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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

October 21, 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	**WELCOME & INTRODUCTIONS** ➢ New co-chair! – Dr. Norma Cano (memo dated Oct. 15, 2009)*	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	**REVIEW AND APPROVAL OF MINUTES***	Janet
III	2:05 – 2:20	**DMH UPDATES** ➢ Budget update ➢ State & County Performance Outcomes Report CY 2008 o Raw data available by request – contact Ann Lee	Norma
IV	2:20 – 2:45	**SA8 QI PROJECT (QIP)** ➢ Summary of consumer responses* ➢ Summary of agency responses*	Lorrie Leon, PsyD & Susan Houck-Strom, MA
V	2:45 – 2:55	**Agenda for January 2010 – Possible presentations or speakers**	Everyone
VI	2:55-3:00	**ANNOUNCEMENTS**	

**** Handouts***

Next QI Meeting:
Wednesday, November 18, 2009
2 – 3 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave, Long Beach, CA 90806

*****The December meeting will be canceled for the holidays.*****

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October 21, 2009
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QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.			
I	3:00-3:10	**Quality Assurance Bulletins** ➢ No. 09-05 – Updating Substance Use/Abuse Diagnoses and Dual Diagnosis Codes* ➢ QIC COD Chart Review Tool* (Sample tool) ➢ No. 09-06 – Update Regarding Procedure Codes Available Under the MAT-DCFS and MAT-DMH Plans*	Norma Cano, Ph.D., DMH Co-chair (Long Beach Child & Adolescent Program) & Janet Fleishman, LCSW, Provider Co-chair (Stars Behavioral Health Group)
II	3:10 – 3:20	**RMD Bulletins** ➢ No. 09-049 – Notification of Upcoming Changes in Medi-Cal Claiming Requirements* ➢ No. 09-044 – Healthy Families reopened as of September 17, 2009*	Janet
III	3:20 – 3:25	**Agency Administration Tools** ➢ Network Provider Manual – 4th Edition, July 2009*	Norma
IV	3:25 – 3:55	**QA Training and Technical Assistance** ➢ Finding QA documents on the Internet: ○ http://dmh.lacounty.gov/Tools for Administrators/agency_admin.html ➢ Sample Progress Notes* (from Organizational Providers Manual) ➢ Medi-Cal Included Diagnosis* (follow-up item from September mtg)	Norma and Janet
	3:55 – 4:00	**Announcements**	

**** Handouts***

Reminder:
Next QA Meeting:
Wednesday, November 18, 2009
2 – 3 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave, Long Beach, CA 90806

*****The December meeting will be canceled for the holidays.*****

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, October 21, 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**	October 21, 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. (Stars Behavioral Health Group)		
Members Present	Eva Clay, Misty Allen, Leeann Ekstrom, Lorrie Leon, Patti Dilliner, Helen Chang, Susan Houck-Strom, Chad Brinderson, Ann Lee, David Kneip, Erick Montano, Sandra Gaia-Rae, Lorna Pham, Michael Fitzgerald, Donna Mark, Norma Cano, Camille Do, Serena Ngo, Suh Chen Hsiao, Kelly Asato, Maya Douglas, Madoka Urhausen, Tony Glavis, Peter Bongiovanni, Paula Rosenfeld, Christine Byrne, Debra DeLeon, Michele Munde, Sue Sundareson, Jacob Palm, Valerie Crawford, Theodore Howlett, Virginia Howlett, Marcella Mendez, Mikki Beermann		
Absent Members	Nancy Lomibao, Miriam Ruiz, Kathy Mills-Walker, Teka Summers, Tiffani Morton, Lynn Yoon, Mitsuru Kubota, John Lewis, Ross Grossman, John Lewis, Katherine Lee, Michael Schaefer, Don Wells, Emily Ramos, Mary Czech		

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Call to Order & Introductions	The meeting was called to order at 2:05 p.m. Members were introduced. Dr. Norma Cano was introduced as the new DMH QI/QA co-chair for Service Area 8. Dr. Cano is replacing Mr. Scott Hanada who served as co-chair since August 2008. SA8 would like to thank Mr. Hanada for his leadership and (continued next page)	Please refer to the memo from Ms. Lisa Wicker dated October 15, 2009 for the change of chair announcement.	

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	contributions to the QI/QA committee during the past year. SA8 would also like to thank Ms. Janet Fleishman for her commitment and hard work. She will continue to serve in her role as co-chair.		
Review of Minutes	The minutes were reviewed and approved by members.		
	QUALITY IMPROVEMENT (QI)		
DMH UPDATES	**Budget Update:** Dr. Cano provided the DMH budget update. The total dollar amount of cuts in SA8 was $5.3 million. We had a $3.1 million cut in EPSDT and $1.3M in non-EPSDT Medi-Cal (adult Medi-Cal).		
State & County Performance Outcomes Report CY 2008	Raw data is available by request. Please sign-up for data request or contact Ann Lee. There is a long turnaround time to get the data to providers but we will get them to agencies.		Ann Lee
SA8 Quality Improvement Project (QIP)	➢ Ms. Susan Houck-Strom reported a few providers submitted their agency no-show/cancellation policies/forms and appointment reminder correspondences. Policies and forms were similar across agencies. Susan sent a form around for providers to check what forms they utilize. The majority of providers have a no-show/cancellation policy but may not always follow through on implementation of it when there are consecutive no-shows. An option for the project may be for providers to	Susan will review what forms/policies/items agencies have and utilize and let us know at the next meeting. We will discuss these strategies at the next meeting. Then members can then match the tool they utilize to the approach consumers stated is effective in keeping appointments.	

