



Kern County Behavioral Health Board System Quality Improvement Committee

Monday, May 20, 2024

4:00-5:00 PM

Virtual Meeting VIA Teams

Meeting Minutes

The mission of the SQIC, as a QIC Subcommittee, is to review and evaluate Mental Health Plan (MHP) activities and where appropriate, make recommendations regarding policy decisions, institute needed Quality Improvement (QI) actions, or/and ensure follow-up of QI processes.

This meeting is recorded

Attendees:

Alan Roney	Francisca Quiroz	Jeanette Zaragoza	Karin Huang	Rosi Granados
Art Morato	Gregory Gonzalez	Jessika Rodriguez	Leslie Luna	Tony Perez
Cassandra Young	Gricel Mondary	Joel Monroy	Luz Mendoza	Yajaira Esparza
David Kessler	Heather Plaza	Jon Casida	Marcie Lesser	
Erlinda Matthews	Jacqueline Smith	Julie Ybarra	Robert Cervantes	

- I. Welcome and Introductions – David Kessler introduced himself and welcomed the attendees.
- II. Review & approval of the previous meeting minutes – Rosi Granados motioned to accept; none were opposed to approve minutes.
- III. Public Comment – No public comments were made at this time.
- IV. Unfinished and New Business – There was no unfinished or new business at this time.
- V. Guest Presenters
 - A. UOR Outpatient MH – Jeanette Zaragoza
 1. Discussed handout titled Outpatient Mental Health Unusual Occurrence Reports: Violence/ Aggression. An Unusual Occurrence Report (UOR) is completed to determine if a system change would need to be implemented when a situation occurs that requires review. Specifically relating to aggression/ violent behavior, there were 649 UORs completed for FY 22/23; for FY 23/24 Qtr. 1 there were 160, Qtr.2 there were 97, and Qtr. 3 there were 102. Continued to discuss handout and shared Goals, Objectives, Outcomes, and Plans for 4th Quarter. Regarding objectives, it is crucial each team supervisor works individually with their teams to identify how to better support the clients, staff, and if a higher level of care is needed.
 - B. Asian Pacific Islander Service Access – Liz Bailey
 1. During the month of May, we are celebrating the AAPI (Asian American Pacific Islander) community. Outreach efforts are made to inform those within the AAPI community of the services available. It takes real effort since there is, as with many communities, a stigma towards reaching out to access services. Discussed handout which covered Asian Pacific Islander Service (AAPI) Access. The Penetration Rates is a way to track and monitor how many people from a specific culture access our services, which for AAPI measures low. The Cultural Competence Team has collaborated with the Jakara Movement, which is a grassroots community/ organization that helps educate and normalize Mental Health and Substance use services.
 2. Resource information was provided during the Sikh Women’s Walk and also encouraged those in the community to help enrich, grow, and impart changes by joining the AAPI subcommittees.
 3. Next steps are to continue community outreach and collaboration.
 4. The Cultural Competence Resource Committee (CCRC) incorporated this month the AAPI community throughout events held at CALM Zoo and the Inspiration Awards.
 5. The last week of May, we will hold “lunch and learn” at different KernBHRS sites to provide information and education on the Asian Pacific Islander (API) community.

