



Kern County Behavioral Health Board System Quality Improvement Committee

Monday, October 24, 2022

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.

Present:

Alexander Lopez, KernBHRS-GATEWAY	Jessika Rodriguez, KernBHRS-QID Support	Rashawna Schumacher, CGC
Arthur Morato, KernBHRS-HAT	Joel Monroy, KernBHRS-W RAWC	Sara Syvertson, KernBHRS-Dept. Supports
Barbara Paradise, CCS	Jon Casida, KernBHRS-SET	Shanda Henry, KernBHRS-Contracts
Cynthia Jackson, KernBHRS-QID Support	Karina Leonzo-Castillo, KernBHRS-Doc. Comp	Tammy Cates, KernBHRS-SET
David Kessler, BHB-Member	Kimberlyn Sandoval, CCS	Tanya Reyes, CSV
Debby Diamond, CCS	Lesleigh Davis, KernBHRS-QID Admin.	Theresa Marinas, MHS
Dian Schneider, BHB-Member	Lynnette Jones, Guest	Tony Perez, KernBHRS-QID SUD
Heather Plaza, CSV	Nastasia Santoyo, KernBHRS-CWIC	Tracy Lynch, KernBHRS-Exec. Admin.
Jacob Hutchinson, KernBHRS-QID Support	Rachel Mehia, KernBHRS-Adult Wraparound	Veronica Camarillo, KernBHRS-CMR
Jessica Herrera, CSV	Rafael Lopez, KernBHRS-QID SUD	Vivian Reyes, KernBHRS-Youth MIST

1. Welcome and Introductions – David Kessler introduced himself and welcomed the attendees.
2. Review and approval of the previous meeting minutes. – Dian Schneider motioned to accept; Tammy Cates seconded.
3. Public Comment – No public comments were made at this time.
4. Unfinished and New Business – There was no unfinished or new business at this time.
5. Guest Presenters
 - A. SUD Annual Monitoring Report – Tony Perez
 - i. Tony presented the attached handout which covered demographics, statistics, state programs & services, reviews requirements, FY21-22 review adjustments, changes impacting services, changes beginning FY22-23, and summary of findings, there were no questions.
 - B. California Advancing and Innovating Medi-Cal (CAL-AIM) Documentation Changes – Karina Leonzo-Castillo
 - i. Karina presented the attached handout which covered the definitions, changes from 2022, documentation reform, and trends from current progress note audits, there were no questions.
6. Kern Behavioral Health and Recovery Services (KernBHRS) – Current Project and Issues
 - A. Quality Improvement Division – Lesleigh Davis
 - i. The Drug Medi-Cal Organized Delivery System (DMC-ODS) system has an upcoming External Quality Review Organization (EQRO) review on December 13-15, 2022.
 - ii. Total Protection Surveys have been completed and data has been sent back to the state to be reviewed. We should be able to report back in approximately 6 months.
 - B. Department Supports Administration – Sara Syvertson
 - i. The first draft of the Cultural Competence Plan is ready to go out to the stakeholders for review and redesign.
 - ii. The Hispanic/Latinx Cultural Competence Review Committee (CCRC) subcommittee is hosting a Flu Vaccine clinic at Westchester, with Hispanic treats, beverages, and giveaways.
 - iii. Seeking bilingual staff interested in participating in Spanish Outreach & Education events. If interested contact CulturalCompetence@KernBHRS.org to get on the list of volunteers.
 - iv. KernBHRS and Vision y Compromiso (VyC) staff attended the first State Equity Collaborative project training session.
 - v. Cultural Competence Team will begin submitting Cultural Competence hours compliance reports to the Regulatory Compliance Committee (RCC) soon. Please ensure staff are completing the 6 hours of CC trainings per year.



