

# Quality Improvement Committee (QIC) Meeting

April 26, 2018

11:00am-12:00pm

Whitney Room, Health Dept.

**Meeting called by:** Quality Improvement Team

**Facilitator:** Lucero Robles, Quality Improvement Services Manager

**Attendees:** Please refer to sign-in sheet for QI Committee Meeting.

## Minutes

<b>Agenda item:</b>	New Policy 147-Out of Network	<b>Presenter:</b>	Lucero Robles, QI Manager
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>Discussed how this policy is written to insure provision or arrangement of behavioral health services covered under the agreement with Department of Health Care Services (DHCS).</li> <li>Discussed inclusion of Drug Medi-Cal Organized Delivery System (DMC-ODS) waiver starting July 1, 2018</li> <li>Discussed contractual agreement set forth with DHCS, including Out-of-Network Services and Payment Authorization.</li> </ul>		
<b>Conclusion</b>	Policy approved		
<b>Agenda item:</b>	New Policy 148-Network Adequacy and Timeliness Standards	<b>Presenter:</b>	Lucero Robles, QI Manager
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>Discussed how this policy addresses set standards of network adequacy and plan to track timeliness and provision of Specialty Mental Health Services (SMHS) and Substance Use Disorders (SUD) services</li> <li>Reviewed Standards set by Department of Health Care Services (DHCS) and Organizational Standards set by MCBH.</li> <li>Discussed plan to monitor compliance of standards by MCBH Quality Insurance and use of electronic health record to track responsiveness and outcomes of requested services.</li> </ul>		
<b>Conclusion</b>	Policy approved		
<b>Agenda item:</b>	New Policy 149-Telehealth	<b>Presenter:</b>	Lucero Robles, QI Manager
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>Discussed policy guidelines and procedures on the provision of Telehealth services.</li> <li>Discussed use of personal devices at client's request, which requires staff to inform client of risks and benefits of using their own device, followed by signed "Member Agreement for Use of Personal Device for Telehealth Services", prior to using personal devices.</li> <li>Open discussion addressed feedback including, provision of training for providers and challenges with Telehealth technology.</li> </ul>		
<b>Conclusion</b>	Policy Approved		

<b>Agenda item:</b>	New Policy 150-Americanas with Disabilities Act, Sec. 504, and Unruh Civil rights Act; Compliance with SUD	<b>Presenter:</b>	Lucero Robles, QI Manager
<b>Discussion:</b>	<ul style="list-style-type: none"> <li>• Discussed how this policy addresses adherence to ADA requirements to insure equal access to clients with disabilities.</li> <li>• Addressed how MCBH will incorporate ADA policy adherence to site certifications for SMHS and SUD services.</li> </ul>		
<b>Conclusion</b>	Policy approved		
✓items tabled	None		
<i>Other Items</i>			
Next QIC Meeting	<b>May 31, 2018 @ 9:00 AM</b>		