- C. DMC-ODS Latino/Hispanic Penetration Rate – Liz Bailey
 - 1. Discussed handout DMC-ODS Latino/Hispanic Penetration Rate. At about 51% of Kern County community, unfortunately Penetration Rates are low for the Latino/Hispanic/ Latinx community. To address this, Cultural Competence has partnered with Kern Health Equity Partnership (KHEP), which is a coalition of agencies, public health, contract providers, nonprofits, and KHS. There are very specific goals and objectives that are created, along with break-out subcommittees which is creating good traction. Presented goals: how to improve access in our rural communities and how do we increase health literacy, making sure we are bridging the gap. We went to a number of schools with majority Spanish speaking children, in Shafter to our Spanish speaking only children, and read books about self-esteem and so forth to help bridge the gap and help them learn that MH people are not frightening.
- D. Timeliness of routine and urgent appointments – Luz Mendoza
 - 1. Shared handout Timeliness of Services. Discussed Work Plan Goal and Methodology. The goal is 80% of routine initial request for outpatient service within 10 business days of the request and for the reporting period July 2023 – March 2024, the 80% goal was met. Continued to discuss handout, Work Plan Goal for Timeliness of Urgent Appointments is 80% within 48 hours of initial request for urgent service, Methodology, Action Steps the System of Care Made this FY, and Further Improvements made.
- E. Performance Improvement Projects PIPS – Luz Mendoza
 - 1. Shared handout Performance Improvement Projects (PIP) and discussed What is a PIP, Types of PIPs, and QID DATA Team is looking for PIPs within our system of care. A PIP is a project conducted by BHP to achieve improvements and sustainability in health outcomes and enrollee satisfaction. The Department of Health Care Services (DHCS) requires two active PIPs during the preceding 12 months of a review by External Quality Review Organization (EQRO). The PIPs can be Clinical or Non-Clinical.
- F. Grievance & Appeals/Problem Resolution- – Julianne Ybarra
 - 1. Shared handout Grievance and Appeal System. Discussed What is the Grievance and Appeal System, Grievance & Appeals Data, Additional Grievance Tips, How to access the Grievance & Appeal Web Application, and Accessing the Grievance & Appeal Web Application through SharePoint. The Grievance and Appeal System assist Medi-Cal beneficiaries with their concerns. The goal is for 98% of all grievances and appeals to be resolved within 90 calendar days from the receipt of complaint.

VI. Kern Behavioral Health and Recovery Services – Current Projects and Issues

- A. Quality Improvement Division – Tony Perez
 - 1. There were no updates at this time.
- B. Department Supports Administration
 - 1. There was no one available to provide updates.
- C. Substance Use Division – Gregory Gonzalez
 - 1. There were no updates at this time.
- D. Adult System of Care (ASOC) – Joel Monroy
 - 1. There were no updates at this time.
- E. Children’s System of Care (CSOC) – Rosi Granados
 - 1. The Psychiatric Youth Facility with 16 beds is now open.
 - 2. KernBHRS has received the grant for the Crisis Residential Program. The goals for the program are to assist youths with short term placement afterwards and be able to reintegrate into the community.
- F. Kern Linkage Division – Arthur Morato
 - 1. College Heights, the newest No Place Like Home facility, is now open and Supportive Housing is on site with Flood to provide BH and Case Management services. Supportive Housing is also willing to attend team meetings to discuss their services, please contact Lourdes Torres LTorres@KernBHRS.org.
 - 2. Haven Cottages has a vacant apartment and is accepting applications, please contact Lourdes Torres for more information LTorres@KernBHRS.org.
 - 3. Rachel Johnson is the new Long Term Care Supervisor RJohnson@kernbh.rs.org.

4. Any teams interested in seeing how the jail functions are welcome to come take a tour of Correctional Behavioral Health and teams are encouraged to visit clients while they are incarcerated. Please schedule visits by email at CBHOD@kernbhhs.org
 5. The team has partnered with KCSO and other providers for the CalAIM Path, which has allowed the teams to be able to bill for case management and linkage into services.
 6. The Homeless Adult Team is working with Flood, Churches without Walls, and Hope on Heart to oversee the BH services for a 50-unit tiny home village. This is located at 201 E Roberts Lane, visits are welcome for clients, please take advantage when you have the opportunity. Contact Hope the Mission @ [\(661\) 788-5807](tel:6617885807)
- G. Crisis Services Division – Alan Roney
1. Reiterated what CSOC mentioned, new Psychiatric Facility is open.
 2. The Mary K Shell remodel/reconstruction is experiencing some setbacks as expected.
 3. For the other current projects, there is no further updates at the moment.
- H. Medical Services Division – Francisca Quiroz
1. Dr. Carlos Fernandez is returning to BHRS and will work at Lerdo, in-person beginning this summer.
 2. Dr. Michael Ntim is graduating from the Child and Adolescent Psychiatry training program here with UCLA-Kern and will be joining Kern BHRS in the fall.
 3. Dr Naxila Shoar is graduating from the Addiction Psychiatry Training program and will be joining Kern BHRS in the fall.
- I. Consumer Family Learning Center (CFLC) – Tammy Cates
1. Summer Bash is scheduled for June 12th from 1 P.M. to 3:00 P.M. for members and those who want to be members, there will be games, popsicles, and lots of fun. Located at 2001 28th Street.
 2. We will be working with facilitators to prepare for a new Prepare You class that is being held online in the CFLC computer lab on June 3rd from 12 P.M to 1 P.M. In a few months this will also be held in Spanish as well. This will give tools and education to clients about their mental health and wellbeing, please call and sign-up.
 3. Will hold Spanish classes in the near future.
 4. On July 3rd from 1 P.M. to 4 P.M. we will hold the 4th of July extravaganza. There will be hotdogs, chips, drinks, games, and karaoke, please make sure to inform us who is attending so we can be prepared.
- VII. Mental Health Providers – Current Projects and Issues
- A. College Community Services (CCS) –
 1. There were no updates at this time.
 - B. Child Guidance Clinic (CGC) – Marcie Lesser
 1. There were no updates at this time.
 - C. Clinica Sierra Vista (CSV) – Heather Plaza
 1. There were no updates at this time.
 - D. Mental Health Systems/TurnBHS –
 1. There was no one available to provide updates.
- VIII. Substance Use Division Providers – Current Projects and Issues
- A. College Community Services –
 1. There were no updates at this time.
 - B. Clinica Sierra Vista –
 1. There were no updates at this time.
- IX. Recommendations for Quality Improvement Committee (QIC) – There were no recommendations at this time.
- X. Adjourn – Next scheduled meeting: September 23, 2024, at 4:00-5:00 PM, will be virtual via Teams.

