

G. QUALITY MANAGEMENT PROGRAM

The MHP's philosophy is that high quality mental health care is client-centered, clinically effective, accessible, integrated, outcome-driven, and culturally competent. The purpose of the MHP Quality Management Program is to ensure that all clients **regardless of funding source** receive mental health care in accordance with these principles. In order to achieve this goal, each program in the system must have internal quality improvement controls and activities in addition to those provided by the MHP. These activities may involve peer review, program manager monitoring of charts and billing activity, and/or a formal Quality Improvement department, which offers training and technical assistance to program staff. Internal monitoring and auditing are to include the provision of prompt responses to detected problems. In addition, all providers shall attend regular provider meetings, special forums, in-services/trainings as required by the Contracting Officer Representative (COR), BHS System of Care Executive Leadership and/or Quality Improvement Unit. Attendance at these meetings is essential to keep abreast of system changes and requirements as part of our continuous improvement efforts.

The quality of the MHP's care and service delivery system is ensured by continually evaluating important aspects of care and service, using reliable, consistent, and valid measurements, with the goal of maximizing each program's effectiveness. The basis of this evaluation process rests in State and Federal legislation and regulations including:

- 42 CFR, (Code of Federal Regulations)
- Title 9, Chapter 11, of the California Code of Regulations
- State Department of Health Care Services (DHCS) Letters and Notices
- the MHP Managed Care contract with the State DHCS
- the Annual DHCS State Protocol for MHPs
- Mental Health Services Act (MHSA) requirements, and
- State DHCS mandated Performance Improvement Projects (PIP)
 - The State has mandated that each MHP undertake one administrative and one clinical PIP yearly.

The evaluation process has also expanded to meet a number of new Federal regulations and legislative mandates under the **Medicaid and CHIP Managed Care Final Rules**, effective July 5, 2016. The Federal Managed Care Regulations, specifically Part 438 of title 42 Code of Federal Regulations, applies to the provision of Medicaid Managed Care (MMC) programs and managed care organizations (MCOs), Pre-paid Inpatient Health Plans (PIHPs), and Pre-paid Ambulatory Health Plans (PAHPs). Mental Health Plans are PIHPs. Key goals of the final rule are:

- To support State efforts to advance delivery system reform and improve the quality of care
- To strengthen the beneficiary experience of care and key beneficiary protections
- To strengthen program integrity by improving accountability and transparency

- To align key Medicaid and CHIP managed care requirements with other health coverage programs

All providers shall adhere to the rules and regulations as stipulated in the Medicaid and CHIP Managed Care Final Rules. Information about the final rule is available at the following link: <https://www.medicaid.gov/medicaid/managed-care/guidance/final-rule/index.html>.

Through program monitoring, program strengths and deficiencies are identified and educational and other approaches are utilized to achieve positive change. To be maximally effective, the Quality Management Program must be a team effort. It requires the dedicated effort, responsibility, and involvement of clients, family members, clinicians, para-professionals, mental health advocates, and other stakeholders to share information on strengths and weaknesses of services.

Indicators of care and service currently being evaluated include, but are not limited to, client satisfaction, effectiveness of the service delivery system, performance and treatment outcomes, accessibility of services, cultural competency, adherence to health and safety standards, and preservation of client rights.

MEASURING CLIENT SATISFACTION

The MHP is committed to assessing client satisfaction with the quality of care and provision of mental health services. Client satisfaction is measured for the following programs as described below:

Adult/Older Adult System of Care: BHS administers semi-annual mandated client surveys to get this important feedback. The importance of provider participation in the survey process is critical to get an accurate picture of how well each provider and the mental health system as a whole are meeting client needs. It is also a contract requirement.

BHS selects a one-week time period semi-annually in the spring and fall in which all Outpatient providers, including Case Management, are required to administer the Mental Health survey. This survey consists of a Mental Health Statistics Improvement Program (MHSIP) section, which measures client satisfaction with services. This survey should be administered to **all** clients receiving services during the one-week period, **including clients receiving medications only**. UCSD Health Services Research Center (HSRC) is contracted by the MHP to handle the adult survey process. HSRC distributes the blank survey forms, collects the completed forms, and compiles provider and countywide satisfaction data. Providers will be notified by HSRC of the exact survey time period. Survey returns are scanned and then tabulated, therefore, original printed forms provided by the MHP must be used. Providers are strongly requested to send in completed surveys according to HSRC instructions at the end of each survey period. Each

participating provider will receive a report comparing their results on the survey with the average results for their level of care.

The criteria and guidelines for the Adult MHSIP Survey are subject to change as determined by the State. Providers will be notified of changes affecting them.

Children, Youth and Family (CYF) System of Care: A satisfaction survey is conducted semi-annually within all organizational programs (excluding detention programs, medication only cases, inpatient and crisis services) as required by the State to assess client satisfaction. The Youth Services Survey (YSS) is administered to all clients receiving services during the one-week period by the Child and Adolescent Services Research Center (CASRC). Refer to Section N of the OPOH for additional information regarding the YSS.