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	measure the rate of no-shows before and after using an appointment reminder system or implementing a no-show policy for a period (e.g., providing appointment reminder cards, calling clients to remind them about their appointments, etc) to see if that is effective in reducing no-shows. Then agencies can report back on their findings. Agencies that do not have an appointment reminder system may decide to utilize consumer input which suggests that appointment reminders are helpful to reduce no-shows.	Ms. Camille Do stated that clinicians at LB Asian/Pacific Islander Family MHC have to call their clients to match the language needs. Their front office staff may not speak the same language as the Asian consumer. This is a good point that language needs should be considered in providing appointment reminders.	
Future meetings	We are working on getting presenters for 2010. Please email your suggestions to Ann Lee. Possible speakers our members expressed interest in included Mary Ann O'Donnell regarding Risk Management and Norma Fritsche to assist us in developing our QA expertise.		
QUALITY ASSURANCE (QA)			
Quality Assurance Bulletins	**QA Bulletin No. 09-05:** Updating Substance Use/Abuse Diagnoses and Dual Diagnosis Codes. o Use the Diagnosis Information form to change or update a diagnosis. o Dr. Lee Gomberg is the COD liaison for SA8 and can be contacted for any COD or substance abuse information. His phone number is (562) 218-4040 and email is lgomberg@dmh.lacounty.gov. Dr. Gomberg	Members expressed interest in inviting Dr. Gomberg to our meeting to provide a COD presentation and answer questions related to the diagnosis codes and forms.	

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	provided a **QIC COD Chart Review tool** that is included in our handouts. **QA Bulletin No. 09-06:** Update Regarding Procedure Codes available under the MAT-DCFS and MAT-DMH Plans. Please review this bulletin if your agency provides MAT.		
Changes in Medi-Cal Claiming Requirements	**RMD Bulletin No. 09-049:** o This bulletin explains the steps that the Department will be taking to make Integrated System (IS) changes in an effort to become HIPAA compliant. o All claims must be submitted by **November 30, 2009!** o The IS will be disabled from December 1, 2009 until February 2010. o Enrollment of clients, creation of episodes, and Medi-Cal eligibility verification will still be enabled. o Please contact RMD at the number listed on the bulletin for any related questions. **RMD Bulletin No. 09-044:** Healthy Families has reopened as of September 17, 2009.		

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Provider Manual	The Local Mental Health Plan Medi-Cal Provider Manual (4th Edition) is available on the DMH website. The site address is included in the handouts or go to: http://dmh.lacounty.gov/ToolsForAdministrators/agency_admin.html. This is not the same manual as the Organizational Provider's manual.		
SA8 QI/QA Website	Dr. Lee has developed a public website for SA8's QI/QA committee. The website is under construction but currently has available the meeting agendas, minutes and calendar of meetings. More information will be posted gradually to support the SA8 committee until DMH develops the QI/QA internet site. The website address is: http://SA8quality.pbworks.com		
Organizational Providers Manual	o Sample progress notes from the Organizational Providers manual were included in today's handouts. o SA8 QI/QA members are asked to bring the manual to meetings so that we can refer to it during Q&A time. o Learning to find information utilizing this manual as well as the Procedural codes guidelines will facilitate development of our QA expertise. o The Medi-Cal Included Diagnosis list from the manual was also included in the handouts		

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	today as a follow-up to a previous meeting in which a member asked for this item.		
QA Technical Assistance & Support (Q&A)	**Question:** Regarding the CCCP, a therapist is planning to utilize a case manager to do an intervention. Does another objective need to be written for the case manager? ***Answer:*** *It depends on the service being provided. The consensus from members who are primarily comprised of QA liaisons is that there is a goal for whatever service is being provided. There should be a case manager goal if case management is being provided. The therapist typically has a MHS goal for therapy or rehabilitation services provided. There should be a meds goal if a client receives medication services.* **Question:** Is a authorization to release information required to speak to another DMH contracted agency? ***Answer:*** *It's best to get authorization but DMH contracted agencies can release information when coordinating the care for a client especially when emergency services are needed.* **Question:** What should be written on the last page of the assessment form on the line for diagnosis from? ***Answer:*** *We will look into this to provide a correct answer. Do not write DSM-IV.*		

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Minutes, October 21, 2009

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QI HANDOUTS	➢ QI Agenda ➢ Minutes ➢ Memorandum from Ms. Lisa Wicker to announce changes to the SA8 QI/QA chair. ➢ Consumer response summary ➢ Agency response summary		
QA Handouts	➢ QA Agenda ➢ QA Bulletin No. 09-05 ➢ QA Bulletin No. 09-06 ➢ RMD Bulletin No. 09-049 ➢ RMD Bulletin No. 09-044 ➢ Medi-Cal Provider Manual (cover page) and sample progress notes ➢ Medi-Cal Included Diagnosis sheet		
Announcements	Mr. Ted Howlett read a poem called "Autumn" written by Mrs. Virginia Howlett. Thank you Virginia for a beautiful poem. And Happy Birthday, Virginia!		
Next Meeting	The next meeting will be held on Wednesday, November 18, 2009 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