

<p>Friday May 5th, 2023 10:00AM-12:00PM 301 E 13th Street, C207 Merced, CA 95341 and/or Via WebEx Meeting URL: https://countyofmerced.webex.com/join/join?MTID=m7b38c4dcd5f6e6981e28506fe5c0710d5 Phone Dial-In: 1-408-418-9388 Meeting Number: 2552 176 4087 Meeting PW: nyTAj2Pwf34</p>	<h2>Quality Improvement Committee (QIC) Meeting Minutes</h2> <p><i>CONFIDENTIAL...QUALITY IMPROVEMENT INFORMATION ONLY California Evidence Code 1157</i></p>
<p>Attendees:</p>	<p><i>Caitlin Haygood, Cara Rupp, Carolyn Walters, Christine Lockerby, Cristina Reyes, Daniel Bolser, Jessica Harrington, John Yarbrough, Joni Green, Julianne Sims, Lanetta Smyth, Leticia Servin, Lidia Caza-Burdick, Lila Eslinger, Liliana Pulido, Lisa Jacobs, Maria Azevedo, Maria Rodriguez, Matthew Reed, May Saeteurn, Merced Lao Family, Monica Gonzalez, Tara Davis, Veronica Chacon, Veronica Gallacher, Villyginn Morris, Yiguo Zhang, Harvey Soza, Ye Thao</i></p>
<h3>Agenda Topics</h3>	
<p>1. Welcome</p>	
<p>Discussion: <i>Matthew Reed started the meeting at approximately 10:00 AM and welcomed everyone to the meeting. All attendees were advised that the meeting would be recorded for minute transcribing purposes. All new attendees were advised to fill out the QIC Confidentiality Statement. If needed new attendees were advised to reach out to Monica Gonzalez via email at Monica.Gonzalez@countyofmerced.com to get a fillable QIC Confidentiality Statements form where an electronic signature may be provided. Matthew asked if anyone else had any additional agenda items. No additional agenda items. Matthew also stated that starting in July 2023 we will be going back to in person meetings.</i></p>	
<p>2. Consumer Input</p>	
<p>Discussion: <i>Matthew Reed presented the Consumer Input Report on behalf of Victoria Hall (See PowerPoint slides 3-6; a copy attached herewith).</i></p> <ul style="list-style-type: none"> <i>No further questions or discussion were posed.</i> 	
<p>3. Cultural Humility, Health Equity, and Social Justice Committee Report</p>	
<p>Discussion: <i>Matthew Reed presented the Cultural Humility, Health Equity, and Social Justice Committee on behalf of Sharon Jones (See PowerPoint slides 7-14; a copy attached herewith).</i></p> <ul style="list-style-type: none"> <i>Julianne Sims posed a question about the recommendation findings from slide 8 regarding the Priorities for Enhancing Competence Training, and where do the recommendations go. Will follow up with Sharon Jones.</i> 	
<p>4. CUBE Report</p>	
<p>Discussion: <i>Harvey Soza presented the CUBE Report (See PowerPoint slides 15-16; a copy attached herewith).</i></p> <ul style="list-style-type: none"> <i>Stated next evening group is on May 9th, 2023, from 4:30-6:30, and will focus on Mental Health Awareness. Next meeting after that is the first Tuesday of June 2023, and they will be serving hot dogs.</i> 	
<p>5. Performance Indicators – Treatment Perception Surveys (SUD)</p>	
<p>Discussion: <i>Maria Azevedo gave a report on Treatment Perception Surveys (TPS). (See PowerPoint slides 19-26; a copy attached herewith).</i></p> <ul style="list-style-type: none"> <i>Maria stated the surveys are required by DMC ODS to be conducted yearly. They work with the providers and clients.</i> <i>Maria stated that the data from years 2019-2021 from slide 20 were from the Livingston site, and that the data from 2022 is from the Winton site.</i> <i>Also stated that the Last Resort has closed its doors.</i> <i>Went over the language threshold data; no Hmong and Spanish surveys were collected in 2022.</i> <i>On slide 26 Maria she mentioned that she focused on the overall satisfaction of the clients</i> <i>Matthew stated that there was to be a report out on the MH TPS. However, when the data was received there was some issues, no data for Hmong and Spanish surveys.</i> 	

