

Quality Improvement Committee (QIC) Meeting for SMH and SUD Treatment Services

Date: 9/21/2023

Time: 10:00am-12:00 PM

Location: Zoom

Meeting called by: Quality Improvement Team

Facilitator: Janet Barajas, QI Services Manager II

Attendees: Janet Barajas, QI Manager, Thi Velasquez QI BHUS, LeeAnn Jones QI BHUS, Isaias Betancourt (QI IT) Jill Walker (MCBH Training Manager), Jessica Ramirez (MCBH Ethnic Service Manager), Katie Martinez (QI Sr. PSW), Nick Cronkhite (Billing Manager), Maria Henry Castaneda (SUD Sr. PSW), Nancy Mendoza (QI Sr. PSW), Phoebe Young (QI Sr. PSW), Rachel Amerault,(SUD Manager), Jessica Jarrett (QI Sr. PSW), Kimberly Grey (QI Sr. PSW), Jan Wolf (QI MA III), Celia Trujillo (Training Department), Gillian Renteria (VHA), Matt Stone (United Way in MC), Casey Woodruff (Psynergy), Elizabeth Gallardo (Aspiranet), Yvette Carreon (MCBH), Phil Sherwood (MCBH Manager), Brie Edwards (FAST Team/MCBH), Hailey Cross (Psynergy), Araceli Flores (MCBH), Perla Calvario (MCBH Patient Rights Advocate), Jessica Haruna (Seneca), Sal Cervantes (MCBH Finance), Jordynne Chacon (Interim), Trinh Tran (Seneca), Domi Sukani (Seneca), Amanda Engeldrum (Seneca), Jackie Townsend (MCBH), Raquel Morris (MCBH), Shannon Castro (MCBH), Jessica Sanchez (QI IT), Laura (Visitor), Shibaa Sumeshwar (MCBH Privacy Officer), Ryan Speed (Re-Mind), Kathy Keilman (MCBH BHUS), Jon Drake (Assistant Bureau Chief MCBH), Zeana Bay (Peacock Acres), Bruce Adams (Re-Mind), Nadine Villa-Cordova (MCBH), Melissa Jimenez-Staretorp (MCBH), Rosa Marchebout (QI IT)

Minutes

Agenda item:	<i>Welcome, Introductions, and Acknowledgements</i>	Presenter:	Janet Barajas
Discussion:	a. New to QIC: Matt Stone (United Way of MC)		
Agenda item:	<i>CalAIM Updates</i>	Presenter:	Janet Barajas
Discussion:	a. Payment Reform: Friendly reminders of upcoming Office Hour on 9/25 for both MH/SUD; some observations shared about Billing corrections received thus far b. MyHealthpointe2.0: A new portal will be available so beneficiaries can access their records from 2016 onward; collaborative efforts are underway to support the training needed to help beneficiaries access this; anticipated roll-out is November 2023		
Conclusion:	No questions		
Agenda item:	<i>DMC-ODS Updates</i>	Presenter:	Rachel Amerault

Discussion:	<ul style="list-style-type: none"> a. The Plan is actively responding to annual DMC-ODS/SABG CAP items b. September submissions regarding PIPs are pending c. Internship kick-off for SUD Team; working with Adult Post Hospital Team w/ completing assessments and supporting referrals received d. MISTI Change Agent Meetings are beginning and Senior SUD PSW and Senior QI PSW hosted a perinatal meeting e. In the Midst of DMC-ODS Program Audits for FY 22/23 		
Conclusion:	No questions		
Agenda item:	<i>Training Updates</i>	Presenter:	Jill Walker
Discussion:	<ul style="list-style-type: none"> a. Workforce Development: clinical development trainings are available on the QI Training Calendar for those interested in signing up for a training; encourage staff to sign-up! b. Starting in February 2023, CPI trainings were reinstated and to be offered to MCHB only staff c. CSSRS (Columbia Suicide Severity Rating Scales) are also available d. Linda Garrett has re-contracted with MCBH to offer Telehealth Training (2 dates available in Oct/Nov and will be offered in the new year); 42CFR Training (Oct/Nov with more offerings in 2024); Law and Ethics Working with Minors and Annual BH Updates to be offered in 2024 e. MCBH has been approved to provide CEs through different accreditation providers and are making efforts to get more accreditation providers to approve MCBH f. Recruitment and Retention efforts: applications are launched as of 9/21 for an Internship Program for MCBH 		
Conclusion:	No questions		
Agenda Item:	<i>Cultural Relevance and Humility Updates</i>	Presenter:	Jessica Ramirez
Discussion:	<ul style="list-style-type: none"> a. Considerations are being made to ensure Cultural Relevance and Humility meetings offered are accessible to everyone and supportive of people's needs/times; next meeting will be hybrid (virtual/In-person) on 10/18/2023 at 1pm (Location: TBD/Chavez Library) b. Reporting out on the Cultural Competency Plan is changing in 2024 (being now called Behavioral Health Equity Plan) 		
Conclusion:	<p>Question from Zeana Bey regarding efforts to support LGBTQ+ community Answer: efforts are ongoing and can be found in the Plan's Cultural Competency Plan; refer to Kacey Rodenbush for more information on current efforts</p>		
Agenda Item:	<i>Misti Updates</i>	Presenter:	Jan Wolf

