COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

January 20, 2010
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

QUALITY IMPROVEMENT (QI) MEETING 2:00 –3:00 p.m.			
I	2:00	**Introductions & Review of Minutes***	Norma Cano, Ph.D., DMH Co-chair (Long Beach Child & Adolescent Program) & Janet Fleishman, LCSW, Provider Co-chair (Stars Behavioral Health Group)
II	2:00-2:05	**2010 SA8 QI/QA Calendar of Meetings***	Norma
III	2:05 – 2:10	**Patient Rights QIC Issues** ➢ Focus Work Group for Electronic System for Complaints, Grievance/Appeals	Janet
IV	2:10 – 2:20	**Dissemination of Reports/Data/Information to SA QIC's** ➢ Use of Data ➢ Consumer/Family feedback	Norma
V	2:20 – 2:30	**Clinical Issues** ➢ QI Implementation Status Report - COD	Janet
VI	2:30 – 2:45	**QIP Recap**	Susan and Lorrie
VII	2:45 – 3:00	**Announcements**	Norma

**** Handouts***

Next QI Meeting:
Wednesday, February 17, 2010
2 – 3 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave, Long Beach, CA 90806

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

January 20, 2010
2 – 4 p.m.
ChildNet Youth & Family Services
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QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.			
I	3:00	**Audits** ➢ EPSDT Audits o Prototypes, Centers for Innovation in Health, Mental Health, and Social Services – January 12, 2010 o Stirling Academy Inc. – January 25, 2010 o Homes for Life Foundation – February 9, 2010	Norma Cano, Ph.D., DMH Co-chair (Long Beach Child & Adolescent Program) & Janet Fleishman, LCSW, Provider Co-chair (Stars Behavioral Health Group) Norma
II	3:00 – 3:15	**System Review** ➢ System Review Lead – Diane Guillory o Attestation pending; notices on responsibilities ➢ Chart Audit leads – Rose Esquibel/Jen Eberle o Adult records only; all services in a 3-month period of time; all Legal Entities in LA County • Late on Thursday, February 11th, State will fax list of 80 clients to DMH • Will begin faxing list of clients, client episodes, and date for submission of records to Providers on Friday, February 12th; must have availability of SA QA Liaison on Friday, February 12th, in order to assist with obtaining Provider contacts & fax numbers • If agency does not get a telephone call or fax, agency is not in audit • Pre-audit Workshop Dates: - Feb 18th, 9-11am, 550 S. Vermont, 2nd fl conf rm - Feb 19th, 1-3 pm, 550 S. Vermont, 10th fl conf rm	
III	3:15 – 3:30	**QA Technical Assistance & Training** ➢ QA Bulletin: Wraparound Procedure Code Changes currently being drafted ➢ COD FAQ – currently being drafted ➢ CCCP Training Module, Webex follow-up ➢ Statewide County Coalition Treatment Plan ➢ State DMH Revised Claiming System known as Short-Doyle/Medi-Call II o ***Impact of IS Shutdown on QA Bulletins – email sent to QA members via email****	

**** Handouts***

(QA agenda continued next page)

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

January 20, 2010
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

		QUALITY ASSURANCE (QA) MEETING (continued from previous page)	
III	3:15 – 3:30	➢ **IS Shutdown – *January 4, 2010 memo from Dr. Kay**** ➢ Paraprofessional training January 19-27th ➢ Specialized Foster Care – Pending DMH chart review and DCFS/DMH Quality System Review (QSR)	Norma & Janet
IV	3:30 – 3:40	**Clinical Records** ➢ AB3632 Consent – ready to send to County Counsel for content and applicability to contractors ➢ ***Correcting/rewriting notes handout****	
V	3:40 – 3:50	**Q&A follow-up items**	QA team
VI	3:50 – 4:00	**Announcements**	

****Handouts***

Next QA Meeting:
Wednesday, February 17, 2010
2 – 3 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave, Long Beach, CA 90806