This meeting is MH UR Code 3

Outpatient Mental Health Unusual Occurrence Reports: Violence/Aggression

Emily Lyles, LCSW

Behavioral Health Recovery System Administrator

Adult System of Care

Unusual Occurrence Reports

- Unusual Occurrence Reports
 - Completed when situations occur that require review to determine if system change needs to be implemented.
 - In FY 22/23 there were 649 UORs completed due to aggression/violence.
- FY 23/24
 - Quarter 1: 160
 - Quarter 2: 97
 - Quarter 3: 102

Quality Improvement Work Plan

- Goal

- Decrease the number of aggression/violent incidents reported through the UOR application by 10%.

- Objectives

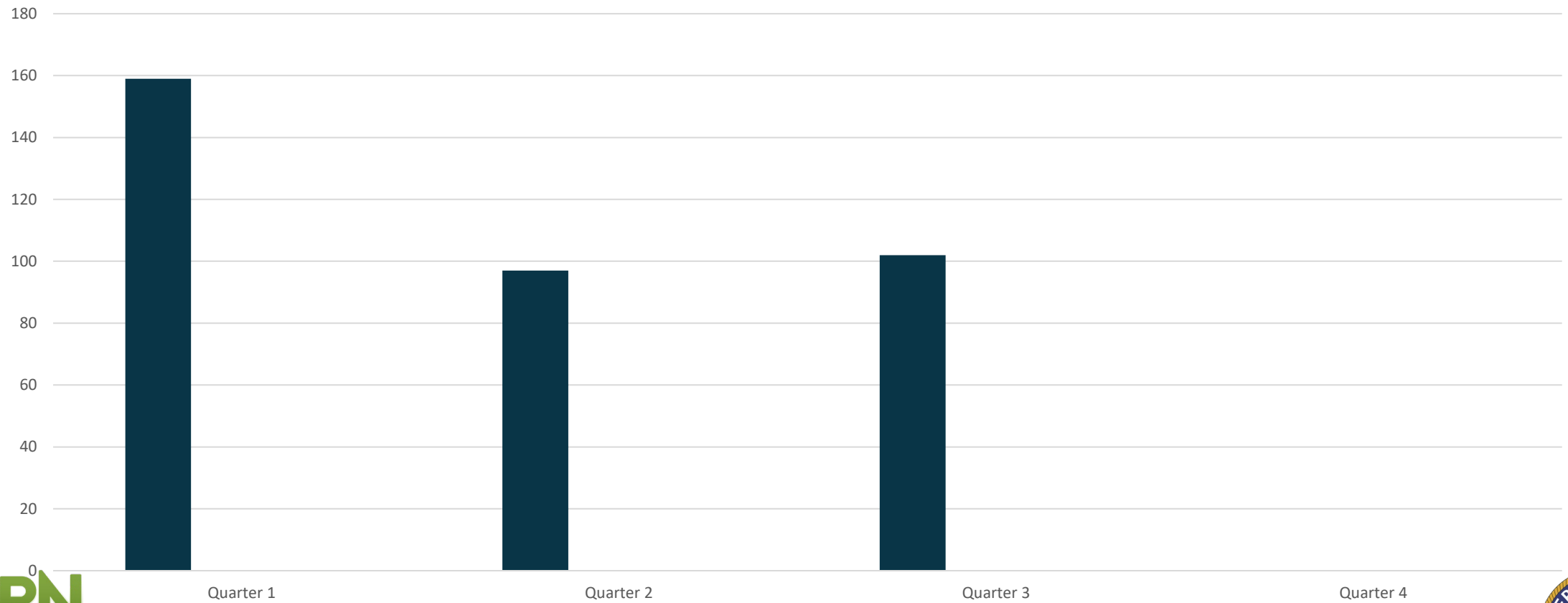
- Team supervisors will continue to utilize staff meetings, as well as individual supervisions, to discuss and role play crisis intervention scenarios with an emphasis on interventions used to create/influence alternate outcomes.
- Team supervisors will continue to discuss challenging scenarios with the Administrator to identify different interventions/actions to be taken to potentially change the outcome of crisis situations.