- C. Substance Use Division – Alexander Lopez
 - i. The Gateway Access Line will be available during the holidays.
 - ii. Information on Tobacco use will be provided to clients who answer yes to using tobacco during screening.
- D. Adult System of Care – Joel Monroy
 - i. Each team is currently receiving 30 to 50 referrals, currently as per Jeanette Zaragoza supervisor at North East RAWC they are offering groups throughout the week, which include SUD, seeking safety group, Life Skills in English & Spanish for our young Adults.
 - ii. The team has started a Dating and Young Adults Dating (DYAD) group to work in a population of 18-23 years old.
 - iii. WEST RAWC team currently provides mindfulness group on Fridays from 11-12pm to provide distraction techniques, meditation techniques, and wise mind.
- E. Children’s System of Care – Vivian Reyes
 - i. We have been working more directly with schools to make mental health presences known.
 - ii. There has been education outreach in regard to fentanyl.
 - iii. There are 7 SUD counselors working directly with the schools.
- F. Kern Linkage Division – Arthur Morato
 - i. Michelle Culy will be out on leave starting 11/11/2022, Dr. Christina Rajlal will fill in as the interim administrator while she is out. If anything needs to be sent to the KLD administrators, please email Michelle and Christina.
- G. Crisis Services Division – Nastasia Santoyo
 - i. Psychiatric Evaluation Center (PEC) continues to look to fill vacant nursing positions.
 - ii. Mobile Evaluation Team (MET) is continuing to hire based on the needs of different positions and programs they will be introducing.
 - iii. Courtney Isaac continues to be the interim supervisor while Tonya Mann is out on leave.
- H. Medical Services Division
 - i. There was no one available to report at this time.
- I. Recovery Supports Administration – Tammy Cates
 - i. Kentucky street is still under construction.
- J. Consumer Family Learning Center – Tammy Cates
 - i. There are now 2 groups happening in person on Wednesdays and Fridays, along with many virtual groups still happening. Anyone interested in these groups can call 661-868-7550.
- 7. Mental Health Contract Providers – Current Project and Issues
 - A. College Community Services (CCS)
 - i. Barbara Paradise – Trunk or treats are happening this weekend.
 - B. Child Guidance Clinic (CGC)
 - i. Rashawna – Annual holiday family’s events in partnership with Valley Strong, 20 30 club, wonderful orchards, guild house and others, allowing us to sponsor families in need with thanksgiving meals and gifts for the holidays.
 - C. Clinica Sierra Vista (CSV)
 - i. Tonya Reyes – Harvest festival is this week and there will be another event next month.
 - D. Mental Health Systems (MHS)
 - i. Theresa Marinas– There will be treat bags for Halloween, meals for thanksgiving and planning for Christmas. Covid cases have been rising and this has been a challenge. We are working to begin engaging in groups.
- 8. Substance Use Division Contract Providers – Current Project and Issues
 - A. College Community Services
 - i. Barbara Paradise – Trunk or treats are happening this weekend.
 - B. Clinica Sierra Vista
 - i. Jessica Herrera – A therapist was hired for the Delano site and 1 is still needed for the Lamont site. Events for Halloween are coming up at each site with many activities. Participating in the Harvest fest in Lamont. Staff are presenting at Red Ribbon week in Delano and WestCare in Bakersfield.
- 9. Recommendations for Quality Improvement Committee (QIC) – There were no recommendations at this time.
- 10. Adjourn – Next scheduled meeting: **November 28, 2022, at 4:00-5:00 PM**, will be virtual via Teams.

This meeting is MH UR Code 3

Annual
Monitoring
Report
FY20-21

KERN AND SUD TREATMENT

KERN

917,000 Residents

8,163 Square Miles

51 Cities

SUD TREATMENT

30 Treatment Location

7 DUI Treatment Location

2,350 Average Clients in SUD
Treatment Monthly

Monthly Average Clients Served

Outpatient

Outpatient - 538

Intensive Outpatient - 66

Residential

Low-intensity Residential - 25

Residential Withdraw Management - 8

High Intensity Residential - 72

Narcotic Treatment

Clients Served 1,600

New Admissions 125


Discharged 94

State Program and Services


- ▶ Kern is contracted directly with the CA Department of Health Care Services (DHCS) to provide covered Drug Medi-Cal Organized Delivery System (DMC-ODS) services for SUD treatment
- ▶ KernBHRS also participates in the Substance Abuse Block Grant (SABG) to receive supplemental funding for SUD treatment
- ▶ The DMC-ODS and SABG agreements require that KernBHRS offers a full continuum of SUD services including:
 - Outpatient Treatment, Residential Treatment, Medication Assisted
 - Treatment/Narcotic Replacement Therapy, Clinician Consultation,
 - Care Coordination, Recovery Services, and Prevention Services

Reviews Requirement

KernBHRS is subject to annual reviews of the DMC-ODS and SABG programs from DHCS



As a requirement KernBHRS must perform annual monitoring/auditing reviews of county operated SUD treatment teams and contracted SUD agencies addressing several compliance areas.



The KernBHRS, Quality Improvement Division Substance Use Disorder Monitoring Team (QID SUD) is tasked with monitoring county-operated and contracted DMC-ODS agencies for regulatory compliance

FY21-22 Review Adjustments

- ▶ In March 2020, state mandates to address the COVID-19 pandemic forced counties to adjust how to best continue to provide services and perform compliance reviews while protecting clients and staff against the virus and stop the spread.
- ▶ During FY21-22 COVID-19 restrictions became more flexible and in-person treatment began to resume. Many providers used a hybrid model for offering services and clients received services in-person or through telehealth.
- ▶ The monitoring reviews were done using the hybrid model as well. Most of the reviews were done virtual and short site visits were done.

