County of Los Angeles – Department of Mental Health
SA2 Children's QIC

October 16, 2014

Agenda

1:30 – 1:35 Introductions & Announcements

1:35 – 1:40 Review of Minutes from 8/21/14

1:40 – 2:40 Report from Departmental QI/QA.....Michelle Rittel

QI

- Cultural Competency
- PRO
- Clinical QI/OMD
- MHSIP Survey

QA

- Documentation Trainings
- IBHIS Update
- QA Technical Assistance

2:40 – 3:20 Provider Directory Presentation.....Vandana Joshi, DMH QI

3:20 – 3:30 Suggestions For Next Meeting/ Host for Next Meeting

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Next Meeting:
Thursday, February 19, 2015
Location: TBA

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Children's QIC Meeting
QUALITY IMPROVEMENT COMMITTEE MINUTES

Type of Meeting	SA 2 Children's QIC	**Date**	October 16, 2014
Place	The Village Family Services	**Start Time**	1:30pm
Chairperson	Michelle Rittel	**End Time**:	3:30pm
Co-Chairs	Alex Medina and Angela Kahn		
Members Present	Adik Parsekhian, Anabel Aispuro, Ashlei Sullivan, Crystal Cianfrini-Perry, Danielle Price, Deanna Park, Erica Louie, Lucy Marrero, Hosun Kwon, Hrug Ghazarian, Kathleen Kim, Marietta Watson, Michele Linden, Michelle Rittel, Sara Pineda, Soltana Nosrati, Sonia Herten-Greaven, Elizabeth Gasparyan, Tim Petersen, Victoria Shabanzadeh, Irma Selicovich, Stephanie Yamada, Mandy Ighani, Marc Borkheim, Eva Carrera, Debbie Jih, Cecilia Gallerito, Deborah Hoffman		
Absent Members	Agueda Cabrera, Alex Medina, Allen Pourvanes, Angela Kahn, Audra Casabella, Bryan Sawlsville, Dennis Brotman, Fang Xie, Frank Sanchez, Genevieve Morgan, James Randall, Kameelah Wilkerson, Kim Farnham, Kimberly Hirano, Kristin Harkins, Kristin Malka, Maria Asadourian, Marisa Martinez, Mark Rodriguez, Nancy Tarin, Olga Zysman, Seth Bricklin, Tiger Doan, Vera Gisis		

Agenda Item & Presenter	**Discussion and Findings**	**Decisions, Recommendations, Actions, & Scheduled Tasks**	**Person Responsible & Due Date**
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:30pm.Thank you to The Village Family Services for hosting our meeting. There were no announcements.		
Review of Minutes: Michelle Rittel	Minutes from 8/21/14 meeting were reviewed and approved.		

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	Quality Improvement (QI)		
Departmental QIC Meeting Report: Michelle Rittel Marc Borkheim (CCC Update)	Cultural Competency Committee: Marc Borkheim is our representative from the CCC and will be doing the CCC update for our QIC meetings. Marc discussed the Cultural Competency Plan. The plan is unique to California and is required to be submitted to the state by the counties every 3 years. There are 9 items to address in the plan, for example how we are identifying the areas of disparity in populations and services, what strategies we are using to address those disparities, how we are developing our workforce to meet the ethnic and linguistic needs of different populations. There was a recent reformulation of the plan and the CCC is starting to compile data for that. Marc also discussed the SRTS, which is replacing the Cultural Competency Logs that were required to be submitted by providers on a monthly basis. If your agency is not on SRTS, you need to continue submitting the logs. Marc then discussed the UREP (Under Represented Ethnic Populations) groups. There were 5 groups of stakeholders: Latino, American Indian, African-American, Middle Eastern, and Asian Pacific Islander. Recently, the LGBTQ group was added. The groups get a $100,000 grant through MHSA which they use for capacity building projects, to inform communities of MH services and to reduce stigma.	Providers are encouraged to participate in the CCC meetings and UREP meetings. Please contact Marc Borkheim or Michelle Rittel for more information.	
	PRO: There are posters for providers that need them that can be picked up at the end of the meeting. These are not the new posters, which should be out by the end of the year, however if you need posters, these are available in the meantime. Providers are reminded to complete the Request for Change of Provider Logs and submit them monthly, by the 10th of the	Providers need to submit the Request for Change of Provider Logs on a monthly basis, even if there were no requests that month.	

Departmental QIC Meeting Report, contd.: Michelle Rittel	Following month. Michelle Rittel recently sent a draft of the quarterly report for providers to review. If you see an "x" on any month, that means no log was received from you for that month and you need to submit it. The log can be sent through secure email instead of faxing. Clinical QI/OMD: Safety Intelligence is the new DMH Event Reporting System. It was previously the Incident Reporting System. This is still pending. It was supposed to go online for Directly Operated programs this month, but it hasn't yet. For Contract Providers, there is no date set. Contractors will need a secure ID to use the system. The time limits for reporting are not changing, but the categories are increasing from 10 to 14. You will be able to communicate back and forth through the system and the hope is to eliminate the need for paper forms. Also from Clinical QI/OMD is Laura's Law, which will be called Assisted Outpatient Treatment Los Angeles (AOTLA). EOB will be the Outreach and Engagement for this program, CRM will oversee the service provision through the FSPs. AOTLA will have oversight with stakeholders. There will be a quarterly meeting to review data, how clients are being linked, data from OMD, EOB and CRM. This month a letter is going to the Board of Supervisors to hire Outreach and Engagement staff. The plan is to treat 500 candidates yearly. There will be 300 FSP slots and 60 IMD step-down beds. MHSIP Surveys: We will be doing surveys November 17-21. The training will be on Thursday 10/30/14 10am-12pm, location TBD. We hope to have surveys printed for the training and the random list of providers should be out by 10/21/14. Please plan to have staff that will be administering the surveys attend the training. We heard back regarding the last surveys that a large number were done in pencil, so we are reminding providers that the surveys must be done in pen.	If there are any questions regarding the logs, please contact Michelle Rittel or Ted Wilson from PRO. Providers will be informed if they are randomly selected for the surveys. If your provider number/s are not selected, you won't need to send anyone to the training.	

