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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

November 18, 2009
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) & Ann Lee, Ph.D. Service Area 8 Administration
II	2:00-2:05	**2009 SA8 QI/QA Calendar of Meetings***	Norma
III	2:05 – 2:20	**Patient Rights QIC Issues** ➢ Grievances, Appeals, State Fair Hearings o QI Status Reports (Comparison of 2007-09 and 2008-09) ➢ Change of Provider Requests o QI Status Report (Requests for Change of Provider) ➢ Transitioning Clients Appropriately ➢ Test Calls – should be log off test calls from ACCESS.	Ann
IV	2:20	**State DMH Notice of Cancellation of Consumer Perception Surveys for November 2009**	Norma
V	2:20 – 2:35	**Clinical Issues** ➢ Triage (New) ➢ QI Status Report (Medications)	Norma
VI	2:35 – 2:45	**APS/EQRO Recommendations (Draft Report) -** Final not available. Next Site Review Dates of 4/12 – 4/15/2010 in revision	Ann
VII	2:50-2:55	***Performance Indicator Proposal from State MH Planning Council****	

**** Handouts***

QI AGENDA CONTINUED NEXT PAGE

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

QUALITY ASSURANCE/QUALITY IMPROVEMENT
(QA/QI)
COMMITTEE

AGENDA

November 18, 2009
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. (continued from previous page)			
VII	2:55 – 3:00	**ANNOUNCEMENTS** ➢ **SA8 QI/QA Website – meeting info, minutes, member roster – check it out!** http://sa8quality.pbworks.com	

**** Handouts***

Next QI Meeting:
HAPPY HOLIDAYS!
*****The December meeting is canceled.*****

2010 MEETING:
Wednesday, January 20, 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

November 18, 2009
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.			
I	3:00	**Audits** ➢ EPSDT Audits – October 2009 o Trinity Youth Services, Trinity-Ukiah – October 5, 2009 o Didi Hirsch – October 19, 2009 o For The Child – October 26, 2009	Norma Cano, Ph.D., DMH Co-chair (Long Beach Child & Adolescent Program) & Janet Fleishman, LCSW, Provider Co-chair (Stars Behavioral Health Group)
II	3:00 – 3:10	**System Review** ➢ State DMH Information Notice 09-17: FY 09-10 Compliance Protocol For Consolidated Specialty Mental Health Services and Other Funded Services (see handout for website address)* ➢ ***Audit Calendar*, Pre-audit Check List*, and Policies**** ➢ For the audit – adult records only; all services in a 3-month period of time; all Legal Entities in LA County	Ann
III	3:10 – 3:20	**RMD Bulletins** ➢ ***No. 09-060: Learn about the upcoming changes in Medi-Cal Claiming Requirements Training**** ➢ ***DMH Letter from Dr. Robin Kay, dated October 28, 2009**** ➢ ***No. 09-057: Notification of Upcoming Changes in Medi-Cal Claiming Requirements**** o All Medi-Cal claims must be submitted no later than November 30, 2009. o Providers should contact RMD immediately if it is anticipated that your provider will be unable to submit all claims by November 30, 2009.	Norma
IV	3:20 – 3:25	**QA Technical Assistance & Training** ➢ **Quality Assurance Bulletins** o ***No. 09-07: Opening Date for Episodes**** o ***No. 09-08: Services & Claims to Medi-Cal During the Assessment Period**** o ***No. 09-09: Recording and Reporting a Mental Health Diagnosis**** ➢ Triage forms and process – Directly operated clinics only	Norma

*** 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

November 18, 2009
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m. (continued from previous page)			
V	3:25 – 3:40	**Clinical Records – Electronic Records** ➢ Electronic Signature Certification Update – Certification in final draft and to LA County Counsel ➢ ***Keeper of Records Meeting – Wednesday, December 2nd* -*** Directly operated programs only.	Norma
VI	3:40-3:50	**Procedure Codes** ➢ ***QA Bulletin No. 09-10: Procedure Code Changes**** ➢ ***Changes to the Usage of H2015**** ➢ ***Procedure Code Changes: Case Consultation/Team Conference****	Ann
VII	3:50-4:00	**State DMH Revised Claiming System known as Short-Doyle/Medi-Cal II** ➢ Revised Service Log Draft ➢ ***Short-Doyle/Medi-Cal II Claiming Requirements Training**** ➢ ***LACDMH letter dated 10/28/2009 from Dr. Kay to Contract Providers & Attestation form**** ➢ ***RMD Bulletin No. 09-057: Notification of Upcoming Changes in Medi-Cal Claiming Requirements**** ➢ ***RMD Bulletin NO. 09-058: Residential Billing****	Norma
		ANNOUNCEMENTS ➢ **SA8 QI/QA Website – meeting info, minutes, member roster – check it out!** http://sa8quality.pbworks.com	