<p>6. Performance Indicators – Hospital Discharges (MH)</p>
<p>Discussion: <i>Christine Lockerby gave a report on Hospital Discharges. (See PowerPoint slides 28-34; a copy attached herewith).</i></p> <ul style="list-style-type: none"> • <i>Lanetta Smyth asked about that data on slide 29, and whether the data was for appointments kept or follow-up appointments made; they were for follow-up appointments. There is a little bit of differentiation from the data that Automations has and what Adult System of Care has.</i>
<p>7. Performance Indicators – Hospital Recidivism (MH)</p>
<p>Discussion: <i>Yiguo Zhang gave a report on Hospital Recidivism. (See PowerPoint slides 36-41; a copy attached herewith).</i></p> <ul style="list-style-type: none"> • <i>No further questions on the data that was represented.</i>
<p>8. Performance Indicators – Psychiatric Referrals (MH)</p>
<p>Discussion: <i>Yiguo Zhang gave a report on Psychiatric Referrals (See PowerPoint slide 43-53; a copy attached herewith).</i></p> <ul style="list-style-type: none"> • <i>Matthew Reed that we are looking to hire more staff and doctors, and hopefully we will see more improvement. Also that we have started using a standardized toll from DHCS, so we will hopefully see more folks from the Mental Health Plan and Managed Care Plan, and the possibility to open up more appointments.</i>
<p>9. Performance Indicators – SARS/Presumptive Transfers (MH)</p>
<p>Discussion: <i>Liliana Pulido gave a report on SARS/Presumptive Transfers. (See PowerPoint slides 55-64; a copy attached herewith).</i></p> <ul style="list-style-type: none"> • <i>Matthew Reed introduced Liliana as the new Program Manager for the Quality Performance Management Team (QPM)</i> • <i>Liliana summarized slide 56, and stated it related to the Medi-Cal protocol language, and what it says as it relates to BHRS.</i> • <i>Did mention on slide 59 that we are getting less and less SAR requests, and that it may be a result of presumptive transfers coming into place, since many youths are being presumptively transferred out.</i> • <i>Matthew mentioned that we had previously had 14 days to authorize, and now it is 5 days.</i> • <i>As the MHP we will continue to track and trend the SAR requests for compliance.</i> • <i>Liliana did mention that our percentage as related to timeliness, that CSOC in the recent months who are responsible for getting the youth scheduled have had significant shortage with their point of entry staff.</i>
<p>10. Quality Assurance – Access Test Calls (MH/SUD)</p>
<p>Discussion: <i>Matthew Reed gave a report on Access Test Calls. (See PowerPoint slides 66-72; a copy attached herewith).</i></p> <ul style="list-style-type: none"> • <i>Matthew stated that calls every other month are split between testing for mental health services and substance abuse.</i> • <i>Matthew also stated that there are months, that due to reporting on two different things, we do have two different compliance percentages.</i> • <i>Matthew reported that the Access team is fully staffed now.</i> • <i>Matthew stated that training was provided to leadership, to be able to control the variable; the staff that are making the calls to be able to ask the correct questions.</i> • <i>Matthew stated the longer term is to remove the access log all together, and be able to imbed into the Electronic Health Record (EHR)</i>
<p>11. Quality Assurance – Change of Providers (MH/SUD)</p>
<p>Discussion: <i>Villyginn Morris gave a report on Change of Providers. (See PowerPoint slides 74-82; a copy attached herewith).</i></p> <ul style="list-style-type: none"> • <i>Villyginn stated the Change of Providers is required by the Department of Health Care Services (DHCS) as part of their annual protocol, especially for Mental Health Services.</i> • <i>Lanetta stated that their times that change of provider it is not clinically appropriate, and they just have to work it out with the current clinician.</i> • <i>Villyginn stated on slide 81, that reason for the delays in December in 2021 was due to staff shortages, and juggling staff ratios.</i> • <i>Villyginn stated that we are in a transition, and they try not to go over the two-digit mark in processing the change or providers.</i> • <i>Matthew thanked all the division directors for being so quick to respond and follow up on the process of the change of providers.</i>

12. Quality Assurance – Clinical Utilization Review (UR/SUD UR)

Discussion: Villyginn Morris gave a report on Clinical Utilization Review. (See PowerPoint slides 84-92; a copy attached herewith).

- Villyginn did state that data on slide 85 for February 2023 for Creative Alternatives is missing because we are currently waiting for the data and numbers and getting the invoices back.
- Matthew did state this is a work in progress due to CalAim is changing and the UR process in changing and adapting.
- Matthew did state that we were informed by the state that we informed by the state that SUD no longer needs a treatments plan. So, we are expecting that number to go down.

13. Quality Assurance – Medical Pre-Claim (MH)

Discussion: Villyginn Morris gave a report on Medical Pre-Claim. (See PowerPoint slides 94-99; a copy attached herewith).

- No further discussion or questions were asked.

14. Updates- MH and SUD Work Plan

Discussion: Matthew Reed gave a report on MH and SUD Work Plan. (See PowerPoint slides 100; a copy attached herewith).

- Matthew stated that he sat down with Tyler Bonson, and they went over the set of data, and go over what to plan for the next year.

15. Other Business

- Next Meeting: July 25th, 2023

16. Follow-Up

Transcribed by: Monica Gonzalez, Office Assistant III