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Quality Assurance (QA)			
Departmental QA Meeting Report: Michelle Rittel	Audits: El Centro de Amistad reports that the Auditor Controller is coming out on 10/21/14. The Village reports that DMH is reviewing the WRAP program in December. There are no other audits reported. Documentation Trainings: The Org Manual Changes and Documentation power point is now posted on the DMH website. Michelle Rittel has emailed the training information for the renamed Basic Documentation Training, now known as Understanding Documentation Medical Necessity Documentation and Reimbursable Service Components. IBHIS Update: QA Bulletin 14-04 IBHIS Addendum Guide to Service and Procedure Codes was handed out. The guide is now online. When providers are live in IBHIS, this guide should be used in conjunction with the Guide to Procedure Codes to determine the appropriate usage of service and procedure codes in IBHIS. Once all providers are live in IBHIS, the Guide to Procedure Codes will be phased out and all information contained in the guide will be moved either to the Org Manual or the IBHIS Addendum. Another IBHIS update is that the COS Manual, Form and Codes are being updated/revised. The big change is that COS services are truly for outreach and engagement, no matter if there is an open episode or not. COS should be used when a client has never been engaged or is no longer engaged, to engage them back into services. The purpose of COS is to engage clients.	Providers can have their staff sign up for trainings as needed. Michelle Rittel will continue to forward training date information through email as it becomes available. Providers that are live in IBHIS should be using the IBHIS Addendum Guide to Service and Procedure Codes. Michelle Rittel will email more information regarding changes to COS as it becomes available.	

Departmental QA Meeting Report, contd.: Michelle Rittel	The COS codes are being revised to make them clearer. Directly Operated programs are already doing COS with these revisions through IBHIS. When the new codes and form are available, information will be sent to providers. QA Technical Assistance: For Directly Operated programs, QA Claiming needs to resume as soon as possible. For Legal Entities, the QA Process Report is still in draft form. Once it is approved, it will go to your Executive Directors. Once the information is provided to the QIC Chairs, Michelle Rittel will email it out to everyone. Providers are encouraged to start putting their plan together now so you will be ready when the form becomes available. Also under QA Technical Assistance is claiming for travel time. A main issue is what constitutes a field based versus a service site in the context of travel time. If you are going from your provider site to a field based service, you can claim for your travel time. If you are traveling from one provider site to another, you can't claim for that time. According to the State, if you go consistently to a place, it is not field. However that does not include the client's home. The State Definition says that field based services are for clients that can't get to the provider site due to mental health impairment. It is based on the client's need and is individual to the client. You need to document impairment in the assessment and progress notes. So far, there have been no disallowances due to travel time. Providers had questions regarding the new assessment forms and when a full assessment needs to be done if a client has been inactive for a period of time, or if the last assessment was an Annual Assessment Update. Providers were directed to the power point training that was posted online and were also encouraged to use clinical judgment when a full assessment isn't required, but may be clinically indicated. There were also questions regarding Medi-Cal expansion and provision of services to adults (the parent/caregiver of a child	Once the LE QA Process Report Form is finalized, Michelle Rittel will email it and any other information to the providers. Providers are encouraged to review the Org Manual Changes and Documentation power point that is posted on the DMH website.	

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Departmental QA Meeting Report, contd.: Michelle Rittel	that is already receiving services at your agency) and the length of services. The services can only be provided for a maximum of one year. If the client requires ongoing services, they should then be referred to Adult Systems of Care. There was also a discussion about the new TAR form for anti-psychotic medications prescribed to minors. The new requirement was effective 10/1/14.	Providers requested information in writing. Michelle Rittel will follow up with obtaining that information and forwarding it to providers by email.	
QI Presentation – Provider Directory: Vandana Joshi and Marc Borkheim	Vandana Joshi from DMH QI presented the online Provider Directory and demonstrated how to use it to locate services for clients and to update provider information. Marc Borkheim demonstrated how to use the online translator so that clients can use the directory in whatever language they prefer. Vandana also presented the Network of Care Directory and how to update provider data there as well.	Vandana provided a handout with information on using and updating the Provider Directory. .	
Suggested Items for Next Meeting:	No suggestions were made.		
Handouts:	QA Bulletin 14-04 IBHIS Addendum Guide to Service and Procedure Codes Save the Date Flyer for MHSIP Survey Training Provider Directory Resources and Updates		

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NEXT MEETING:	Thursday, February 19, 2015 1:30-3:30pm Location TBA		

Respectfully submitted,

Michelle Rittel, LCSW