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, January 20, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee	**Date**	January 20, 2010
Location	ChildNet Youth & Family Services 2931 Redondo Ave., Long Beach 90806	**Start Time & End Time**	2:00 p.m. – 4:00 p.m.
Co-chairs	Norma Cano, Ph.D. (Long Beach Child & Adolescent Program) & Janet Fleishman, L.C.S.W. (Stars Behavioral Health Group)		
Members Present	Misty Allen, Leeann Ekstrom, Patti Dilliner, Lorrie Leon, Kathy Mills-Walker, Helen Chang, Susan Houck-Strom, Mikki Beermann, Ann Lee, David Kneip, Tiffani Morton, Sandra Gaia-Rae, Leilani Liu, Lynn Yoon, Lorna Pham, Michael Fitzgerald, John Lewis, Camille Do, Suh Chen Hsiao, Erin Von Fempe, Madoka Urhausen, Tony Glavis, Alicia Van Ooyen, Christine Byrne, Debra DeLeon, Denise Kai, Katherine Lee, Bryan Sawlsville, Sue Sundareson, Jacob Palm, Valerie Crawford, Theodore Howlett, Jaime Sheehan, Vynette Moore		
Absent Members	Miriam Ruiz, Virginia Howlett, Nancy Lomibao, Ross Grossman, Teka Summers, Mitsuru Kubota, Chad Brinderson, Paula Rosenfeld, Don Wells, Marcella Mendez, Michele Munde, Karen Rathburn		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Call to Order & Introductions	The meeting was called to order at 2:00 p.m. Members were introduced.		
Review of Minutes	The minutes were reviewed and approved by members.		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, January 20, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	QUALITY IMPROVEMENT (QI)		
Member Roster	Members were asked to update the QI/QA member roster. Agency QI/QA coordinators may be contacted on February 12th for the chart audit.		
2010 SA8 QI/QA Calendar of Meetings	Please calendar the 2010 meeting dates that are listed on this handout.		
Patients Rights Office	Focus work groups for Electronic System for Complaints, Grievance/Appeals o Working on developing a system that tracks grievances, appeals and complaints o Eventually provide a trend analysis to closely track MHSA related grievances and complaints o		
Dissemination of Reports/Data/Information to SA QIC's	**Provider directory**: The cultural competency committee posted or soon will post the updated directory on the DMH website (www.dmh.lacounty.gov). Each service area has a directory which should be made available for consumers in the waiting room at each clinic. Previously, there were two different versions circulating in DMH but now this will be the only one. **SA8 threshold languages**: English, Spanish, and Cambodian are the threshold languages for SA8.		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, January 20, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Follow-up Item	**Advance Healthcare Directives:** Providers can search the internet for sample copies of this form. DMH does not have this form available at this time.	Any updates will be sent to QI members.	
QI Implementation Status Report – COD	The QI Work Plan Implementation Status Report dated 11/17/09 – Co-occurring Disorders (COD) o The report will be sent via email to providers as it was not included in today's handouts o Dr. Lee Gomberg (SA8 COD Coordinator) will provide a COD presentation for our members in April. o A COD Frequently asked questions sheet is being developed and will be distributed once finalized.	Please send your questions in advance to Ann Lee for forwarding to Dr. Gomberg. He will tailor his presentation to our questions and concerns.	Ann Lee
SA8 Quality Improvement Project (QIP) Status Update	o Ms. Susan Houck-Strom and Dr. Lorrie Leon will summarize the QIP findings (e.g., the reasons for no-shows, strategies effective in reducing no shows from the consumer, clinician, and agency perspectives) and present a draft at the next meeting. o Member input will be requested. o A final report will be generated in the upcoming months which agencies can then utilize to develop strategies to address no-shows. o Upon completion of the initial project, the committee will determine if further exploration of no-shows would be beneficial. o Susan also researched this topic. Our project appears to have obtained similar results compared to other research studies.	Discuss at the next QI meeting and obtain member input.	Susan and Lorrie

