

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE
MEETING AGENDA

February 15, 2017

2:00 – 4:00 p.m.

DMH SA 8 Administration – MultiPurpose Room
2600 Redondo Ave – 6th Floor
Long Beach, CA 90806

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), and Misty Aronoff (Alma)
SA 8 QI/QA Liaison: Ann Lee

QUALITY ASSURANCE (QA) MEETING

3:00-4:00 p.m.

1.	Announcements
2.	Audits & Reviews <u>Auditor Controller:</u> <ul style="list-style-type: none">The HELP Group Child & Family Center – February <u>MR Grant:</u> <ul style="list-style-type: none">Downtown Mental Health – FebruaryHollywood Mental Health – FebruaryDMH/DHS Collaboration – FebruaryChildren’s Institute, Inc. – MarchAlma – MarchTeleMental Health
3.	State DHCS Updates
4.	Medi-Cal Certification Section – Update regarding timelines for fire clearance and site visits
5.	Training and Operations <ul style="list-style-type: none">Schedule of Trainings and Presentations*Training SpaceQA Website UpdatesLE Chart Reviews by QA
6.	Policy and Technical Development <u>FINAL QA Bulletins (Click on embedded links in blue font)</u> <ul style="list-style-type: none"><u>Access to Care & Service Request Log Reminders, Updates, and Clarification No. 17-01</u><u>New Outcome Measurement Procedure Code No. 17-02</u><u>Non-Billable & Never-Billable to Medi-Cal Procedure Codes Added to a Guide to Procedure Codes (Applies to IBHIS Only) No. 17-03</u>DRAFT QA Bulletin: <u>Expansion of ICC IHBS No. 17-04</u> (has now been posted on the DMH website)DRAFT Clinical Forms Bulletin 17-0x: COS Form Modifications (not yet posted)DRAFT Chart Review Tool for DO Revisions
7.	Upcoming Items: <ul style="list-style-type: none">COS Manual Changes and TrainingsOrg Manual Updates: Certification Section, Mode 5 Services

*handouts

Next Meeting Info:

March 15, 2017, 2:00-3:00 p.m.

DMH SA 8 Administration, 2600 Redondo Ave – 6th Floor, Long Beach, CA 90806

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QUALITY IMPROVEMENT (QI) MEETING

2:00-3:00

1.	Welcome/Introductions/Announcements – Emily is at a training. Ann is out sick. Minutes (Still backed up on minutes. Will send out upon completion)
2.	Clinical Quality Improvement – OMD Report
3.	Cultural Competence Updates Cultural Competency Committee Meeting- The next mtg will be held on March 8 th , 1:30-3:30pm, 550 S. Vermont, 10 th fl conf rm.
4.	Patients' Rights Office (PRO) – Grievance Regulation Changes
5.	Compliance, Privacy, & Audit Services Bureau – Policies Updates
6.	ACCESS Test Calls 2017 - Korean is now a threshold language for SA7 and SA8
7.	EQRO Review
8.	Provider Directory – Cultural Consideration and Other Updates
9.	Consumer Satisfaction MHSIP November 2016 Data
10.	Announcements

***Handouts**

Next Meeting Info:

March 15, 2017

2:00-3:00 p.m.