Changes Impacting SUD Services in FY21-22 Requiring Policy, Compliance Revisions and Technical Assistance

- ▶ Supplemental Funding from the Coronavirus Response and Relief Supplemental Appropriations Act, 2021. Allowed the system to cover housing cost at Sober Living Environments for some clients experiencing homelessness
- ▶ In December 2021 the Centers for Medicare and Medicaid Services approved the California Advancing and Innovating Medi-Cal (CalAIM) initiative and extension of the DMC-ODS waiver to 12-31-2026. Since then DHCS has issue policy and clarification changes vis information notices in the following areas.
 - Medical necessity and level of care placement criteria for DMC-ODS services.
 - Early Periodic Screening, Diagnosis and Treatment (EPSDT) mandate for clients under 21.
 - Coverage during client assessment period without a diagnosis.
 - Removal of annual residential treatment limits coverage and length of stay.
 - Requirement that all providers offer/refer to medication assisted treatment (MAT).
 - Care Coordination, previously referred in the DMC-ODS as Case Management.
 - Clarification on and expansion of recovery services.

Changes Beginning FY22-23

CaIAIM

Documentation Redesign: July 2022

No Wrong Door Policy: July 2022

Updated Annual Review Protocol and Reasons for Recoupment: October 2022

Standardized Screening and Transition Tools: January 2023

Improved Data Exchange: July 2023

Payment Reform: July 2023

Administrative Behavioral Health Integration: January 2027

New Initiatives

Contingency Management, which is an evidence-based treatment that combines motivational incentives with SUD treatment to reduce use of stimulants.

Peer Support Specialist Services, which promote recovery, engagement, socialization, self-sufficiency, self-advocacy, development of natural supports, and identification of strengths.

Electronic Health Record

SUMMARY OF FINDINGS

Outpatient and Residential

Eight Agencies were directly Reviewed by KernBHRS

The overall compliance rate for SUD providers increased from 90% in FY20-21 to 95% in FY21-22

All eight agencies reviewed were placed on a corrective action plan

Staff training requirements yielded the most deficiencies

Based on Findings continued focus in needed in:

- ▶ Employment Training Requirements
- ▶ CaIOMS
- ▶ DATAR
- ▶ Personnel file requirements

SUMMARY OF FINDINGS CONTINUES

Narcotic Treatment

Two Agencies were directly Reviewed by KernBHRS

The overall compliance rate for SUD providers increased from 90% in FY20-21 to 95% to 99% in FY21-22

Both agencies reviewed were placed on a corrective action plan

Staff training requirements yielded the most deficiencies

Based on Findings continued focus in needed in:

Employment Training Requirements

CalOMS

DATAR

Personnel file requirements

SUMMARY OF FINDINGS CONTINUES

Driving Under the Influence

Two Agencies were directly Reviewed by KernBHRS

Both agencies were 100% compliant

Questions and Answers





QID

Cal-Aims Documentation
Changes



California Advancing and Innovating Medi-Cal

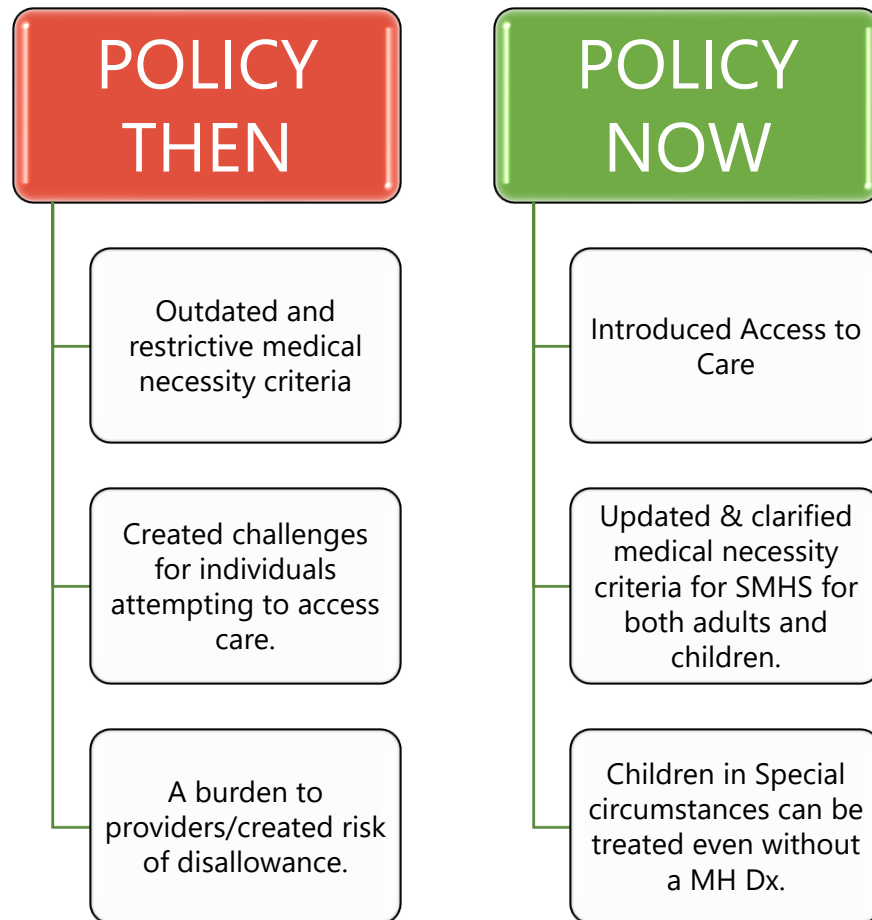
- Access to Care
- Expanded the eligibility criteria for Children to access services
- Treatment without full assessments
- No Wrong Door Policy
- Co-Occurring Treatment
- Documentation Reform