Provider Feedback

All providers are also encouraged to provide feedback regarding their interaction with the MHP by direct communication with the Program Monitor/COR, Quality Improvement Team, and MH Contract Administration Unit. Communication can occur at the contractor's request, at scheduled meetings, and through the status report narrative.

QM Site Reviews are scheduled on an ad hoc basis to ensure that programs remain in compliance with State Standards. However, the review of Medication Service will continue to be completed annually and will be conducted by QM staff during the Medical Record Review process.

Medi-Cal Certification and Recertification

Contracted and County providers shall be familiar with the Short-Doyle/Medi-Cal delivery system and shall become Medi-Cal certified prior to commencing services and billing Medi-Cal. Providers who bill for Medi-Cal services will be recertified every three (3) years. The recertification review will include review of the following:

- Compliance with all pertinent State and Federal standards and requirements
- Maintenance of current licenses, permits, notices and certifications as required
- Policies & Procedures or process
- Compliance with the standards established in the Mental Health Services Quality Improvement Plan
- Physical plant/facility requirements
- Adherence to requirements for ensuring the confidentiality and safety of client records
- Medication service
- Adherence to health and safety requirements
- Fire Clearance Requirements for Short-Doyle Medi-Cal Programs

As part of the Short-Doyle Medi-Cal Certification process for new programs or Recertification of Short-Doyle Medi-Cal programs, the organizational provider will:

- Secure a new fire clearance document from their local fire code authority and submit a copy to the San Diego County Mental Health Service's Quality Management Unit prior to Certification/ Recertification site visit.
- After receipt of the fire clearance document by QM a site visit will be scheduled. Note: All fire clearance documents must be kept at the program site and be available to reviewers.

At the Short-Doyle Certification/Recertification site visit, the organizational provider must make available to the reviewer the most recent site fire clearance document. Providers will be in compliance if the most recent fire clearance document has been completed within one (1) year of the previous fire clearance document date. If the most recent fire clearance document has not been completed within the one (1) year period or fire clearance document is not found, the program will receive a Plan of Correction (POC) requesting the appropriate action (s) to be taken by the provider. The action (s) will be included in the POC and sent to San Diego County Mental Health Service's QM Unit to review. For any questions on this process, please contact QIMatters.hhsa@sdcounty.ca.gov.

MONITORING THE SERVICE DELIVERY SYSTEM

Uniform Medical Record – Forms and Timelines

All programs are required to utilize the forms specified in the San Diego County Mental Health Services Uniform Clinical Record Manual, and any updated forms, which are issued on an interim basis. The standards for documentation shall be consistent across all clinical programs, regardless of funding source. Programs may adapt forms for specific program needs upon review and approval by the Quality Management Unit. The Hybrid Medical Record for each client must be maintained in a secure location, must be filed in the prescribed order, and must be retrievable for County, State, or Federal audit upon request, during and after the provision of services up to the limits prescribed in California law. Each legal entity shall develop forms for legal consents and other compliance related issues. **Out-of-county** mental health programs may utilize non-San Diego County medical record forms, but they must comply with all State and Federal and requested County guidelines.

County providers are to retain a medical record for 10 years after the discharge date of adult clients, or until a minor has reached the age of 23 years, but in no case less than 10 years. Organizational providers are to develop their own standard, which follows all applicable guidelines/laws, or adopt the County's. County providers are required to retain all Billing Records for a minimum of 5 years in the office, and 2 years off site (for a minimum total of 7 years) when the program is funded with State or Federal dollars. Organizational providers may

seek their own legal counsel, adopt the County standard or set an internal standard, which follows all applicable guidelines, which include, but are not limited to California Code of Regulations Title 22.

Documentation and in-service trainings are offered by QM to keep providers informed of the latest County, State and Federal standards. The Uniform Clinical Record Manual may be obtained on the Optum Public Sector website.

Staff Signature Logs

All organizational providers are required to maintain an accurate and current staff signature log that includes all staff that document within the program's clinical records. The MHP requires that this staff signature log include the following elements for each staff person:

- Typed name
- Signature
- Degree and/or licensure
- Job title
- Language capability, if applicable

It is very important that the signature on the log be readily identifiable to the staff person's signature, as it appears on hard copy documents in the hybrid medical record. A staff log signature that is not readily identifiable to the staff's signature within the medical record could place the service provided at risk of disallowance.

To ensure that the log is kept current, it is the organizational provider's responsibility to update and maintain the log in a timely manner to reflect any changes, i.e. licensure, degree, job title, name, or signature. The staff signature log must be maintained onsite at the organizational provider's program location, and be made available at the request of the MHP for purposes of site visits, medical record reviews, etc. Failure to maintain a staff signature log that is accurate and current will result in a plan of corrective action being issued to the organizational provider.

Timeliness of Documentation Standard

All services provided to a client shall be documented into the client's medical record within a timely manner. Best clinical practice dictates progress notes be completed as soon as possible after a service is provided. With timely documentation, details and relevant information are captured that otherwise may be lost if too much time lapses between service provision and documentation of the service.