Quality Improvement Work Plan

- Team supervisors will continue to encourage staff to disengage from aggressive/violent situations and notify appropriate services for follow-up.
- Administrator will begin planning, with the assistance of QID, discussing this system of reviewing UORs with the entire System of Care as this data represents the entire System of Care.

Outcomes: Quarters 1-3

OUTPATIENT MENTAL HEALTH
HOURS FOR AGGRESSION/VIOLENCE



Plans for 4th Quarter

- Keep UORs for violence/aggression below 290 which will ensure the goal is met.
- Administrative-level discussion with QID regarding the outcome of the Goal, and objectives implemented to meet the goal.
- Consider system-wide implementation.

Questions?

Asian Pacific Islander Service (AAPI) Access

This Past Quarter:

- Penetration Rate
- Collaborated with the Jakara Movement to recruit new members into A/PI Subcommittee and established a community partnership. ·
- Assisted Dr. Madhanagopal in research study aiming to identify mental health barriers to accessing mental health services among Punjabi Americans. · Coordinated with Filipino Club on CSUB to jointly host or participate in an event. ·
- Participated in the Sikh Women's Association to participate in their walk and establish community collaboration

AAPI Continued

Next Steps:

- Participate in the Sikh Women's Association to conduct outreach and establish community collaboration through inviting Association members to join to AAPI subcommittee
- Integrate AAPI education, dance and food in May is Mental Health Month events to increase engagement of AAPI community
- Host Indian cultural awareness events at various KBHRS sites

DMC-ODS Latino/Hispanic Penetration Rate

This Past Quarter

- Penetration Rate
- Kern Health Equity Partnership (KHEP) established, goals, objectives and subcommittees
 - Goal 1-improve health care access in rural communities by addressing geographical barriers and lack of providers in Kern County
 - Goal 2: Increase opportunities for health literacy by addressing literacy levels, cultural differences, and supporting community health workers, Promotoras, and social service providers for the Hispanic community
 - Goal 3: By December 31, 2026, the Kern Health Equity Partnership will contribute to the improved socio-economic status for rural communities and low-income households by conducting a gap analysis, creating pathways to employment opportunities, and advocating with legislative officials at the local and state level
- Attended the following events: Wasco State Prison Wellness Fair, Vision y Compromiso pathways to mental health/substance use care, Unidad Popular pathways to mental health/substance use care
- Collaborated with CSUB and BC Hispanic cultural clubs to recruit to CCRC

Latino/Hispanic Penetration Rate Continued

Next Steps:

- Increased membership to the CCRC and to the Hispanic/Latinx subcommittee
- CSUB Students expressed increased interest in jobs within KBHRS
- Spanish speaking parents of H.E.A.R.T.S. Connection expressed increase understanding of accessing mental health and substance use services
- Attend Greenfield Union School District Family Resource Fair
- Attend Dignity Health Spanish In-person and virtual support groups
- El Dia del Niño at Beale Library
- Read Spanish children's books about mental health in the classroom for Bookworm events
- Attend Arvin High School Mental Health Awareness Fair
- Conduct presentation to access mental health/substance use care to community organizations such as Unidad Popular and Vision y Compromiso