Cal-Aims Changes 2022

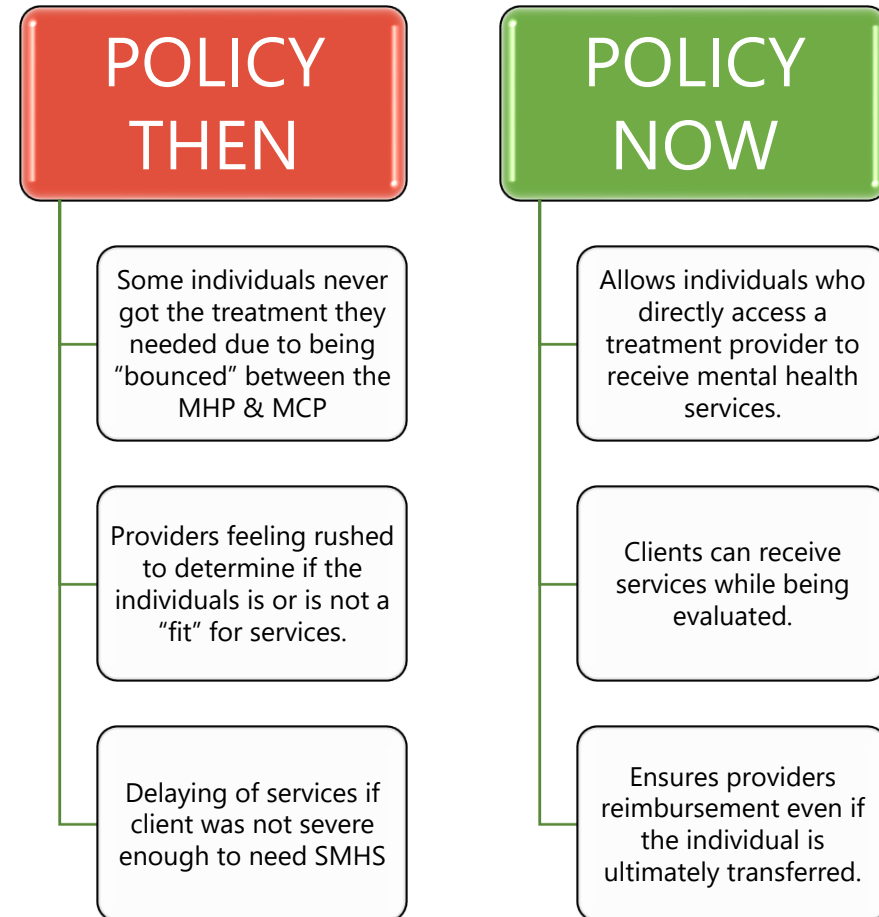
Criteria & Access to SMHS

Separated the Access to Care from
Criteria for SMHS

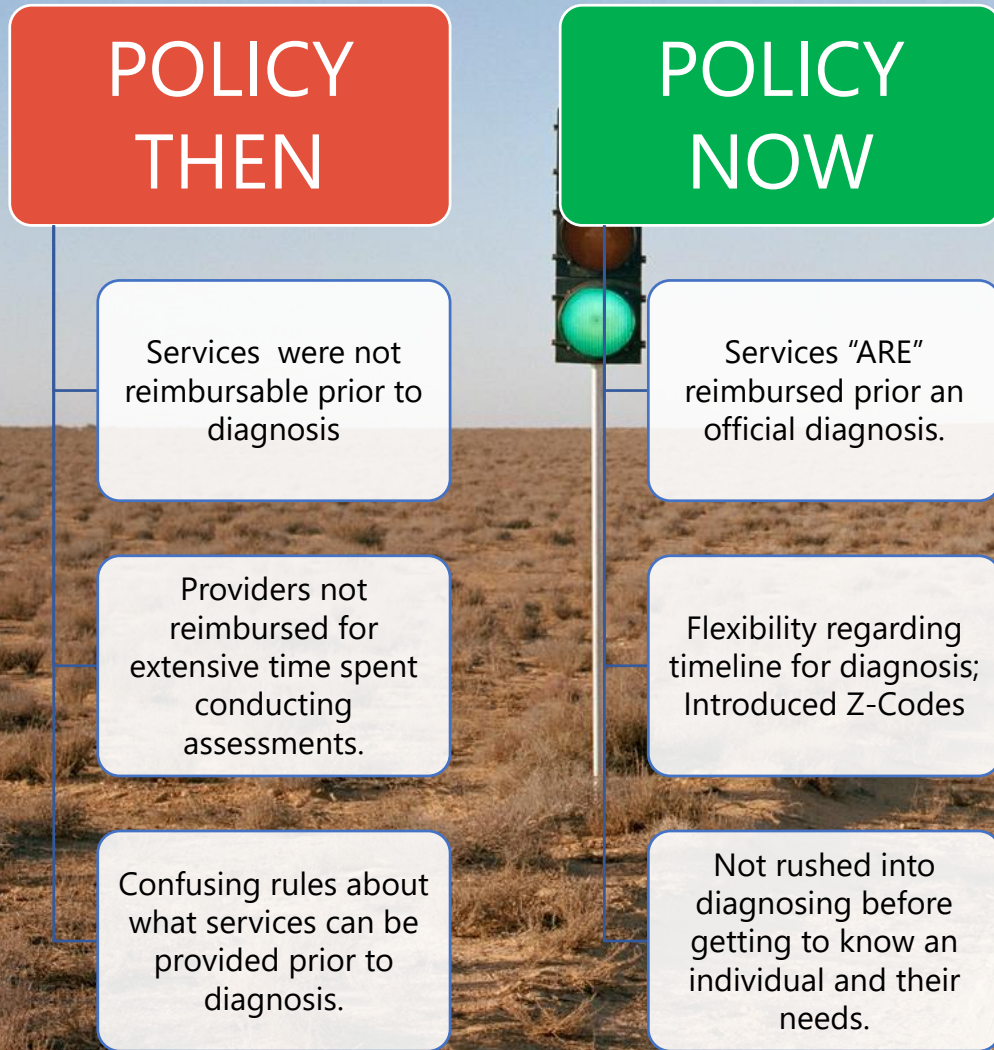


NO WRONG DOOR

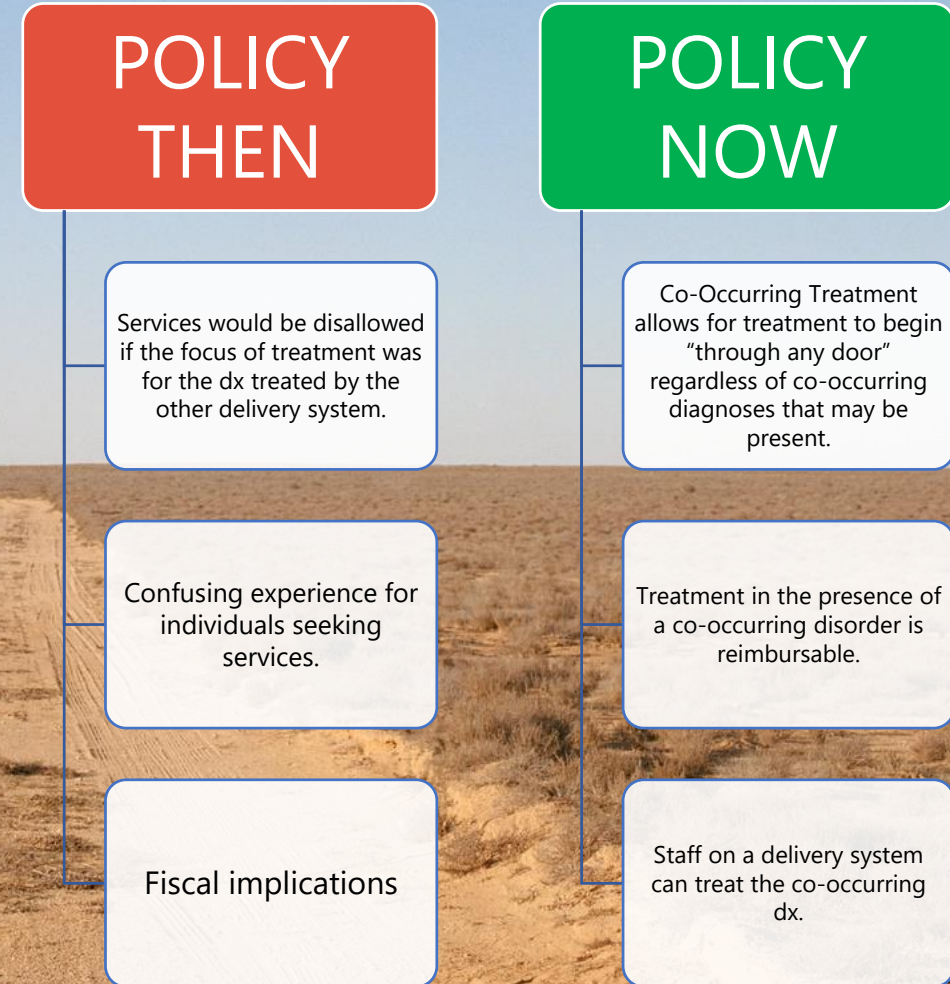
Policy ensures individuals receive treatment regardless
of the delivery system where they seek care.



Treatment Prior to Establishing Diagnosis



Co-Occurring Treatment



Documentation Reform

Before

- ❖ Stringent/complex content requirements for clinical documents.
- ❖ Strict signature requirements.
- ❖ Firm due dates/renewal dates.
- ❖ Recoupments for services provided under an incomplete/expired treatment plan.
- ❖ Excessive processes to avoid recoupments.
- ❖ Treating chart instead of the individual to avoid disallowance.
- ❖ Provider spending more time on documentation than on treating individuals.

Now

- ❖ Streamlined standards
- ❖ Improved efficiency of workflows
- ❖ Reduced the times for evaluations
- ❖ Shortened Progress Notes
- ❖ No need to document medical necessity in every note.