No service shall be claimed until the documentation for that service is complete and final approved in the electron health record. In the event a service cannot be documented within a reasonable and timely period, it must be documented within 14 days or it becomes non-billable. A service is disallowed when the documentation date is over 14 calendar days from the date of service (date of service counts as day 1 of 14-day count) and must be corrected by the program. The service would be considered a non-billable service and would be entered into the medical record using the appropriate non-billable service code.

Medical Record Reviews

Quality improvement of documentation is an ongoing process shared between programs and County QM. As such, each plays an important role in the Medical Record Review Process.

Program Responsibility

Providers are required to conduct internal reviews of medical records on a regular basis in order to ensure that service documentation meets all County, State and Federal standards, and that all Short-Doyle Medi-Cal billing is substantiated.

If the clinical documentation does not meet documentation standards as set forth in the current California State Department of Mental Health “Reasons for Recoupment” the provider shall be responsible for addressing the issue by filing a Void-Service Request form with the Mental Health Billing Unit (MHBU).

All services that are voided will be identified as such and the units removed from the Medi-Cal and the Total units. These are automatically repaid to the State once the billing unit submits the voided request. Providers are responsible for re-entering the non-billable service code for services that are identified as a Medi-Cal billing disallowance and is voided based on the Void Reasons found on the Optum website. Corrected service information may only be entered once the provider has confirmed that the incorrect service has been voided.

Providers shall ensure that the services listed on the Void Request Form as disallowances are noted correctly and do not contain errors. Items that are listed on the form incorrectly are the responsibility of the provider to correct. All disallowed services listed must be listed on the form exactly as they were billed.

County Quality Management Reviews

The MHP mandates site and medical record monitoring of providers to ensure that all clients receive the highest quality clinical care at the most appropriate levels of service. The Quality Management Unit conducts program site and medical record reviews. Site visits and medical

record reviews are scheduled and coordinated with the Program Manager at each provider site. A copy of the site and medical record review tool is distributed to the Program Manager prior to the scheduled review.

As part of the coordination process for a medical record review with the program, the QM Specialist will notify the program manager of the designated audit period for the billing claims review. All billings for the designated period will be reviewed on those medical records that are selected for review. Once the program manager has been informed of the designated billing claims period, no provider self-reports of disallowances will be processed for the program that fall within the billing period until completion of the medical record review and resulting final written report by the QM Specialist. At the conclusion of each medical record review, the QM Specialist will present preliminary findings of the review at an on-site exit conference.

For additional record reviews that are conducted by entities other than the MHP [i.e. Department of Mental Health Care Services (DHCS) as part of the Mental Health Plan's compliance review or for Early and Periodic Screening, Diagnosis and Treatment (EPSDT) medical record reviews] the same standard will apply. Once the program or legal entity has been notified of an upcoming medical record review and the billing period has been designated, no provider self-report of disallowances will be processed for any of the designated program's medical records until completion of the review and receipt of the final report.

During the medical record review, a Quality Improvement Specialist will review clinical records for:

- Assessment/Appropriateness of Treatment
- Medical Necessity
- Clinical Quality
- Client Treatment Plan and Client Involvement
- Compliance with Medi-Cal, State, Federal, and County Documentation Standards
- Billing Compliance
- Medication Treatment/Medical Care Coordination
- Administrative/Legal Compliance
- Care Coordination
- Discharge

In addition, the QM specialist may conduct a review of the medication service at each program site.

Program Quality Improvement Plan (QIP)

If the provider's performance is found to be out-of-compliance with documentation standards, incorrect billing, or other areas of improvement are identified, a request for a Quality

Improvement Plan will be issued by the MHP to the provider. After receipt of the MHP's written report of findings, the provider will have a specified timeframe in which to complete and submit the QIP to the QM Unit. The QIP must describe the interventions or processes that the provider will implement to address items that have been identified out of compliance or that were identified as needing improvement. In some instances, the QM Unit will be making more specific process improvement recommendations to the provider that must be included in the QIP. When appropriate, the QIP must include all supporting documentation (i.e. copy of a policy and procedure that has been written, description of a system that program is implementing, copy of sign-in sheets from a training, etc.). Even when supporting documentation is not requested to be submitted with the QIP, the program is still required to keep this documentation on-file at their program. The QIP must also include identified timelines and/or dates as to when the out of compliance item or area needing improvement will be implemented or completed. Pursuant to the "Withholding of Payment" clause of the contract, failure to respond adequately and in a timely manner to a request for a QIP may result in withholding of payment on claims for non-compliance.

Upon receipt of a QIP, the QM Unit will review what has been submitted to ensure that it adequately addresses the identified items. If the determination is made that the QIP does not adequately address these items, the QM Unit may request that the QIP be re-submitted within a specified period.