**** Handouts***

Next QA Meeting:
HAPPY HOLIDAYS!
*****The December meeting is canceled.*****

2010 MEETING:
Wednesday, January 20, 2010
3 – 4 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, November 18, 2009

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**	November 18, 2009
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. (absent)		
Members Present	Miriam Ruiz, Misty Allen, Leeann Ekstrom, Lorrie Leon, Kathy Mills-Walker, Helen Chang, Teka Summers, Mikki Beermann, Chad Brinderson, Ann Lee, David Kneip, Tiffani Morton, Lisa Bolden, Donna Mark, Leilani Liu, Erin Von Fempe, Paula Rosenfeld, Christine Byrne, Debra DeLeon, Katherine Lee, Bryan Sawlsville, Sue Sundareson, Karen Rathburn, Theodore Howlett, Virginia Howlett, Jaime Sheehan, Vynette Moore		
Absent Members	Nancy Lomibao, Ross Grossman, John Lewis, Camille Do, Mitsuru Kubota, Don Wells, Mary Czech, Patti Dilliner, Scott Hanada, Susan Houck-Strom, Denise Kai, Lynn Yoon, Lorna Pham, Michael Fitzgerald, Marcella Mendez, Kelly Asato, Suh Chen Hsiao, Maya Douglas, Madoka Urhausen, Tony Glavis, Peter Bongiovanni, Michele Munde, Michael Schaefer, Jacob Palm		
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 2:05 p.m. Members were introduced. Ms. Janet Fleishman was unable to attend. Dr. Cano facilitated the meeting with Dr. Lee's assistance. Ms. Fleishman provided her notes in lieu of her absence.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Review of Minutes	The minutes were reviewed and approved by members.		
Agenda Order	A request was made to hold the QA meeting first. Dr. Cano supported this request and there was a consensus from the members.	The QA meeting was held from 2:00-3:00 p.m. to ensure coverage of all the QA handouts and updates.	
	QUALITY ASSURANCE (QA)		
EPSDT Audits	FYI – Please refer to the agenda for the list of audits that occurred in October.		
Quality Assurrance (QA) Bulletin No. 09-10: Procedure Code Changes Changes in Procedure Codes – SD/MC II (Short Doyle/Medi-Cal) - November 13, 2009*	**Changes in Procedure Codes – SD/MC II** Please refer to the diagram on Changes in Procedure Codes. The changes in the current procedure code usage to the new code will be effective December 1, 2009. o H2015 for Record Review and Stand Alone plan development will be 90885 o H2015 for Psychotherapy (0-19min) face to face and by telephone will be H0046 o H2015 for Triage resulting in open episode will be H0002 o 99361/99362 for team conference/case consultation will be will be H0032. There was no mention of changes in the case consultation cap. Dr. Lee stated that per Janet, if the 90885 code is used for record review, documentation needs to show how the service is benefiting the client otherwise it will be an audit risk.	The QI/QA team will inquire about case consultation thresholds for the changes in procedure codes. A member asked for clarification on what is meant by "stand alone". The QI/QA team will follow up.	