- ❖ No Treatment plans as of 9/30/22 (replaced with Problem list)- Introduction of Z-codes (problem list)
- ❖ State Mandated timeliness for notes.
- ❖ Treating the Client and not the Chart.
- ❖ Audits focus on Fraud, Waste, Abuse
- ❖ Corrective action plans for quality.

Trends From Current Progress Note Audits

➤ SUD

- Intervention are not descriptive
- Interventions are not addressing the Problem Area
- Client's collaboration is missing 😞

Great Job

- ✓ Ending Treatment Plans
- ✓ Opening Interim Service Longs
- ✓ Creating ISSPs for FSP teams
- ✓ Pivoting at is best 😊/Teams rock

➤ MH

- No Co-staff Justification in Notes.
- Canned notes (this is very Concerning)
- Wrong Code
- Client's collaboration is missing 😞

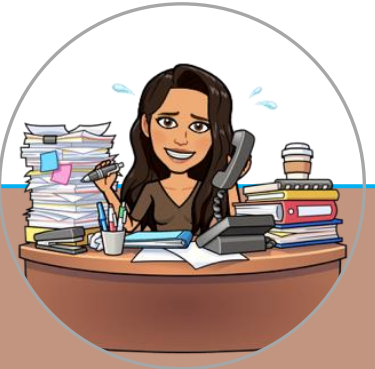
Need to work on

- ✓ Consent to treat for Pre assessment services
- ✓ Improve our clinical documentation
- ✓ Reduce our time spent documenting notes
- ✓ Timeliness of some notes

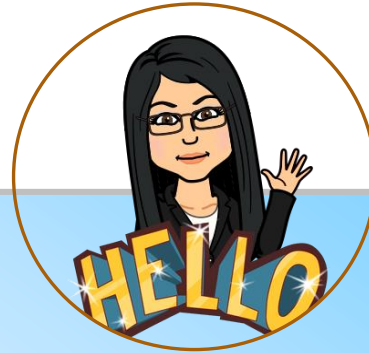
Question? Contact the Documentation Compliance Team