Programs will be monitored for trends and patterns in any areas found out of compliance or areas needing improvement. Additional QM reviews may occur if a program has an inordinately large number of variances, certain trends and patterns are noted, or is largely out of compliance with standards or contract requirements. Determination of an additional review will be made under the direction of the QM Program Manager and may take place within 30 days, 60 days or some other identified period depending upon the severity of the noncompliance. For medical record reviews, these additional reviews will include the billing audit and will be subject to recoupment.

To track progress of QIP implementation and offer technical assistance and support toward increased quality improvement efforts, the QM Unit will request a written summary from the program on the impact of the QIP on identified deficiencies. This summary will be requested approximately three months after the QIP has been accepted. Details of this process will be discussed with the program during the on-site exit conference after the review.

When a program's identified trends and patterns for out of compliance items or areas needing improvement are not responding to the program's written QIP, QM may request that the Program COR issue a Corrective Action Notice (CAN) to the program's Legal Entity. The CAN, given to the Legal Entity, will include a description of the noncompliance categories, history of program's QIP actions, and a statement about insufficient improvement having been made. QM may recommend identified interventions or process changes to be implemented. If a Corrective

Action Notice is issued to a Legal Entity, additional County Departments become involved in monitoring remedial activities. Failure to respond adequately and in a timely manner to a required Corrective Action Notice may result in a withholding of payment on the claims for non-compliance and could result in putting the contract at risk.

For billing disallowances or service corrections identified in the Medical Record review, programs will be required to submit evidence of correction as delineated in the medical record review protocol for that fiscal year as part of their QIP. Programs are responsible to follow-up on any pending corrections at QM Specialist direction. Required processes for progress note corrections/voids/deletions are outlined in the Progress Note Corrections Packet and associated Appendices, which can be located on the Optum website <https://www.optumsandiego.com/>. If there are additional billing concerns, the QM Specialist may conduct another medical record review prior to the next fiscal year.

Providers shall ensure that the services listed on the Void Request Form as disallowances are noted correctly and do not contain errors. Items that are listed on the form incorrectly are the responsibility of the provider to correct. All disallowed services listed must be listed on the form exactly as they were billed.

Medi-Cal Recoupment and Appeals Process

It shall be the policy (Recoupment Based on Medical Record Review; No: 01-01-125) of County of San Diego Mental Health Services to disallow billing by Organizational, County, Individual and Group providers that do not meet the documentation standards set forth in the Uniform Clinical Record Manual and to recoup Federal Financial Participation (FFP) in accordance with the current *California State Department of Mental Health Reasons for Recoupment of Federal Financial Participation Dollars, Non-Hospital Services*.

Per the current California State DHCS Reasons for Recoupment of FFP Dollars, MHS is obligated to disallow the Medi-Cal claim under the following categories:

- Medical Necessity
- Client Plan
- Progress Notes

Located on the Optum website is the complete listing of recoupment criteria based on the above categories. Organizational and County providers shall be responsible for ensuring that all medical records comply with Federal, State and County documentation standards when billing for reimbursement of services.

At the conclusion of each medical record review, the provider will receive a Medi-Cal Recoupment Summary listing all disallowed billings based on the DHCS reasons for recoupment criteria. If the provider disagrees with a Medi-Cal recoupment, QM has developed a 2-level process for a provider who wishes to appeal a Medi-Cal recoupment decision. Providers must submit their appeals in writing to the QM Unit within required timelines. Located in *Appendix G, G.2* is the complete description of the step-by-step appeal process with timelines for first and second level appeals.

Site Reviews

Providers must comply with all Federal and State regulatory requirements and MHP contract requirements with DHCS. Site reviews are conducted to ensure that providers comply with necessary licenses/certification requirements, maintain a safe facility, and store and dispense medications in compliance with all pertinent Federal and State standards. During the site review visit, a Quality Improvement Specialist may review:

- Physical Plant/facility
- Health and Safety Requirements
- Licenses and Permits
- Required Program Documents
- Personnel
- Medication Service
- Cultural Competence
- Consumer Orientation
- Staff Training & Education
- Client Rights, Grievance & Appeals Process, and Advance Directives
- Staff knowledge of current Organizational Provider Operations Handbook

Medication Monitoring for CYF and AOA SOC

State and County regulations require all organizational providers with programs prescribing medication in the course of their services to have a medication monitoring system. **Out of County Providers shall adhere to their own County's Medication Monitoring process.** Current State Department of Health Care Services (DHCS) requirements for Medication Monitoring are set forth in CCR, Title 9, Chapter 11, Section 1810.440; MHP Contract with DHCS, Exhibit A, Attachment 1, Appendix A, B.4. The primary purpose of medication monitoring is to ensure the most effective treatment. Areas monitored include:

- Medication rationale and dosage consistent with community standards
- Appropriate labs

- Consideration of physical health conditions
- Effectiveness of medication(s) prescribed
- Adverse drug reactions and/or side effects
- Evidence of signed informed consent
- Client adherence with prescribed medication and usage
- Client medication education and degree of client knowledge regarding management of medications.
- Adherence to state laws and guidelines

Within the SDC BHS system of care, programs are required to review one percent (1%) of their active medication caseload each quarter, with a minimum of one chart reviewed. Closed cases, cases in which the client has not returned for recent services and clients that are not receiving medication are not to be reviewed. The sample shall include representation from all psychiatrists who prescribe.