**DMH SA 8 Administration – MultiPurpose Room
2600 Redondo Ave – 6th Floor
Long Beach, CA 90806**

DMH Employees must show their badge

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, February 15, 2017**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		Date	February 15, 2017
Location	DMH SA 8, 2600 Redondo Ave, 6 th Fl, Long Beach, CA 90806	Start Time & End Time	2:00 – 4:00 p.m.	
Co-chairs	Co-Chairs: Michele Munde, Misty Aronoff, Emily Ramos (absent due to training)			
DMH Representatives				
SA 8 QI/QA Liaison: Ann Lee (out sick)	DMH PSB CC: Sandra Chang-Ptasinski Christine De La Cruz	QI Division Lead: Tonia Jones	QA Division Lead: Marc Borkheim	Medi-Cal Certification: Joel Solis
Members Present by Provider Name				
1736 FCC Carmela Floro	ChildNet Erin Sumner	Crittenton Marcella Briceno	Heritage Clinic	Olive Crest Ashlei Sullivan
AADAP Hiroko Makiyama	Children's Bureau	Didi Hirsch	Long Beach Adult	PACS Kim Phyl
Alafia Paul Ha	CII Jane Park	Exodus Kumi Tsuda	Long Beach API Layhearb Poon	San Pedro MHC
ALMA Misty Aronoff (co-chair)	City Of Gardena Kathy Mills-Walker	For The Child Pastora Salazar	Long Beach CAP Jeff Baer	SB 82 MTT
Aspiranet	Coastal APiFMHC Tiffany Liu	Harbor-UCLA Lynn Yoon	Masada Homes Linda Nakamura	Shields For Families Patricia Carrillo
Bayfront Martin McDermott	Community Reps Theodore Howlett Virginia Howlett Jacqueline Glass	Harbor View CSC Martha Rivera Kathryn Antoin	MHA Anna Quimson	South Bay Children's Health Ctr
California Mentor Glenn Ferdinand	Counseling 4 Kids Julio Cisneros	HealthView	MH Urgent Care Clinic Jenny Morey	South Bay MHC Dana Cherry
Review of Minutes	November 2016 minutes were reviewed and approved. Still backlogged on the minutes for May-October 2016 and January 2017, 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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SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
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QUALITY IMPROVEMENT (QI)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Clinical Quality Improvement – OMD Report	<p><u>HIPAA Policies</u>: Memo regarding receiving and sharing protected health information is on hold until the HIPAA policy is updated.</p> <p>Parameters 3.7 General Health-Related Monitoring, Interventions and Consultation - Added e-consult for DO with DHS. Not required but aimed at helping psychiatrists feel more comfortable with general health issues especially as it may relate to psychotropic meds being prescribed. Please review these parameters, particularly:</p> <ul style="list-style-type: none"> • Page 4, item 2d. • Page 6, Item VII.a- GMP consultation request recommended reasons • Pages 9-10 - FAQs 		
Cultural Competency	<p>CC Cultural Competency Summit –will be held on March 15-16th in Santa Rosa, CA. The focus will be on community defined practices.</p> <p>Trainings are being organized - 100 slots per training; each 6 hours long; open to DO and LE. Hoping to train as many providers as possible. Hoping providers will attend at least one (rather than signing up for all or none).</p> <p>The mailbox address for communications regarding cultural competency is: psbcc@dmh.lacounty.gov</p>		

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	<p>The next mtg will be held on March 8th from 1:30-3:30pm at 550 Vermont, 10th fl, Los Angeles, CA.</p>	
<p>Patients' Rights Office (PRO)</p>	<p>Federal Grievance Regulations have been updated impacting timeline and wording of problem resolution process. Martin Hernandez is reaching out to DHCS for advisement regarding when this should be implemented. Possibly summer 2017 but to be confirmed. Will continue with same forms and process until further notice. The QI work plan goal may need to be adjusted accordingly once implemented.</p>	
<p>Compliance, Privacy, & Audit Services Bureau – Policies Update</p>	<p>14 policies processed in the past month. Several impact DO and LEs. See attached Policy/Procedure Update handout.</p>	
<p>ACCESS Test Calls 2017</p>	<p>Korean is now a threshold language for SAs 7 and 8. SA 8 test calls period will be August 2017. SA liaisons will be asked to enter the call data online. Data goes to the state on a quarterly basis.</p>	
<p>EQRO Review</p>	<p>EQRO May = SA 2 & 5. EQRO Sept = TBD EQRO pre-review documents - upload all documents including February minutes prior to 2/27. QI evaluation, PIP documents. CSECY data spreadsheet to identify any agency serving CSEC youth - would appreciate our assistance with gathering more data. Data without PHI is acceptable.</p>	
<p>Provider Directory Cultural Consideration and Other Updates</p>	<p>SA liaisons can look at provider updates on the intranet. The spreadsheet is color coded: green=added; red= deleted. Put notes in comments section. Vandana Joshi will email when it's posted.</p> <p>Webinars and conference calls will be scheduled once it's posted.</p>	

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<p>Consumer Satisfaction MHSIP November 2016 Data</p>	<p>Quick data analysis (see handout). Working on 2016 report. QI Division is working on a draft for review by the next monthly chairs mtg. May data may be used as our benchmark for QI goal setting. Provider level data will be something we can drill down in from the SAS VA. Hopefully by June for LE's</p>	
<p>Special Message</p>	<p>Ted Howlett read a poem written by Virginia Howlett. Thank you!</p>	
<p>Announcements</p>	<p>The next mtg will be held on March 15, 2017 at the SA 8 Administration office, 2600 Redondo Ave, 6th Floor, MultiPurpose Room, Long Beach, CA 90806. Please see attached schedule of meetings.</p>	