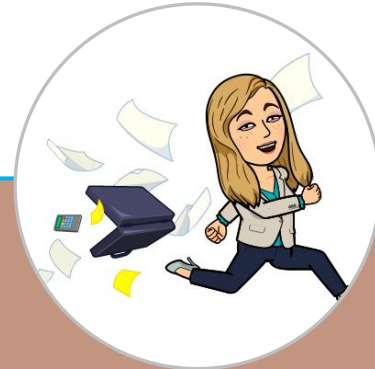
Monica Ramos
BH Recovery Specialist
MRamos@kernbhhrs.org
661-203-7559



Catrina Gonzalez
Office Services Technician
CaGonzalez@kernbhhrs.org
661-421-1647



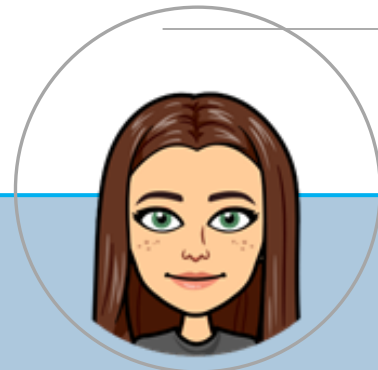
Karina Leonzo-Castillo
Behavioral Health Unit Supervisor II
KLeonzo@kernbhhrs.org
(661) 805-2929



Paula Rubio
BH Planning Analyst
PRubio@kernbhhrs.org
(661) 529-5772



Stephanie Whisler
BH Recovery Specialist
SWhisler@kernbhhrs.org
(661) 345-7906

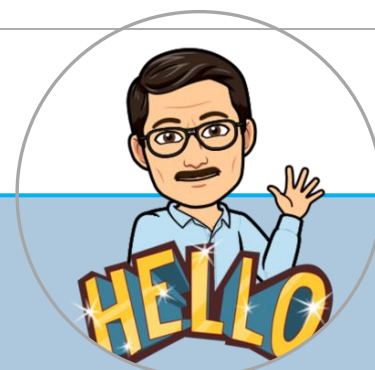


Denise Rocha
BH Recovery Specialist
DRocha@kernbhhrs.org
661-426-3294



Farshid Holakouee
BH Recovery Specialist
FHolakouee@kernbhhrs.org
(661) 447-0294

**Documentation
Compliance
Help Line:
(661) 868-6740
Option #5**



Horacio Barba
Substance Use Disorder Specialist
HBarba@kernbhhrs.org
661-205-5477



