

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

March 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 IMPROVEMENT (QI) MEETING

2:00-3:00

1.	Welcome/Introductions ➤ Announcements
2.	Clinical Quality Improvement ➤ OMD Report ➤ Pharmacy Benefits Management (PBM) Services
3.	Patients' Rights Office (PRO) – DRAFT copies of below items included in the handouts* ➤ Comparison of the Old and New Form ➤ Reasoning for Update and feedback from DHCS ➤ Goal of the form (Beneficiary Driven) ➤ Input from QIC
4.	Cultural Competence Updates Cultural Competency Committee Meeting- The next mtg will be held on April 12 th , 1:30-3:30pm, 550 S. Vermont, 10 th fl conf rm.
5.	Compliance, Privacy, & Audit Services Bureau – Policies Updates
6.	SA QI Project – CY 2016 and CY 2017 EQRO Review Updates
7.	MHSIP May 2016 & November 2016
8.	Consumer Participation in SA QICs ➤ Community Activity Fund ➤ Confidential Consumer Feedback Survey*
9.	Announcements

*Handouts

Next Meeting Info:

April 19, 2017

2:00-3:00 p.m.

DMH SA 8 Administration – MultiPurpose Room

2600 Redondo Ave – 6th Floor

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DMH Employees must show their badge

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QUALITY ASSURANCE (QA) MEETING

3:00-4:00 p.m.

1.	Announcements – Offers made to HPA and TC
2.	Audits & Reviews <u>Auditor Controller:</u> <ul style="list-style-type: none">• Star View Adolescent Ctr – 3/14/17 MR Grant: Contact Compliance, Privacy, & Audit Svcs (CPAS) Bureau if issues come up <ul style="list-style-type: none">• Children’s Institute, Inc. – March• Alma – April• TeleMental Health
3.	Medi-Cal Certification Section – Update regarding timelines for fire clearance and site visits
4.	State DHCS Updates <ul style="list-style-type: none">• System Review POC Submitted• Students
5.	Training and Operations <ul style="list-style-type: none">• Schedule of Trainings and Presentations*• Documentation Online Videos• September and December Minutes Posted on Website• QA Lead Roles at QICs• QA Bulletin 17-06: LE Chart Review Process by QA*
6.	Policy and Technical Development <u>FINAL QA Bulletins</u> <ul style="list-style-type: none">• QA Bulletin 17-04: Expansion of ICC IHBS*• QA Bulletin 17-05: Organizational Provider’s Manual Updates: Included ICD-10-CM Diagnosis*• DRAFT QA Bulletin 17-0x: DSM 5• DRAFT QA Bulletin 17:0x: Client Treatment Plan Reminders and Guidelines• DRAFT Clinical Forms Bulletin 17-0x: DTI/DR Forms• Revisions to 401.02 re: timeliness finalized and sent for signature• Upcoming MAT QA Bulletin• Update re: Clinical Forms Bulletin on COS form changes
7.	Upcoming Items: <ul style="list-style-type: none">• <i>COS Manual Changes and Trainings</i>• <i>Org Manual Updates: Certification Section, Mode 5 Services</i>

*handouts

Next Meeting Info:

April 19, 2017, 2:00-3:00 p.m.