The Medication Monitoring Committee function shall be under the supervision of a person licensed to prescribe or dispense prescription drugs. The Medication Monitoring Committee may be comprised of two or more representatives from different disciplines but at least one of the members must be a psychiatrist or pharmacist. Psychiatrists may not review their own prescribing practices. It is the programs responsibility to assure that there is another psychiatrist to review the charts.

Contracted providers are required to perform the first-level screening of medication monitoring for their facility. Programs will use the Medication Monitoring Report, Medication Monitoring Screening tool (either Adult or Children's), and the Medication Monitoring Feedback Loop (McFloop) for their screening. If a variance is found in medication practices, a McFloop form is completed, given to the psychiatrist for action, and then returned to the Medication Monitoring Committee for approval.

Procedures for Medication Monitoring Reporting:

- Email/fax the Medication Monitoring Report to QM.
- Do not submit your Medication Monitoring tools or approved McFloop forms. Keep these forms on file at your clinic.
- If you have any unapproved McFloop forms, send in by secure email or by fax (619-236-1953) as they contain PHI.
- At the time of your Medical Record Review, QM Specialists will review your medication monitoring submissions for the last quarter.

Report Instructions: Variances are totaled by type of variance. For example, if you reviewed 10 charts, and one chart had a variance for variance #2a, then a "1" would be entered in the

variance 2a box. If three charts had a variance for variance #6, then a “3” would be entered in *variance 6* box. Keep in mind when filling out the forms:

- Under the **Description of Activities Section**, all fields must be completed.
- Question 2a on both Adult and Children’s form is for answering if labs were required. If no labs were required and it has been answered NO – this would not be a variance.

Results of medication monitoring activities are reported quarterly to the QM unit by the 15th of each month following the end of each quarter (First quarter due October 15, second quarter due January 15, third quarter due April 15 and fourth quarter due April 15). The QM Medication Monitoring Reports for the CYF and Adult’s Mental Health Systems of Care are located in Appendix G. For AOA SOC be sure the criteria are met before completing the Benzodiazepine section of the Adult Medication Monitoring Tool.

Due to the number of missing signed consents and lab reports, BHS is establishing a standard for monitoring these two issues.

- All programs shall have a procedure in place to ensure the following:
 - Signed and updated consents are completed and filed in the hybrid record in a timely manner. (*See section L for Practice Guidelines*).
 - Labs are ordered and those results are returned in a timely manner. Programs shall ensure that lab results have been reviewed and filed in the hybrid record a timely manner.
 - Ensure there is sufficient follow up with clients/family members in keeping their appointments for labs.

The Health and Human Services Agency Pharmacy is responsible for performing the medication monitoring for County-operated facilities. The Chief of Pharmacy submits a written quarterly report that includes results of screening and clinical review activities to the clinic program managers and the Behavioral Health Quality Management Unit.

The QM Unit evaluates the reports from both the contractors and Chief of Pharmacy for trends, compiling a summary report submitted to the Quality Review Council (QRC), Program Monitor/COR, and the Pharmacy and Therapeutics Standards and Oversight Committee (P&T) quarterly. If a problematic variance trend is noted, the report is forwarded to the Medical Director for recommendations for remediation. Programs with severe or recurrent problems will have additional reviews and/or recommendations for a quality improvement plan.

CYF System of Care: Storage, Assisting with Self Administration, and Disposal of Medications

Only authorized California licensed personnel within the scope of their practice and in accordance with all Federal laws and regulations governing such acts shall administer medications. These licensed personnel include; physicians, physician assistants, nurse practitioners, registered nurses, licensed vocational nurses and licensed psychiatric technicians. In instances where clients must take medications during the provision of mental health services, and licensed personnel are not present, the following procedures shall be in place:

1) Storage of Medications

- a) The client's parent/guardian shall bring in the prescribed medication, which is packaged and labeled in compliance with State and Federal laws.
- b) Medications shall be logged in on the “**Perpetual Inventory Medication Log**” (See *Appendix G, G.15*)
- c) All medications shall be stored in a locked, controlled and secure storage area. Access to the storage area shall be limited to authorized personnel only.
- d) The storage area shall be orderly, well-lit and sanitary. It shall have the proper temperature, light, moisture, ventilation and segregation that are required by Federal, State and County laws, rules and regulations.
- e) All controlled substances shall be double locked for security and shall only be accessible to authorized personnel.

2) Assisting in the Self Administration

- a) Careful staff supervision of the self-administration process is essential. Program staff shall provide the individual dose from the packaged and labeled container for client to self-administer.
- b) Staff shall record the self-administration of all medications on the **Perpetual Inventory Medication Log**.