**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
Audits & Reviews	<p>Auditor Controller:</p> <ul style="list-style-type: none"> The HELP Group Child & Family Center – February MR Grant audit: Downtown Mental Health – February Hollywood Mental Health – February DMH/DHS Collaboration – February Children’s Institute, Inc. – March Alma – March TeleMental Health Hathaway Sycamores 		
State DHCS Updates	<ul style="list-style-type: none"> Preparing for Harbor’s audit Finalizing system review report 		
Medi-Cal Certification Section	<ul style="list-style-type: none"> Timelines for requesting fire clearances - will request 6 months in advance of certification. Site visits will be conducted 3 months in advance of recertification due date to give provider time to work on Plan of Correction and DMH time to review it. As of today we're 100% in compliance with Medi-Cal certifications. 		
Trainings and Operations	<ul style="list-style-type: none"> Schedule of trainings and presentations: Please see attached schedule. Any providers interested in hosting Understanding Documentation training with sufficient conference room and parking, please contact QA division Web trainings being reviewed - each one will run about 30minutes 		
Policy and Technical Development	<p><u>LE Chart Reviews by QA</u></p> <ul style="list-style-type: none"> Will notify contractors in writing about this process by 2/28 Looking at a 2 month period, approximately 5 charts Audit tool will be based on the state audit tool Will provide observations, will ask agency to validate observations and report back to QA Technical assistance may be offered if agency claims something that shouldn't be, will bring that to the agency's attention Systemic issues may result in further action QA is considering if feedback to district chiefs should be provided. Specific agencies will be notified starting 3/15 		

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- Day programs to start

Access to Care & Service Request Log Reminders, Updates, and Clarification No. 17-01

New Outcome Measurement Procedure Code No. 17-02

- Progress Note for Outcome Measures - document activity provided (see types of activities in bulletin or procedure codes manual. Simple and straightforward, does not require lengthy documentation. If there is sufficient billable intervention, may be able to claim to Medi-Cal. This is for MHSA PEI outcomes only.
- FSP was not included but it is not as much of an issue with the FSP OMAs and KECS.
- Lead District Chiefs have the allocation amounts.

Non-Billable & Never-Billable to Medi-Cal Procedure Codes Added to a Guide to Procedure Codes (Applies to IBHIS Only) No. 17-03

DRAFT QA Bulletin: Expansion of ICC IHBS No. 17-04 (has now been posted on the DMH website)

- For all EPSDT eligible clients (including TAY through age 21)
- More details about training requirements; coordinating with Children's SOC. Will be discussed further at the next Children's Provider meeting
- Manual is now titled "Medi-Cal", not Katie A.
- Side issue: Claims need to identify any claim for Katie A. clients on the 837

DRAFT Clinical Forms Bulletin 17-0x: COS Form Modifications (not yet posted)

- Will be updating the COS form to add a field to capture EBP. Giving MHSA PEI COS dollars - need an EBP when providing COS. Goes on your 837 for claiming.
- Removed MH First Aid from service choice (more of an EBP than a service type)
- Program removed Education/Training (more of a service than a program).
- Outreach & Engagement for FSP - how does COS info apply? Enter a client-specific note in the chart.
- Goal is to update COS manual by end of March
- Challenge of different dictionaries on IS vs. IHBS
- Manual will include all the ways PEI COS dollars can be used
- Rendering Provider needs to be trained in the EBP (will be addressed more fully by CSOC).

ICD-10, DSM5

- LACDMH does not have a crosswalk for ICD-10 to DSM5

Audit Tool (draft tool for DO)

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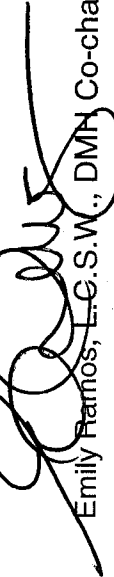
	<ul style="list-style-type: none">• Includes back to basics (see shaded areas) related to recoupment items
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Minutes Recorded by:



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

Minutes Approved by:



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