QID DATA Team

SQIC Presentation

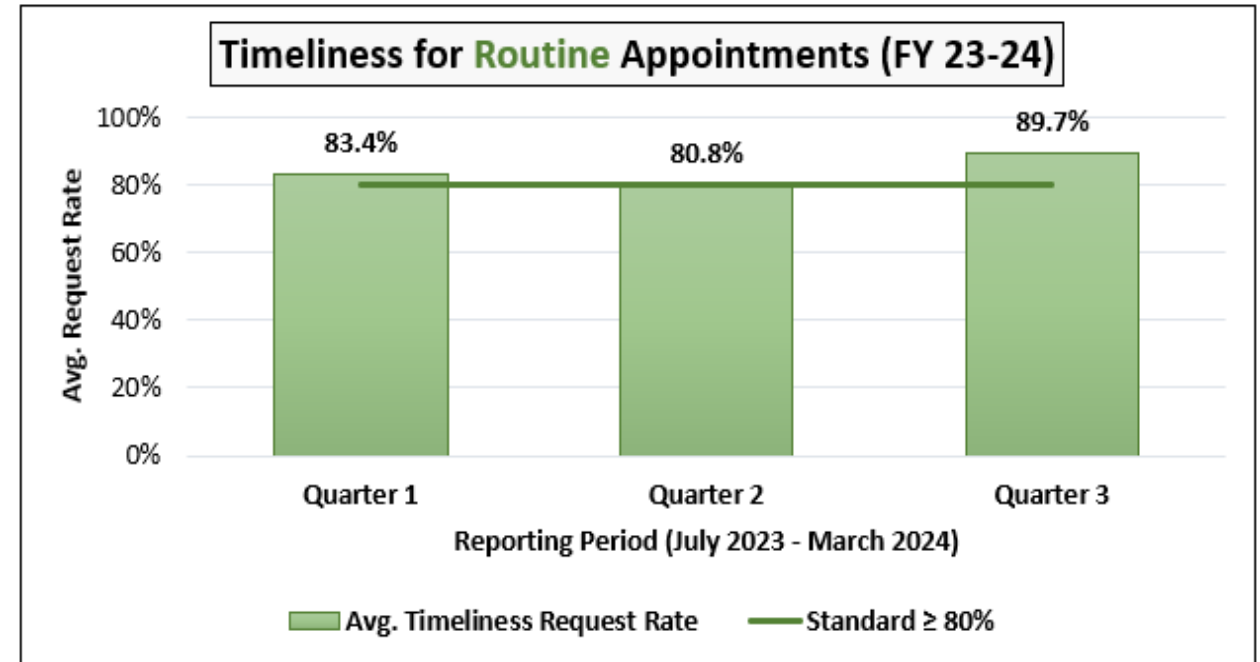
May 2024

Timeliness of Services

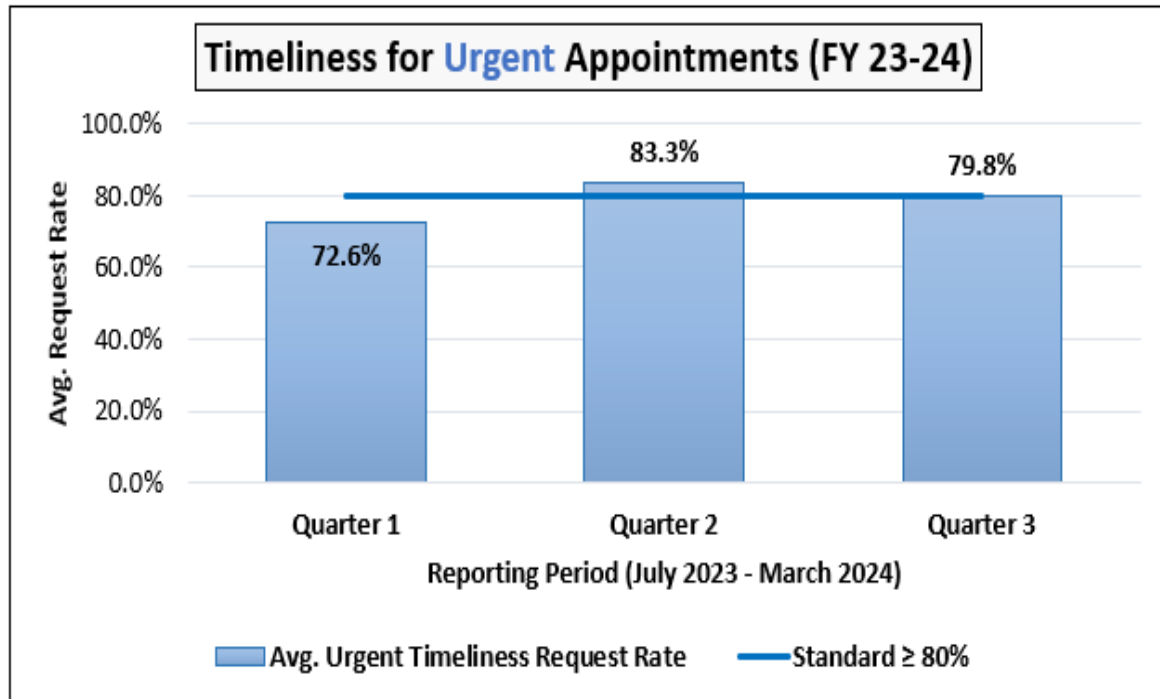
Work Plan Goal:

Timeliness of Routine Appointments

- 80% of routine initial request for outpatient services will be receive a service within 10 business days of the request.
- Methodology:
 - **Denominator:** The number of Initial Request for Services
 - **Numerator:** The number of First Offered Services provided within 10 Business days



Timeliness of Services



Work Plan Goal:

Timeliness of Urgent Appointments

- 80% of urgent request will receive a service within 48 hours of the initial request for urgent service.
- Methodology:
 - **Denominator:** The number of Initial Urgent Request for services
 - **Numerator:** The number of First Offered Services provided within 48 hours

Timeliness of Services

- Action Steps the System of Care Made this Fiscal Year:

- Updated Methodology and reporting
- Creating process for triaging Urgent Requests
- Text reminders
- Same Day/Walk-in appointments
- Staff Training
- Filling vacancies for therapist

- Further Improvements made:

- May 1st initiated tracking timeliness data in SmartCare using the Timeliness Records within the EHR.
- Training on this new record has been completed by the system.
- QID DATA team has been hosting Q&A Office Hours and following up with teams as needed.

Questions regarding Data or Reporting

Email: QIDDATA@kernbhrs.org

Performance Improvement Projects (PIP)

- **What is a PIP?**

- A project conducted by the BHP designed to achieve significant improvement, sustained over time, in health outcomes and enrollee satisfaction.
- The topics should target improvement in relevant areas of clinical and non-clinical services
- A PIP may be designed to change behavior at a member, provider, and/or BHP/system level.
- Department of Health Care Services (DHCS) required that 2 active PIP are in place during the preceding 12 months of a review by External Quality Review Organization (EQRO).

- **Types of PIPs:**

- **Clinical**

- At least one intervention relates to the direct treatment of clients
- At least one indicator that measures a clinical outcome or impact

- **Non-Clinical**

- There is not an intervention that relates to the direct treatment of clients
 - For example, reminder calls, new scheduling processes, etc.
- Requires at least one client-level indicator
- Must be meaningful association with outcomes of improved care for clients.

Any PIP Ideas?

QID DATA Team is looking for PIPs within our system of care.

- We are looking for areas of improvement for both Clinical and Non-Clinical in both MH and SUD teams.
- We need to start our next PIPs in July 2024.
- We are happy to hear about problem areas within our system that may be a performance improvement project.
- We would also be happy to meet with you and your teams to talk about areas of concern and ideas to address these areas.

Help us find the next PIP

Email: QIDDATA@kernbhrs.org





Grievance & Appeal System

Presented by:
The Patients' Rights Office



What is the Grievance and Appeal System?

- The Grievance and Appeal System is the process through the Department of Healthcare Services (DHCS) to assist Medical beneficiaries' with resolving their concerns.



Grievance & Appeals Data

Quality Improvement Goal: 98% of all grievances and appeals will be resolved within 90 calendar days from receipt of complaint.

- For FY 23-24 Q3, data shows that there was a total of 153 grievances submitted and 1 Appeals.
- For Mental Health Division (MH), there are a total of 132 grievances submitted.
- For Substance Use Division (SUD), there were a total of 21 grievances submitted.