3) Disposal of Medications

- a) Disposal shall occur when the medications are expired, contaminated, deteriorated, unused, abandoned, or unidentifiable. Programs may return medications to pharmacy representatives for disposal, or dispose of medications by placing them in biohazard sharps containers for transportation to incineration. If neither of these methods is available, the program can contact a pharmaceutical disposal company for transport and disposal. Examples include: Stericycle 1 (866) 783-9816 and KEM (619) 409-9292. Disposal by flushing medications into the water system or placing in the trash are both prohibited under environmental and safety regulations.
- b) Disposal shall be documented and co-signed on “**Medication Disposal Log**” (*Appendix G, G.16*).

ACCESSIBILITY OF SERVICES

The provider is responsible for preparing and maintaining appropriate records on all clients receiving services in compliance with CCR, Title 9, Chapter 11 and 42 CFR guidelines. This includes on site and secure maintenance of a written Request for Services Log. At a minimum, the log must contain the name of the individual, the date of the request, the nature of the request, the initial disposition of the request, and whether the request was routine, urgent or an emergency. It is strongly suggested that providers also keep records of the consumer's insurance coverage, and whether the client telephoned or walked in to request services. County and Organizational providers are to retain log for a minimum of 5 years in the office, and 2 years off site (for a minimum total of 7 years).

The provider is expected to meet the MHP standards for access to emergency, urgent and routine mental health services to ensure that clients receive care in a timely manner. These access standards refer to the acceptable timelines for triage, intake, assessment, and clinical evaluation. The MHP will be monitoring compliance according to established industry standards and a mandate by the San Diego County Board of Supervisors (see Section C for a review of these standards.)

Adult/Older Adult System of Care: Guidelines for Orientation Groups

Orientation groups were implemented in some outpatient programs in San Diego County in order to educate clients about services and to assist them in completion of required client paperwork prior to a clinical appointment. While orientation groups may aid programs in meeting these objectives, it is critical that program staff understands that the use of Orientation Groups may not create a barrier to accessing services and may not be counted as a first appointment for Access Times purposes.

New clients who are being discharged from a hospital or crisis residential facility shall not be required to attend an orientation group prior to receiving a mental health and/or psychiatric assessment. Clients who choose not to or are unable to attend an Orientation Group must be given alternative ways to receive the information shared in this meeting and cannot be denied a mental health assessment based on attendance or non-attendance.

It is the responsibility of each Program Manager to train appropriate staff on the limitations regarding the use of Orientation Groups, and the inability to count a group as a first appointment for Access Times purposes.

Access Times

Another measure of system efficiency is the amount of time that clients need to wait to receive access to services. County-operated and designated contracted providers of outpatient assessments and medication evaluations shall report Access Times information each month. **This**

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information shall be reported via the completed Services Access Time Logs to BHSQIPIT@sdcounty.ca.gov, the Program Manager/COR, and other designated staff by the 15th after the reporting month.

Data shall include the previous month's information on client access (waiting time) for initial mental health and psychiatric assessments. For questions on the reporting for Access Times, contact BHSQIPIT@sdcounty.ca.gov.

The Access Times (for both Mental Health and Psychiatric Assessments) are defined as the time between the initial contact (which is the date of first contact with the individual or family, and would include date of walk-in, if applicable) until the first available assessment appointment, which may be for a face-to-face screening or complete Mental Health or Psychiatric Assessment.

If a client is unwilling to wait as long as necessary in a given program, the program must refer to another provider (including emergency rooms, if needed) who can offer a more timely appointment. Requests for services must be logged on the Services Access Time Log. (*Appendix C. C.1.*) Detailed instruction on how to complete the Services Access Time Log are included in the Services Access Time Log Manual (*Appendix C.C.6.*)

Access Times are monitored by the Performance Improvement Team of QI, and any program that consistently exceeds its Access Time benchmark will be required to submit a quality improvement plan per the direction of the responsible COR.

Access Times for Emergency and Urgent Services:

- Any client who needs emergency service shall have his/her needs addressed within one hour.
- Any client who meets the criteria for needing “urgent” services shall be seen within 72 hours. A need for urgent services is defined as a condition, which without timely intervention, is certain to result in a person being suicidal, homicidal or gravely disabled, and in need of emergency inpatient services. Any client being discharged from a psychiatric hospital facility, or who calls for services and is screened as needing services urgently meets the “urgent” criteria and shall be seen with 72 hours. (*For adult programs, this includes persons being discharged from a crisis residential facility, the EPU or a locked/IMD placement*).

Access Times for Routine Condition:

A “Routine Condition” is defined as a relatively stable condition and there is a need for an initial assessment for Specialty Mental Health Services.

- **Adult Mental Health Services:** System wide average of eight (8) calendar days from initial contact to first available appointment for mental health or psychiatric assessment. This number is a system wide average for all adult providers. A specific access time

requirement may be directed per one's contract or COR. Please contact the program COR with any questions.

- **Children, Youth and Families Services:** System wide average of five (5) calendar days from initial contact to first available appointment for mental health or psychiatric assessment.