Shondrea Gil
BH Recovery Specialist
SGil@kernbhhrs.org
(661) 529-5414

Meeting Summary						
Total Number of Participants	31					
Meeting Title	FY 2022-2023 System-Wide Quality Improvement Committee (SQIC) Meeting					
Meeting Start Time	10/24/2022, 3:55:08 PM					
Meeting End Time	10/24/2022, 5:25:32 PM					
Meeting Id	b40264aa-4b96-4835-bb42-cac8eab080ef					
Full Name	Join Time	Leave Time	Duration	Email	Role	Participant ID (UPN)
Tammy Cates	10/24/2022, 3:55:08 PM	10/24/2022, 4:53:13 PM	58m 5s	TCates@kernbhrs.org	Presenter	TCates@KernBHRS.org
Heather Plaza	10/24/2022, 3:55:09 PM	10/24/2022, 4:53:16 PM	58m 6s	Heather.Plaza@clincasierravista.org	Attendee	plazah@clincasierravista.org
Nastasia Santoyo	10/24/2022, 3:55:12 PM	10/24/2022, 4:53:14 PM	58m 1s	NSantoyo@kernbhrs.org	Presenter	NSantoyo@kernbhrs.org
Cynthia Jackson	10/24/2022, 3:55:17 PM	10/24/2022, 4:53:24 PM	58m 6s	CyJackson@kernbhrs.org	Organizer	CyJackson@kernbhrs.org
DAVID KESSLER	10/24/2022, 3:55:51 PM	10/24/2022, 4:53:21 PM	57m 29s	KESSLERD@kernsheriff.org	Attendee	KESSLERD@kernsheriff.org
Theresa Marinas	10/24/2022, 3:55:56 PM	10/24/2022, 4:53:15 PM	57m 19s	theresa.marinas@turnbhs.org	Attendee	theresa.marinas@turnbhs.org
Lynnette Jones (Guest)	10/24/2022, 3:57:06 PM	10/24/2022, 4:53:16 PM	56m 9s		Attendee	
Rachel Mehia	10/24/2022, 3:57:11 PM	10/24/2022, 4:53:15 PM	56m 3s	RMehia@kernbhrs.org	Presenter	RMehia@kernbhrs.org
Lesleigh Davis	10/24/2022, 3:57:11 PM	10/24/2022, 4:53:17 PM	56m 5s	LDavis@kernbhrs.org	Presenter	LDavis@KernBHRS.org
Sara Syvertson	10/24/2022, 3:57:13 PM	10/24/2022, 4:53:17 PM	56m 3s	ssyvertson@kernbhrs.org	Presenter	SSYVERTSON@kernbhrs.org
Jessika Rodriguez	10/24/2022, 3:58:08 PM	10/24/2022, 4:53:20 PM	55m 11s	JRodriguez@KernBHRS.org	Presenter	JRODRIGUEZ@kernbhrs.org
Jessica Herrera	10/24/2022, 3:58:11 PM	10/24/2022, 4:53:14 PM	55m 3s	Jessica.Herrera@clincasierravista.org	Attendee	herreraj@clincasierravista.org
Tracy Lynch	10/24/2022, 3:58:14 PM	10/24/2022, 4:53:16 PM	55m 1s	TLindsey@kernbhrs.org	Presenter	TLindsey@KernBHRS.org
Shanda Henry	10/24/2022, 3:58:35 PM	10/24/2022, 4:53:22 PM	54m 46s	SHENRY@kernbhrs.org	Presenter	SHENRY@kernbhrs.org
Arthur Morato	10/24/2022, 3:58:35 PM	10/24/2022, 5:25:32 PM	1h 26m	AMorato@kernbhrs.org	Presenter	AMorato@KernBHRS.org
Joel Monroy	10/24/2022, 3:58:40 PM	10/24/2022, 4:53:23 PM	54m 43s	JMonroy@kernbhrs.org	Presenter	JMonroy@KernBHRS.org
Veronica Camarillo	10/24/2022, 3:58:42 PM	10/24/2022, 4:53:18 PM	54m 36s	VCamarillo@kernbhrs.org	Presenter	VCamarillo@KernBHRS.org
Tony Perez	10/24/2022, 3:59:01 PM	10/24/2022, 4:53:21 PM	54m 19s	MPerez@kernbhrs.org	Presenter	MPerez@KernBHRS.org
Alexander Lopez	10/24/2022, 3:59:22 PM	10/24/2022, 4:53:16 PM	53m 54s	ALopez@kernbhrs.org	Presenter	ALopez@kernbhrs.org
Karina Leonzo-Castillo	10/24/2022, 3:59:43 PM	10/24/2022, 4:53:18 PM	53m 34s	KLeonzo@kernbhrs.org	Presenter	KLeonzo@KernBHRS.org
Rashawna Schumacher	10/24/2022, 4:00:06 PM	10/24/2022, 4:53:19 PM	53m 12s	RashawnaB@hwmcgc.org	Attendee	RashawnaB@hwmcgc.org
Tanya Reyes	10/24/2022, 4:00:07 PM	10/24/2022, 4:51:08 PM	51m	Tanya.Reyes@clincasierravista.org	Attendee	reyest@clincasierravista.org
Rafael Lopez	10/24/2022, 4:00:38 PM	10/24/2022, 4:53:19 PM	52m 40s	RLopez@kernbhrs.org	Presenter	RLopez@KernBHRS.org
Dian Schneider (Guest)	10/24/2022, 4:00:47 PM	10/24/2022, 4:53:22 PM	52m 35s		Attendee	
Vivian Reyes	10/24/2022, 4:01:09 PM	10/24/2022, 4:53:18 PM	52m 8s	ViReyes@kernbhrs.org	Presenter	ViReyes@KernBHRS.org
Jacob Hutchinson	10/24/2022, 4:01:57 PM	10/24/2022, 4:53:12 PM	51m 15s	JHutchinson@kernbhrs.org	Organizer	JHutchinson@kernbhrs.org
kimberlyn Sandoval (Guest)	10/24/2022, 4:02:29 PM	10/24/2022, 4:53:16 PM	50m 47s		Attendee	
Barbara Paradise	10/24/2022, 4:02:30 PM	10/24/2022, 4:52:21 PM	49m 50s		Attendee	
Debby Diamond (Guest)	10/24/2022, 4:03:15 PM	10/24/2022, 4:53:22 PM	50m 6s		Attendee	
Jon Casida	10/24/2022, 4:23:18 PM	10/24/2022, 4:53:23 PM	30m 4s	jasida@kernbhrs.org	Presenter	JCASIDA@kernbhrs.org
Barbara Paradise (Guest)	10/24/2022, 4:52:18 PM	10/24/2022, 4:54:24 PM	2m 6s		Attendee	