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

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

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		Date	March 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: Emily Ramos (LB Adult MHC), Michele Munde (Star View), Misty Aronoff (Alma Family Svcs)			
DMH Representatives				
SA 8 QI/QA Liaison: Ann Lee	SA 8 Admin Support: Karina Wagner	QI 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	SSG/OTTP Debra DeLeon
AADAP Hiroko Makiyama	Children's Bureau Cristina Nolf	Didi Hirsch Aminah Ofumbi	Long Beach Adult Emily Ramos (co-chair)	Specialized Foster Care
Alafia Paul Ha	CII Jane Park	Exodus Kumi Tsuda	Long Beach API Layhearb Poon	Star View Michele Munde (co-chair)
ALMA Misty Aronoff (co-chair)	City Of Gardena Evette Benjamin	For The Child Pastora Salazar	Long Beach CAP Jeff Baer	Tarzana Lauren Dibbs
Aspiranet Kim Kopenhaver	Coastal APIFMHC Tiffany Granja	Harbor-UCLA Lynn Yoon	Masada Homes Linda Nakamura	Telecare
Bayfront Martin McDermott	Community Reps Jacqueline Glass Kathleen W., Mike H., Ivan A., Oscar P., 2 Guests (unsigned)	Harbor View CSC Martha Rivera	MHA Courtney Stephens	The Guidance Center Elva Gutierrez
California Mentor Glenn Ferdinand	Counseling 4 Kids Julio Cisneros	HealthView	MH Urgent Care Clinic Jenny Morey	Ties For Families Marle Canta
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.			

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Call to Order & Introductions	The meeting was called to order at 2:00 and attendees introduced themselves.
Announcement	<ul style="list-style-type: none"> ➤ <i>Misty will be leaving Alma and will need to step down from her co-chair position at the end of this month. She has accepted another position with a SA 5 contract provider. The SA 8 QI/QA co-chairs, liaison, and District Chief would like to thank Misty for the several years of outstanding and dedicated service on behalf of the committee to improve the quality of services and expand our knowledge of QA documentation guidelines. The committee wishes her much success and all the best in her next position.</i> ➤ <i>Tonia Jones (QI Division) was unable to attend today's meeting due to a training conflict. She will be transferring out of DMH at the end of this month to start a new position with the Dept of Public Health. The committee appreciates Tonia for providing excellent QI support (especially with ACCESS test calls, surveys, and EQRO) to ensure the committee was well informed about the Department's QI efforts and Performance Improvement Projects. We wish her well in her new position.</i> ➤ <i>Thank you to Jacqueline Glass for providing decorations for today's meeting. Nice touch to bring importance and appreciation to the work we do.</i>

QUALITY IMPROVEMENT (QI)				
Agenda Item & Presenter	Discussion and Findings	<table border="1"> <tr> <th data-bbox="769 459 870 842">Decisions/ and Recommendations Actions/Scheduled Task</th> <th data-bbox="769 168 870 459">Person Responsible/ Due Date</th> </tr> </table>	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date			
Clinical Quality Improvement – OMD Report	<p>Pharmacy Benefits Management Services (PBM)</p> <ul style="list-style-type: none"> • PATS (current system) will be replaced with PBM with enhanced clinical and reporting capabilities. Only for INDIGENT clients. • Will allow quicker processing of LE contracted clinics and increase in pharmacies that can be used. • PBM portal will allow reporting functionality, e.g., prescribing practices • Separate portal from IBHIS - should not require additional client enrollment for indigent clients. • Will not need to open an episode in IBHIS if still in IS • Working closely with Magellan for Go-Live date of 6/1/2017. • On June 30th, DMH Pharmacy network will be expanded to Magellan's network of pharmacy. Will expand to 1700 or more pharmacies from our current 80 and will increase accessibility for clients. • Operational changes to clinics with PBM will be communicated to all the clinics (e.g. prescriptions no longer placed in PATS but through e-Prescribing system.) • Client Benefits Cards - working with clinics and LE providers to set this up; challenges with lost cards; working closely with Magellan (emergency hotline when card is lost) • LE providers with ePrescribe system - Psychiatrist will write prescription as usual and claim will be adjudicated by Magellan for indigent LADMH clients. 			