CLIENT AND PERFORMANCE OUTCOMES

Adult System of Care:

In conjunction with new State and Federal mandates to show program effectiveness and client progress in rehabilitation and recovery, the MHP has extended the Client Outcomes tracking to almost all Outpatient and Case Management programs. If you think client outcomes tracking may not be feasible due to the special nature of your program, please contact your System of Care Monitor (COR, RPC) to discuss a possible exemption.

New outcome measures were chosen in June-2009 to better reflect the recovery orientation of the MHP. A provider advisory group, the Health Services Research Center (HSRC), and Mental Health Administration worked together for two years to select and pilot tools to make the most appropriate choice for the San Diego MHP. Beginning in July 2009, HSRC brought the new measures to each provider. After an on-site provider staff training, each organization implemented the new measures.

In determining what indicators to select as part of the performance measurement system, San Diego County A/OAMH continued to use the following criteria: meaningfulness, applicability, availability, compatibility with California programs and priorities, and ease of use.

The A/OA outcomes measures include the Milestones of Recovery Scale (MORS). MORS is an evaluation tool used to assess clinician perception of a client's current degree of recovery. Level of Care Utilization System (LOCUS). LOCUS is a short assessment of client current level of care needs. Recovery Markers Questionnaire (RMQ). RMQ is used to assess personal recovery of the client from the perspective of the client. Illness Management and Recovery (IMR). IMR is a 15 item assessment addressing differing aspects of the client's illness management and recovery from the perspective of the clinician.

Section N details the system-wide outcome measures. Additional performance requirements are described in that section. The outcomes measures manual is available on the Optum website at: <https://www.optumsandiego.com> Go to "Organizational Providers" "County Staff & Providers" then the "Manuals" tab.

Every three years starting in September/October, 2009, Program Managers or Administration will be asked to complete a short Recovery Self-Assessment tool designed to measure progress toward the recovery-orientation of each program as a whole. The data from this tool will be used to help agency personnel and stakeholders review their relative standing in comparison to other programs in the same level of care, their strengths, and areas of improvement.

Child, Youth and Family System of Care:

In November 2017, the California Department of Health Care Services selected new Statewide outcome measures for Children's Mental Health programs. These measures include the Child and Adolescent Needs and Strengths (CANS) and the Pediatric Symptom Checklist (PSC and PSC-Y.). The State's primary purpose for the data obtained from the functional assessment tools is for quality improvement efforts. Section N details the system-wide outcome measures. Additional performance requirements are described in that section. The outcomes measures and data entry trainings are available on the CASRC website:

<https://medschool.ucsd.edu/som/psychiatry/research/CASRC/resources/SOCE/Pages/CYFmHOMS-DES.aspx>

Information on CANS certification, a requirement for administration, is available on the BHETA CYF Outcomes website:

<https://theacademy.sdsu.edu/programs/bheta/cyf-outcomes/>

All outcomes data will be entered in the Children, Youth and Families Mental Health Outcomes Management System (CYF mHOMS) data entry system (DES). Other data is manually collected by providers and submitted on a quarterly basis (QSR).). The data is useful in determining trends and patterns in service provision and demand, as well as, identifying opportunities for improvement.

In conjunction with new State mandates for quality improvement and monitoring client progress, the MHP is extending the Client Outcomes tracking to all programs through data reports and the QSR. See section N – Data Requirements and Section A – Systems of Care for client outcomes indicators determined by the MHP.

Participating programs shall report their outcomes data according to defined timelines. The Program Monitor/COR will review the results, check for adherence to the outcome standard, and identify if a plan of correction is needed. The QM unit will track trends for the data provided on the QSR and the quarterly CYF mHOMS DES report produced by CASRC. The specific outcomes procedures by level of care, the outcomes tools, and reporting requirements can be obtained by contacting your Program Monitor/COR and/or the Child and Adolescent Services Research Center (CASRC).

Monthly/Quarterly Status Report (M/QSR)

Providers are required to submit a monthly/quarterly status report to the COR which gives the MHP vital information about provider services. All sections of the report must be completed. Instead of twice-yearly reports on staffing for cultural competence, the new form includes a place to report monthly/quarterly on staffing and training. This report form is updated periodically in accordance with changing State, Federal and County regulations.

Mental Health Services Act (MHSA) Outcomes

Under the MHSA in San Diego, new programs are being started while others are expanding. As the MHSA is implemented across the State, new requirements for outcome reporting are anticipated to document how these funds are changing the lives of mental health clients. Providers receiving MHSA funding will be responsible for complying with any new requirements for additional outcome data. Currently, programs that have entered into Full Service Partnerships under the MHSA are required to participate in a direct State data collection program which tracks initial specialized client assessments, ongoing key incident tracking, and quarterly assessments.

Performance Improvement Projects (PIPs)

The State has mandated that each county be engaged in one administrative and one clinical performance improvement project each year in order to improve processes and outcomes of care. A PIP is a comprehensive, long-term quality improvement project includes a commitment to improving quality through problem identification, evaluating interventions and making adjustments as necessary. It may provide support/evidence for implementing protocols for “Best Practices”. Progress on each PIP is evaluated annually by the External Quality Review Organization (EQRO), an independent State contracted organization.