Standards:

Each Grievance should be submitted within the web application by the supervisor within one business day.

Each grievance will be resolved within 90 days and each appeal will be resolved within 30 days.



Additional Grievance TIPS

- There is no distinction between an informal and formal grievance. A complaint *IS* the same as a grievance. The word grievance does not have to be stated for the complaint to be logged.
- If a beneficiary expresses dissatisfaction regarding their treatment, but declines to file a grievance, the provider is still required to notify Patients' Rights of the complaint within one day of receiving the beneficiary's concerns.
- The data collected from reported grievances is analyzed and reviewed quarterly to identify quality improvement needs. Without this information, our department would be unable to make necessary improvements or mend gaps in services.
- Reporting or resolving grievances regarding your team or treatment location will not reflect negatively on you.



How to access the Grievance & Appeal Web Application

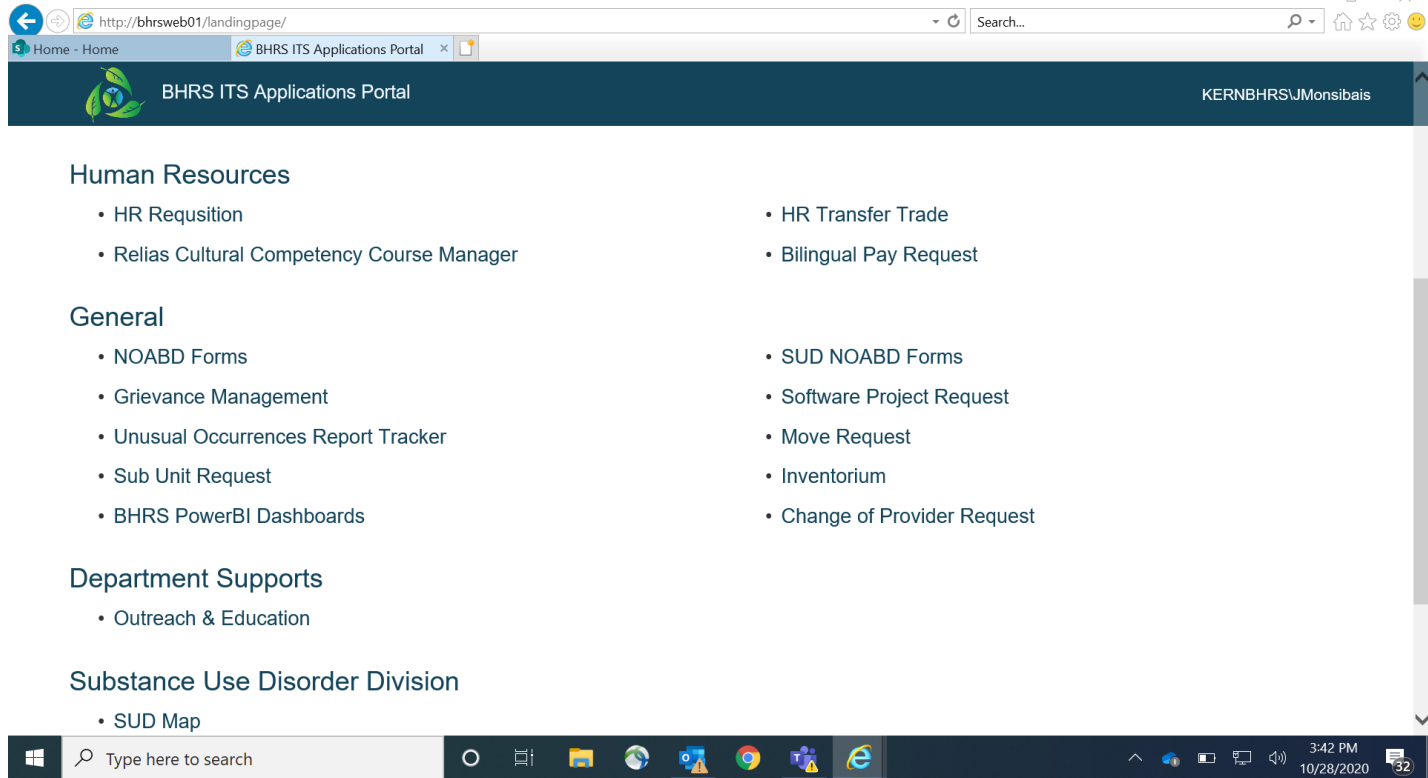
- For **Kern BHRS Supervisors**, the Grievance & Appeal Web Application is accessed through SharePoint.
- For **contract providers**, the Grievance & Appeal Web Application is accessed through Citrix.
(additional training for contract providers is available through Patients' Rights Office)