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<p align="center">Patients' Rights Office (PRO)</p>	<p>As FYI regarding changes that will be coming but not yet finalized, members reviewed DRAFT copies of the Grievance and Appeal Procedures and forms which are undergoing revision per changes made by DHCS. Nothing has yet been finalized so continue to use current forms. Ann Lee will send out once the instructions and forms are finalized and translated into the threshold languages.</p>	<p>Ann Lee will email any new instructions or forms upon being finalized. Anticipating possibly in September 2017.</p>	
<p align="center">Cultural Competency Updates</p>	<p>For CY 2017, the CC committee is implementing 3 workgroups:</p> <ol style="list-style-type: none"> 1) Cultural Competence Organizational Assessment - working with a consultant to assess our workforce 2) Needs of Persons with Hearing and Visual Impairments and Physical 3) The System Transformation - will focus on the consumer perspective to improve the quality of culturally and linguistically competent services. <p>In preparation for EQRO, the CC Unit prepared a total of 25 reports utilizing consumer utilization data and strategies to reduce mental health disparities.</p>		
<p align="center">Compliance, Privacy, & Audit Services Bureau – Policies Update</p>	<p><u>Signed/Completed Policies:</u></p> <ul style="list-style-type: none"> • Policy on nondiscrimination of beneficiaries. Brochure will be developed (Level 1: DO only). Does not take the place of LE providers' policies and forms. • Policy 302.12 Provision of Services Without A Scheduled Appointment replaces walk in services policies. (Level 1, 2: DMH and Contractor). • Policy 305.02 Onsite Testing Of Clients' Bodily Substances For Evidence Of Substance Use (Level 1, 2: DMH and Contractor). 		

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	See attached Policy/Procedure Update handout.		
SA QI Project – CY 2016 and CY 2017	<p><u>CY 2016 Project:</u> The SA QIC report from the Cultural Competency 101 training will be finalized soon. The report will be shared once the pre-post matched pairs analysis is revised and finalized. QI Division will send this report to all SA QICs with the summary of findings upon completion.</p> <p><u>CY 2017 Project:</u> There is interest from SA District Chiefs and program managers in implementing test calls to clinics. QI Division is considering a QI project to implement at random sample of clinics (both D.O. and contract providers) across all SAs.</p>		
EQRO	The EQRO session for Chairs and Co-Chairs and QIC members will be held on Thursday April 13 th from 10:45 am to noon. Co-chairs will be prepped with updates on the Non-Clinical PIP for the Chairs/Co-Chairs and QIC members. There will be no monthly QI chairs mtg in April due to EQRO sessions.		
MHSIP May 2016 & November 2016	The Spring 2016 Report has been completed and posted on the psbqi.dmh.lacounty.gov website. Nearly 8000 surveys were returned for the fall surveys in November 2016. QI Division is working on the Nov 2016 report. SA 2 had returned the most surveys followed by SA 5, 7, and 8. Discussed looking at how to increase older adult survey completion rates. Reviewed some of the survey results.		
Consumer Participation in SA QICs	The DMH Office of Consumer and Family Affairs recommended consumer attendance at SA QIC meetings. Community Activity Funds (CAF) training is required to receive the \$25	Ann Lee offered to provide a brief/informal orientation immediately preceding the April mtg. She will email	Ann Lee

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	<p>reimbursement for meeting attendance. No more than \$75 is permitted per month (i.e., \$25 per meeting; up to 3 meetings per month).</p> <p>Several new consumers attended today's meeting and were encouraged by the co-chairs to continue attending and to sign up for the CAF training in order to receive the \$25 stipend.</p> <p>The next mtg will be held on April 19th at the SA 8 Administration office, 2600 Redondo Ave, 6th Floor, MultiPurpose Room, Long Beach, CA 90806.</p>	<p>those who provided an email address on the sign in sheet to confirm.</p>
<p>Announcements</p>		