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	Changes in H2015 Usage* The changes in H2015 usage diagram was also included in the handout. MHS H2015 should be billed for individual and group rehabilitation. **Triage forms –directly operated programs only.** Directly operated programs can bill H2015 for Triage when an episode is opened.		
RMD Bulletins	**No. 09-057: Notification of Upcoming Changes in Medi-Cal Claiming Requirements** Per the bulletin, all data must be current and Medi-Cal claims must be submitted by November 30, 2009. December 1, 2009 is the IS shutdown date. The DMH letter from Dr. Robin Kay, dated October 28, 2009 was also included in the handouts. This letter pertains to the RMD bulletin No. 09-057 and IS shutdown date. There is also an Attestation for Claim Submissions form attached. **RMD Bulletin No. 09-060: Learn About the Upcoming Changes in Medi-Cal Claiming Requirements** There will be SD/MC II trainings as listed in the bulletin. Some trainings are already full. Registration forms must be submitted. **RMD Bulletin No. 09-058: Residential Billing** Enter billing all claims on November 30th rather		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	than December 1st. Please contact your Service Area office to notify if your agency is experiencing any difficulty with entering/submitting claims by the November 30th date. RMH has been receiving a high volume of calls and inquiries and may be delayed in responding.		
QA Bulletins	There are 3 other QA bulletins that were released this month. Please read all 3 carefully. **No. 09-07:** Opening Date for Episodes **No. 09-08:** Services & Claims to Medi-Cal During the Assessment Period **No. 09-09:** Recording and Reporting a Mental Health Diagnosis		
Clinical Records	Keeper of Records Meeting will be held on Wednesday, December 2nd. Directly operated programs only.		
Systems Review	Systems Review period will be from 2/8/10-2/11/10. The lead person is Diane Guillory. o Policies & Procedures, operations o No charts will be audited o Includes MHSA programs o Telephone Logs and Change of Provider Request forms will be reviewed o Review includes both directly operated and Providers		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Chart Audit	The lead person for Chart Audits is Rose Esquibel. o Adult clinical records will be audited o Charts from each agency that an adult client has been receiving services during the 3 month audit period will be audited. o There will be chart workshops on Thursday, 2/18/10 and Friday, 2/19/10. o Audit starts 2/22/10-3/4/10 for the Fiscal year 2008-2009 o Charts selected must be ready on Monday, February 22, 2010 o 80 clients will be selected		
QA Handouts	➢ QA Agenda ➢ QA Bulletin No. 09-07 ➢ QA Bulletin No. 09-08 ➢ QA Bulletin No. 09-09 ➢ QA Bulletin No. 09-10 ➢ Draft Procedure Codes changes, draft H2015 usage changes, draft Daily service log v.5 ➢ DMH letter dated 10/28/09 from Dr. Kay to Contract Providers and Attestation form ➢ RMD Bulletin No. 09-060 ➢ RMD Bulletin No. 09-058 ➢ Keeper of Records Meeting announcement ➢ SD/MC II Claiming Requirements Training ➢ Systems Review – Chart Audit Dates ➢ Pre-audit Check Off List ➢ System Review Pre-prep DMH policy Review List		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	QUALITY IMPROVEMENT (QI)		
2009 SA8 QI/QA Calendar of Meetings	Please calendar the 2010 meeting dates that are listed on this handout.		
QI Workplan Implementation Status Reports	There are 4 QI Work Plan Implementation Status Reports in today's packet. Members were advised to review these reports on their own. o Annual Beneficiary Grievance/Appeal Report FY 2007/2008 dated 9/14/09 o Annual Beneficiary Grievance/Appeal Report FY 2008/2009 dated 10/20/09 o Patients Rights Office, Requests for Change of Provider dated 10/26/09 o Medication Support Services dated 11/09/09	Please review these documents.	
DMH Policy & Procedure	Please review **P&P 202.30 Mutual and Unilateral Termination of Mental Health Services** for guidelines on transitioning clients appropriately. **P&P 200.3 Advance Health Care Directives** Agencies should make sure to follow this P&P. The policy is included in today's handouts as well as the Advance Health Care directives Fact Sheet and Acknowledgement Form. Document and chart in accordance with the policy.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Test Calls	Test calls will be made in preparation for the System Review. Providers should log all calls inquiring about services. A copy of the pre-audit check off list was distributed. The first item asks: "Does your agency keep a current log of all Initial Requests for mental health services?" The log should reflect request for services via telephone, in writing or in person.		
Consumer Perception Surveys – Cancellation for November 2009	The handouts include two letters about the Surveys: o October 7, 2009 letter from Dr. Robin Kay to notify all contract providers of the November 2009 Consumer Perception Survey cancellation. o September 23, 2009 letter from State DMH of cancellation of surveys. The survey process for the May 2010 survey period is under review.		
California External Quality Review Organization (CAEQRO) Report FY 08-09	Recommendations from this report are included in the handouts. See page 44 highlighted sections for notable recommendations, including #4 and #7 which pertain to no-shows.		
Children's Mental Health Planning Council (CMHPC)	A copy of the CMHPC letter dated September 14, 2009 and their Performance Indicator Proposal for the Mental Health Services Act (MHSA) was included in today's handouts. Members are asked to view on their own.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
SA8 Quality Improvement Project (QIP)	➢ We will table the QIP agenda until January due to today's full agenda.		
QI HANDOUTS	➢ QI Agenda ➢ Minutes ➢ Annual Beneficiary Grievance/Appeal Report FY 2007/2008 dated 9/14/09 ➢ Annual Beneficiary Grievance/Appeal Report FY 2008/2009 dated 10/20/09 ➢ Patients Rights Office, Requests for Change of Provider dated 10/26/09 ➢ Medication Support Services dated 11/09/09 ➢ CA EQRO Report FY 08-09 ➢ DMH P&P 200.3 Advance Health Care Directives ➢ Advance Health Care Directives Fact Sheet ➢ Advance Health Care Directives Acknowledgement form ➢ Children's Mental Health Planning Council (CMHPC) letter dated September 14, 2009		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Announcements	John Lewis is organizing the "Discover Your Potential for Success" Summit on December 2nd at Veterans Park in Long Beach from 8 a.m. to 2 p.m. Dr. Karen Rathburn is still accepting referrals for the TIES For Families infant group to be starting in Spring 2010 for infants born in July 2009 and after and their caregivers. TIES for Families has openings. The first round of Reflective Parenting is finishing the last few sessions. The MHSA PEI Request for Services (RFS) will be released in early 2010. South Bay Center for Counseling will be holding their bi-annual conference will be held this Saturday, November 21st at the Carson Community Center. Registration is available on the SBCC website. Space is still available for the 8TH Annual Skip Hinchman Symposium that will be held on December 1st. Please check out the SA8 QI/QA website. Meeting information, minutes, and member contact information will be posted on the website. Mr. Ted Howlett read a poem called "No Show" written by Mrs. Virginia Howlett. A very timely		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	and appropo poem. Thank you Virginia and Ted!		
Next Meeting	**REMINDER:** The December meeting is canceled. The next meeting will be held on Wednesday, January 20, 2010 from 2-4 p.m. at ChildNet Youth & Family Services, 2931 Redondo Ave, Long Beach, CA 90806. HAPPY HOLIDAYS!		

Minutes Recorded by:

Ann Lee, Ph.D./DMH SA8 Administration

Minutes Reviewed and Approved by:

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