Accessing the Grievance & Appeal Web Application through SharePoint

A screenshot of a web browser displaying the Kern Behavioral Health & Recovery Services Portal. The browser address bar shows the URL: https://kcbhrs.sharepoint.com/SitePages/Home.aspx. The page features a green navigation bar with the following menu items: Home, Administrative and Fiscal Services, Clinical Services, Specialty Clinical Services, Executive Administration, and Department Operations Center (DOC). On the left side, there are two main sections: 'EMPLOYEE' and 'POLICIES'. The 'EMPLOYEE' section includes links for Auditor Net, Health Benefits, Organization Chart, Employee Directory, Tier I and Tier II Directory, Site Address and Phone list, County Net, and BHRS Application Portal. The 'POLICIES' section is partially visible. The main content area has a large banner with the text 'Welcome to Kern Behavioral Health & Recovery Services Portal' and a smaller image below it that says 'Welcome to KernBHRS Sharepoint!'. To the right, there is a 'NEWS AND INFORMATION' section with several news items, each with a date: 'Workforce Needs Survey' (20 October 2020), 'CHILD CARE REIMBURSEMENT BENEFIT & REMOTE WORK TECHNOLOGY STIPEND' (07 October 2020), 'CFLC October Virtual Calendar' (01 October 2020), 'Kern Rx Return' (10 September 2020), 'New MH Progress Notes Videos 9.4.2020' (04 September 2020), and 'CFLC September 2020 Virtual Calendar'. The Windows taskbar at the bottom shows the date as 10/28/2020 and the time as 3:35 PM.

Accessing the Grievance & Appeal Web Application through SharePoint



The screenshot shows a web browser window displaying the BHR ITS Applications Portal. The browser's address bar shows the URL <http://bhersweb01/landingpage/>. The page title is "BHR ITS Applications Portal" and the user is logged in as "KERNBHRSJMonsibais".

The main content area is organized into several sections:

- Human Resources**
 - HR Requisition
 - Relias Cultural Competency Course Manager
 - HR Transfer Trade
 - Bilingual Pay Request
- General**
 - NOABD Forms
 - Grievance Management
 - Unusual Occurrences Report Tracker
 - Sub Unit Request
 - BHR PowerBI Dashboards
 - SUD NOABD Forms
 - Software Project Request
 - Move Request
 - Inventorium
 - Change of Provider Request
- Department Supports**
 - Outreach & Education
- Substance Use Disorder Division**
 - SUD Map

The Windows taskbar at the bottom shows the search bar with the text "Type here to search", several application icons (including Edge, Chrome, and File Explorer), and the system tray with the time "3:42 PM" and date "10/28/2020".



Create - Grievance Man X + v

web03/GrievanceManagement/initialgrievance/create

Grievance Management Home New Grievances Setup Tables Reports KERNBHRS\JMonsibais

Third Party Phone

Description of Complaint

Beneficiary's Desired Resolution

Has this grievance been resolved? Has this grievance been resolved?

Description of Action(s)

Date of Action(s)

Resolution by the plan or provider

Provider

Type here to search 3:47 PM 10/28/2020 32



Patients' Rights Office Contact Information

- BHRSPatientsRights@KernBHRS.org
- **1 (844) 360-8250**
- **Julianne Ybarra**, Patients' Rights Supervisor (661) 868-5160
- **Mark Kimmel**, Sr. Patients' Rights Advocate (661) 868-5157
- **Stephanie Odom**, Patients' Rights Advocate (661) 868-5108
- **Marisol Garcia**, Patients' Rights Advocate (661) 868-5102
- **Roxanne Martinez**, Patients' Rights Advocate (661) 868-5106
- **Eric Moss**, Family Advocate (661) 868-5105
- **Ivonne Teutimez**, Program Technician (661) 868-5110
- **Catrina Gonzalez**, Office Support Technician (661) 868-5167