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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Announcements	QA division will be hiring additional staff to support Wraparound expansion.		
Audits & Reviews	<p>Auditor Controller:</p> <ul style="list-style-type: none"> • Star View Adolescent Center – 3/14/17 <p>MR Grant audit:</p> <ul style="list-style-type: none"> • Children’s Institute, Inc. – March • Alma – March • TeleMental Health • Harbor UCLA reported having an MR audit last week. Auditors looked at PFI form 2014-2015 review period. 		
Medi-Cal Certification Section	Reminders: Notify the lead District Chief before moving and obtain a fire clearance before starting services. Review Certification Letter upon approval and confirm services, mode of services, and certification date are correct. The Certification Letter is the official list of what services the provider is certified.		
State DHCS Updates	<p>The System Review plan of correction has been submitted and is posted on the DHCS website.</p> <p>QA division discussed issue regarding graduate students claiming for services that require license/waiver, specifically for assessments and psychotherapy. State is looking to clarify but for now continue business as usual.</p> <p>State Info notice was drafted to provide clarity on what was heard at the August 2016 training. State plan defines who is a social worker, psychologist, MFT which includes licensed, registered, waived staff.</p> <p><u>Schedule of trainings and presentations:</u> Please see attached schedule.</p>		
Trainings and Operations	<p><u>Documentation Training Videos</u> are posted on the DMH website. Members were shown how to locate the training videos during the meeting. Go to dmh.lacounty.gov. Scroll to: For Providers/Administrative Tools and then select Documentation Trainings (see column on the right hand side of the page). The direct link is (copy&paste into browser and save as favorites):</p> <p>http://dmh.lacounty.gov/wps/portal/dmh/admin_tools/prov_manuals?1dmy&page=dept.lac.dmh.home.admin_tools.s.admin_detail.hidden&urle=wcm%3Apath%3a/dmh+content/dmh+site/home/administrative+tools/administrative+tools+detail/documentation+trainings</p>		

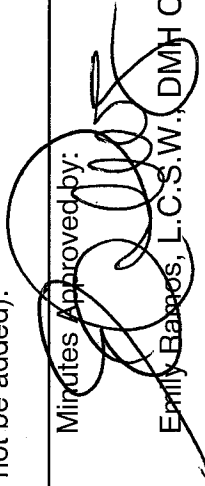
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	<p>September and December Minutes Posted on Website</p> <p><u>Bulletin 17-04: Expansion of ICD IHBS</u> - Expanded to all EPSDT-eligible clients. Codes have been added to funding plans. Before program can access the codes, they need to go through a training on the codes and Core Practice Model (CPM) and Child & Family Team (CFT) meeting. These trainings will be provided by CSOC and they will determine who can access those codes. Will want to see the CPM reflected in the progress note. Manual has been updated.</p> <p><u>Bulletin 17-05: Organizational Provider's Manual Updates: Included ICD-10-CM Diagnosis</u> Org manual has been updated. Added Medi-Cal included ICD-10-CM diagnoses</p> <p><u>QA Bulletin 17-06: New Legal Entity Chart Review Process</u> – Star View in SA 8 volunteered to go first. Chart review (not an audit) will be conducted by QA division staff to provide QA technical assistance and support. QA will notify providers in writing prior to the review).</p> <p><u>DRAFT QA Bulletin 17-0x: DSM 5</u> Will follow DHCS letter. Use DSM 5 criteria to come up with a diagnosis and determine medical necessity. Use DSM 5 diagnosis to select the corresponding ICD-10-CM code. Documentation should support the DSM 5 criteria. DSM-IV criteria should continue to be used for Pervasive Developmental Disorders because DSM 5 only has a single diagnosis of Autism Spectrum Disorder and the list of included diagnoses does not account for this.</p> <p><u>DRAFT QA Bulletin 17-xx: Client Treatment Plan Reminders & Guidelines</u> Bulletin will provide guideline for providing services prior to completing the CTP.</p> <p><u>DRAFT Clinical Forms Bulletin 17-xx: DTI/DR Forms</u> - Required data elements.</p> <p>Revisions for Policy 401.02 regarding Progress Notes Timeliness has been finalized and sent for signatures.</p> <p>QA division is working on a MAT QA bulletin to update the existing MAT bulletins.</p> <p>Some modification are being made to the Clinical Forms Bulletin regarding the COS form that was distributed last month (e.g., an EBP field for PEI services will not be added).</p>
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Minutes Recorded by:


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

Minutes Approved by:


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