Quality Improvement Committee (QIC) Meeting for SMH and SUD Treatment Services	Date: 3/21/2024
	10:00am-12:00 PM
	Zoom

Meeting called by: Quality Improvement Team

Facilitator: ThiNuQuynh Velasquez & LeeAnn Jones, QI BHUS

Attendees: See separate Excel spreadsheet

Minutes

Agenda item:	Welcome/Introductions	**Presenter:**	QI BHUS-LeeAnn/NQ
Discussion:	• Introduction of QIC Facilitators		
Conclusion:	N/A		

Agenda item:	Announcements/Acknowledgements	**Presenter:**	QI BHUS- LeeAnn/NQ

Discussion:	• Melissa Bernardi- PVPSA supporting program while other staff on maternity leave
	 • Ivan Mendez- Seneca Mobile Response Supervisor
	 • Kathybelle B- Recovery Task Former Rep and District 4 Representative to the Monterey County Area Agency on Aging
	    o Opening up a 54 bed facility (Vista Esperanza) for RCFE Serving older adults with SMI- Mid May opening
	    o Monterey County Area Agency on Aging Advisory Council meets every other month, please email Kathybelle at Kathybelle.b@gmail.com if you are interested in attending or presenting
	 • Susan Guffee Division Director w/ Seneca Family of Agencies		

Conclusion:			

Agenda item:	Cal AIM Updates - BHQIP	**Presenter:**	QI BHUS – NQ DD - Lindsey
Discussion:	• Final submission 3/1/2024!!!		

- Report Out re: FUA/FUM

  - This resulted in developing the post-Hospital team for the Adult System of Care, MCBH already had a Post Hospital team in the Children's system of Care. TAY team has expanded to join Post Hospital team to support streamlining TAY referrals for people in this age group leaving the hospital and ensure timely follow up care.

- Report Out re: POD

  - There continues to be huge gaps, not just in MCBH but statewide.

  - Shared measurement between MCBH, contracted providers and MCP (CCAH)

Conclusion:	

Agenda item:	Drug Medi-Cal Updates	**Presenter:**	LeeAnn (SUD Manager unexpectedly out)
Discussion:	• Re: 24-001 - Working internally in QI, to make some processes changes to help lessen the documentation burden and help streamline residential services to those seeking services. Workflows and processes to be updated soon		
Conclusion:	No questions		

Agenda item:	Training Updates	**Presenter:**	Jill Walker
Discussion:	• Information for contracted providers to request new NGL Account: https://montereyqi.wufoo.com/forms/s23zjwx0hkt9xm/ • Historically, Training Department has been sending out announcements to lead people in partner agencies so that they may redistribute to staff they are supervising. • Proposing sending announcement directly to staff to ensure this information is received by providers and ensure equity • Goal is to ensure county and non-county staff have equitable access to available trainings		
Conclusion:	No questions		

Agenda item:	MISTI Updates	**Presenter:**	Jan/LeeAnn

Discussion:	• Provided 2023 Accomplishments
	• Steering Committee:
	    ○ Finalized the Charter and successfully obtain all DMC-ODS network providers as partners
	    ○ 2 Subcommittees: Policy Committee and Access to Care Committee
	• Change Agent Team
	    ○ Successful crosspollination of different teams and this has led to a successful Perinatal Collaborative
	    ○ A strength-based Case Conceptualization tool was introduced and is being piloted among some programs.		

Conclusion:	What is MISTI? Monterey integrated Systems Transformation Initiative, link was provided as well		

Agenda item:	DHCS Combined Audit: SMHS/DMC-ODS/SUBG	**Presenter:**	QI BHUS- LeeAnn

Discussion:	• First Audit since CalAIM changes were rolled out
	• Looking forward for any feedback to help make the process better for beneficiaries and providers.
	• This audit is taking a much different approach, and focusing on two key areas:
	     ○ Care Coordination (referrals between MCBH and Carelon)
	     ○ ICC, IHBS and TFC services (Intensive Care Coordination, Intensive Home-Based Service, Therapeutic Foster Care)

Conclusion:	

Discussion:	New/Updated Policies	**Presenter:**	QI BHUS and Sr. PSWs

Conclusion:	a.731 MAT- Will present at next QIC
	b. 149 Telehealth-NQ • Policy updated to include language from AB 1241 ○ Additional language was added to ensure confidentiality & consumer preference when receiving telehealth services • QUESTION: If a person is being seen by a telehealth psychiatrist, and their program only has a telehealth MD, the request shall be honored and it is suggested to connect with Manager, and Deputy to explore workflow solutions. • QUESTION: If a provider was synchronous telehealth appointment in lieu of telehealth will the beneficiaries request be honored and supersede that of provider? • Comment: Wellness Navigator can work with beneficiaries and LFC to support with technology use. • Motioned to pass
	c. 120 Notice of Adverse Benefit Determination- Kim • Language updated to contain that the NOABD must contain a clear and concise explanation of the reason(s) for the decision. • No questions • Motioned to pass
	d.131 Full-Service Partnership- NQ • Based on 2023 Audit, MCBH was recommended to clarify language: ○ Treatment Plan and Consent Requirements: all treatment plans must include a signed treatment plan participation consent. • Motioned to pass
	e. 300B Reporting of Elder and Dependent Adult Abuse- Phoebe • Revised 3/20/2024. • Change in language on who report is made to & disclosure of PHI for 42 CFR • Motioned to pass

Conclusion:	No questions

Agenda item:	Memos/Protocol	**Presenter:**	**Presenters:** QI BHUS and Sr. PSWs

Discussion:	a. ICC, IHBS, and TFC Screening Tools -Jessica
	     • Effective 3/1/2024
	     • ICC, IHBS and TFC services will now require the applicable screening tool be completed for any child/youth prior to rendering the service(s) and/or currently receiving these services
	b. Outpatient SMHS Request Timeliness - LeeAnn
	     • Effective 4/1/2024
	     • New Client Form will no longer be used to track timeliness
	     • Data will be drawn from actual tools that are already part of our workflow process.
	     • Specific programs will begin rolling out this new process, other programs not mentioned in the memo will continue to use New Client Form, as this new workflow process will be

	rolled out in phases

	c. Initial Psychiatric Timeliness- NQ
	  • Effective 12/28/2023
	  • MCBH wants to aim to offer medication support services in a timely manner.
	  • Memo notes timeliness for new beneficiaries, and supporting those leaving the ED

Conclusion:	QUESTION: Question of frequency that staff should be meeting with beneficiaries?

Agenda item:	Other		Presenter:	QI BHUS
Discussion:	• Question re: discussion of staff retention ○ Contact information was provided so this discussion could be had in another forum (i.e. MISTI)			
Conclusion:				

✓**Items tabled**	1. 731 MAT Policy-Rachel	

Other Items

Next QIC Meeting	06/20/2024