directly from IBHIS. In the search box type SI, then the link will pop up in IBHIS. <p>Health Plans: An overview of the Health Plans referral process (from Health Plans to DMH for Specialty MHS and from DMH to Health Plans for non-specialty MHS) was provided at the co-chairs monthly mtg. Slides printout, which includes health plan contact info, was included in today's handouts. Specialty Mental Health Services remains under DMH - carved out in LA County. We do not need to call for authorizations. Need to send the Client Treatment Plan (CTP), if there is an Authorization to Release Info signed by the client, to the Health Plan.</p>		
<p align="center">SA QI Project Update</p>	<p>The pre-post results of the matched pairs (N=90) from the Cultural Competency training was reviewed. Matched pairs analysis showed that there was a positive change in knowledge gained from pre to post training, especially regarding knowledge of number of threshold languages for LA County. Results were included in today's handouts.</p>		
<p align="center">Patients' Rights Office (PRO)</p>	<p>New Director of PRO: Martin Hernandez</p> <p>Grievance and Appeals: Report submitted to the State. There was a reduction in the number of grievances reported to DHCS for FY 2015-16's Annual Medi-Cal Beneficiary Grievance and</p>	<p>SA 8 will request a presentation from PRO.</p>	<p align="center">Ann Lee</p>

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	<p>Appeal Report. Reduction is due to only reporting Medi-Cal recipients only per State request. PRO is moving towards an electronic reporting system to log calls, grievances, etc. DMH is working on purchasing a new logging system. Grievance form is now final but needs to be translated into the threshold languages.</p> <p><u>Request for Change of Provider (COP)</u> <u>Logs:</u> The change of providers logs are due by the 10th of each month. Please use the fillable teleform which can be scanned into the online database. Please put "SA 8, Provider #####" (your provider #) in the subject line so our PRO liaison for SA 8 will get it. Email or secure e-mail (if there is client info/PHI) to DMHCOP@dmh.lacounty.gov. The old COP form is online and linked in the policy but please use the new fillable form. The fillable teleform still needs to be printed and signed. You only need to secure e-mail if the forms contain client information; otherwise, send via regular email. You can send all the logs in one e-mail. Next month will talk about access to care, timeliness, etc.</p>		
	<p><u>Cultural Competency 101 Trainings:</u> The trainings for all the SA QICs have been completed. There were 5 training sessions and 230 providers trained. The CC unit is working on posting the video of the training on the DMH website by mid-December-ish.</p> <p><u>Cultural Competency Committee:</u> Annual planning/retreat will start earlier than usual on December 14th from 12:30-3:30, 550 S.</p>	<p>Ann Lee will send out an email once the video is posted.</p>	<p align="right">Ann Lee</p>


Cultural Competency Updates

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
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	<p>Vermont, 10th fl conf rm (correction from agenda which listed 2nd fl). Co-chair nominations will be accepted prior to the meeting and attendees will vote for new co-chairs and workgroups.</p>	
<p>Policy Update – Office of Compliance</p>	<p>DMH has processed 17 policies, 8 have been signed (see included Policy/Procedure update sheet). Working on updating HIPAA privacy policies; contract providers are required to have their own. Contract Providers may use DMH HIPAA policies as a guide. Clients always have the right to request a copy of their file. Good time to make sure your agencies have the updated HIPAA policies.</p>	
<p>Announcements</p>	<p>No meeting in December. Next mtg will be held on January 18, 2017 at Star View's corporate office. HAPPY HOLIDAYS!!!</p>	

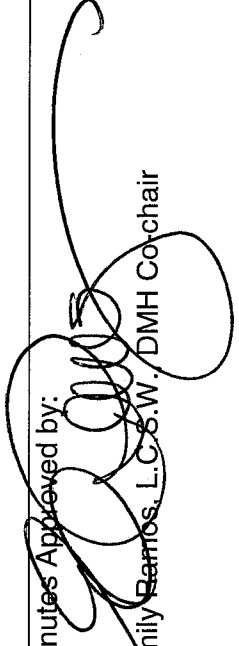
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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Recent/Upcoming Audits & Reviews	No updates were given.		
Medi-Cal Certifications Section	No update was given.		
Medi-Cal Included ICD-10-CM Diagnoses	The most recent version of the Outpatient/Day Service: Medi-Cal Included ICD-10-CM Diagnosis list was included in today's handouts and discussed.		
Guide To Procedure Codes Q&A	Discussed the changes per bulletin 16-08: Revisions To A Guide To Procedure Codes. Especially Regarding best practice for H0032 and best practices that the code should only be claimed by practitioners providing direct services to the client. If a practitioner claiming for H0032 is not a practitioner providing direct services to the client, there must be detailed documentation that supports the practitioner's involvement in the service. H0032 should always be directly related to the client's treatment plan. For all documentation, the committee recommends documenting clearly what the service component is in the progress note.		
Announcements	No meeting in December. Next mtg will be held on January 18, 2017 at Star View's corporate office. HAPPY HOLIDAYS!!!		

Minutes Reviewed by: 

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

Minutes Approved by:


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