Discussion:	<ul style="list-style-type: none"> a. Reminder of the purpose of Misti (i.e. integrating care between Mental Health and Substance Use Disorder Needs) b. Updates: several programs are involved in this initiative, and are participating in the Self-Assessment Tool and starting to execute action steps c. Goal: for all MCBH programs to go through the process; the county is working on updating its mission statement and identifying the Change Agents d. First Change Agent Meeting was recently held and there will be more meetings to come and all are welcome to join 		
Conclusion:	No questions		
Agenda Item:	Help@Hands: WellScreen	Presenter:	Janet Barajas
Discussion:	<ul style="list-style-type: none"> a. Reminder that this is a platform where people can take a mini-screening (on the public facing website) to help identify current needs, offer resources, and to learn about services available 		
Conclusion:	Updates for this will be offered by Janet at next QIC meeting		
Agenda Item:	Grievance and Appeals	Presenter:	LeeAnn Jones
Discussion:	<ul style="list-style-type: none"> a. PPT presentation regarding the # of Appeals and Grievances received in FY 22/23 by beneficiaries and their outcomes; review of Change of Clinician data also for FY 22/23 		
Conclusion:	<p>Question by Araceli Flores (MCBH): How are we tracking/considering beneficiary preferences around In-Person versus Telehealth or is this done only through Change of Clinician requests? How many beneficiaries are submitting a COC based on this issue?</p> <p>Answers provided: Reviewed the new Telehealth Consent Acknowledgement Form/Policy requirements; COC forms submitted vary with reasons; suggestions were made today around the idea of gathering data about the use of Telehealth and people's preference to possibly inform any system changes needed; further explained that beneficiaries should not be denied access to In-Person services, this is their right and should be explained at the onset of services and throughout treatment</p>		
Agenda Item:	New/Updated Policies	Presenter:	Kate Martinez, Maria Henry-Castaneda, and Nick Cronkhite

Discussion:	<ul style="list-style-type: none"> a. 333 Involuntary Holds; motion to approve by Janet and seconded by Nick b. DMC-ODS Requirements for Period of 2022-26; motion to approve by Janet and seconded by Nick c. Behavioral Health Intergovernmental Transfers; proposal to approve and adopted CalMHSA Policy per Nick and seconded by Janet 		
Conclusion:	Jill Walker reported that she is working closely with Perla Calvario and would like to continue collaborating with QI regarding other policies related to involuntary holds and ensuring it incorporates the most current requirements		
Agenda Item:	Memos/Protocols	Presenter:	Kimberly Gray, Nancy Mendoza, Phoebe Young, Jessica Jarrett, and Rachel Amerault
Discussion:	<ul style="list-style-type: none"> a. CalAIM Implementation 010: Interpretation Clarification b. MHSA FSP Treatment Plan Consent Requirements c. Frequency Requirement for Reaching Recovery Tools d. Elimination of the Withdrawal Management SUD Assessment e. SUD Progress Note and Group Note Form Transition 		
Conclusion:	No questions		
Agenda Item:	Other	Presenter:	Janet Barajas
Discussion:	None identified by the group		
Conclusion:	N/A		
Adjourned			
Next QIC Meeting	Date: 12/21/2023 Time: 10am-12pm Location: Zoom		