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	○ At this time, we do not have a consensus regarding what to do with our project upon completion.		
QI HANDOUTS	➢ QI Agenda ➢ Minutes ➢ 2010 SA8 QI/QA Calendar of Meetings		
	QUALITY ASSURANCE (QA)		
Audits	**EPSDT Audits** ○ The list of agencies that had audits or will be audited is listed on the agenda.		
System Review	**System Review** - Diane Guillory is the lead ○ Providers are asked to log all request for service (written or calls). The logs should indicate the disposition of all requests for services. ○ This is for calendar year 2009 ○ Agencies will be contacted for sample logs. ○ These logs are not to be confused with language threshold logs required by the cultural competency committee. **Chart Audit** – Rose Esquibel/Jen Eberle ○ The system review chart audit is for adult records only; all services in a 3-month period of time; all Legal Entities in LA County • Late on Thursday, February 11th, State will fax list of 80 clients to DMH	Members provided updated contact information for the QI/QA roster. This roster will be submitted to Rose Esquibel along with Legal Entity contact information for the system review chart audit. Please designate a person to standby on Friday, February 12th to receive a fax from the QA office. Ann Lee will be the SA8 liaison in case of any difficulty in reaching providers.	Ann Lee

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	• Will begin faxing list of clients, client episodes, and date for submission of records to Providers on Friday, February 12th; must have availability of SA QA Liaison on Friday, February 12th, in order to assist with obtaining Provider contacts & fax numbers • If agency does not get a telephone call or fax, agency is not in audit • Pre-audit Workshop Dates: - Feb 18th, 9-11am, 550 S. Vermont, 2nd floor conference room - Feb 19th, 1-3 pm, 550 S. Vermont, 10th floor conference room		
QA Technical Assistance & Training	○ QA Bulletin: Wraparound Procedure Code changes currently being drafted. ○ COD FAQs – currently being drafted ○ CCCP Training Module – Webex training on client coordination plan will be available on DMH website in the future. ○ Statewide County Coalition Treatment Plan • The state is working on developing a statewide treatment plan to facilitate continuity of services across counties. ○ State DMH Revised Claiming System known as Short Doyle/Medi-Cal II • Impact of IS Shutdown on QA Bulletins – email sent to QA members. • Anticipated timeframe for IS shutdown now is early March. • Please read the January 4, 2010 memo		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	from Dr. Kay regarding the IS shutdown.		
IS SHUTDOWN	**State DMH Revised Claiming System known as Short Doyle/Medi-Cal II** o Impact of the IS Shutdown on QA Bulletins – email sent to QA members. o Please read the January 4, 2010 memo from Dr. Kay regarding the IS shutdown.		
QA Memos	**Changes in the Procedure Codes and Claim information:** Please read the handout from QA regarding changes in the Procedure Codes and Claim information (on the daily service logs) which will take effect after the IS shutdown. **Revised Daily Service Logs:** Jen Eberle provided a suggestion to begin using revised Daily Logs prior to the IS shutdown to allow staff time to get used to capturing the additional information. This additional information will not get entered until reactivation of the IS. When the IS comes back up, information required on the service log will need to be entered otherwise the claim will not be approved. **Making Changes to Progress Notes;** Please follow the guidelines for making changes		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	to progress notes. A handout was distributed regarding the correct way to indicate mistaken entries.		
Additional Updates	**Paraprofessional training:** Directly operated clinic paraprofessional staff (e.g., community workers, parent advocates, peer advocates) have been trained on documentation and billing. DMH is considering making this training available for contract providers. **Specialized Foster Care (SFC):** Quality system review will be pending DMH chart reviews. Will be looking to see if IS information matches the chart and is accurate. **AB3632:** The State is now requiring the parents' permission to bill Medi-Cal. The consent form has been dropped to document parent/careprovider consent to bill Medi-Cal. This matter is going before County Counsel.		
QA Handouts	➢ QA Agenda ➢ Impact of IS Shutdown on QA Bulletins – email sent to QA members via email* ➢ Correcting/rewriting notes handout* ➢ IS Shutdown – January 4, 2010 memo from Dr. Kay*		
Announcements	Mr. Ted Howlett read a poem titled, "No Shows" written by Mrs. Virginia Howlett. Virginia was not present at the meeting. She previously shared		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	this poem at the October 2009 meeting.		
Next Meeting	The next meeting will be held on Wednesday, February 17, 2010 from 2-4 p.m. at ChildNet Youth & Family Services, 2931 Redondo Ave, Long Beach, CA 90806.		

Minutes Recorded by:

Ann Lee, Ph.D./DMH SA8 Administration

Minutes Reviewed and Approved by:

Norma Cano, Ph.D., DMH Co-chair