The MHP may ask for your involvement in the PIP by:

- Implementing current PIP interventions/activities/procedures at your programs
- Supporting survey administration and/or focus group coordination at your programs
- Developing your own program’s PIP projects

SERIOUS INCIDENT REPORTING (SIR)

An incident that may indicate potential risk/exposure for the County – operated or contracted provider (per Statement of Work), client or community shall be reported to the BHS Quality Management Unit. There are two types of reportable incidents, 1) Serious Incidents are reported to the BHS QM Unit and 2) Unusual Occurrences are reported directly to the program’s Contracting Officer Representative (COR).

All providers are required to report serious incidents involving clients in active treatment or whose discharge from services has been 30 days or less. Required reports shall be sent to the QM Unit who will review, investigate as necessary, and monitor trends. The QM team will communicate with program's COR and BHS management. The provider shall also be responsible for reporting serious incidents to the appropriate authorities.

Serious Incident Categories: Level One and Level Two

Serious incidents shall be classified into two levels with Level One being most severe and Level Two less severe.

A Level One incident is the most severe type of incident. A level One incident must include at least one of the following:

- Any event that has been reported in the media/public domain (television, newspaper, internet), current or recent past, regardless of type of incident.
- The event has resulted in a death or serious physical injury on the program's premises.
- The event is associated with a significant adverse deviation from the usual process for providing behavioral health care.

A Level One serious incident shall be reported to the QM SIR Line at 619-641-8800 immediately upon knowledge of the incident. The provider shall submit the Serious Incident Report to the QM Unit within 24 hours of knowledge of incident.

A Level Two serious incident shall be reported to the QM SIR Line at 619-641-8800 no later than 24 hours of knowledge of the incident. The provider shall submit the Serious Incident Report to the QM Unit within 72 hours of knowledge of incident. A level two incident is any serious incident that does not meet the criteria of a Level One serious incident.

After review of the incident, QM may request a corrective action plan. QM is responsible for working with the provider to specify and monitor the recommended corrective action plan.

The QI unit will monitor serious incidents and issue reports to the Quality Review Council and other identified stakeholders.

Serious incidents are categorized as follows:

- Incident reported in the media/public domain (e.g. on television, newspaper, internet)
- Suicide attempt by client that requires medical attention or attempt is potentially fatal and/or significantly injurious.
- Death of client by suicide (includes overdose by alcohol/drugs/medications, etc.)

- Death of client under questionable circumstances (includes overdose by alcohol, drugs, medications, etc.)
- Death of client by homicide
- Alleged homicide attempt on a client (client is victim)
- Alleged homicide attempt by a client (client is perpetrator)
- Alleged homicide committed by a client (client is perpetrator)
- Injurious assault on a client (client is victim) occurring on the program's premises of the program resulting in death, severe physical damage and/or loss of consciousness, respiratory and/or circulatory difficulties requiring hospitalization.
- Injurious assault by a client (client is perpetrator) occurring on the program's premises of the program resulting in severe physical damage and/or loss of consciousness, respiratory and/or circulatory difficulties requiring hospitalization.
- Tarasoff Notification, the duty to protect intended victim, is made to the appropriate person(s), police, or other reasonable steps have been taken to protect the intended victim. *Note: Serious Incident Report of Finding not required unless indicated.*
- Tarasoff Notification, the duty to protect intended victim, is received by the program that a credible threat of harm has been made against a staff member(s) or program and appropriate safety measures have been implemented. *Note: Serious Incident Report of Finding not required unless indicated.*
- Serious allegations of or confirmed inappropriate staff (includes volunteers, interns) behavior such as sexual relations with a client, client/staff boundary issues, financial exploitation of a client, and/or physical or verbal abuse of a client.
- Serious physical injury to a client requiring hospitalization where the injury is directly related to the client's mental health or substance use functioning and/or symptoms.
- Adverse medication reaction resulting in severe physical damage and/or loss of consciousness; respiratory and/or circulatory difficulties requiring hospitalization.
- Medication error in prescription or distribution resulting in severe physical damage and/or loss of consciousness; respiratory and/or circulatory difficulties requiring hospitalization.
- Apparent overdose of alcohol/illicit or prescriptions drugs, whether fatal or injurious, requiring medical attention.
- Use of physical restraints (prone or supine) only during program operating hours (applies only to CYF mental health clients during program operating hours and excludes SUD programs, Hospitals, Long-Term Care Facilities, San Diego County Psychiatric Hospital/EPU, ESU and PERT)
- Other

Serious Incident Reporting Procedures

1. Upon knowledge of incident, program shall report the incident and all known details to the SIR Line at 619-641-8800
2. All providers are required to report serious incidents involving clients in active treatment or whose discharge from services has been 30 days or less.
3. A Level One serious incident shall be reported to the SIR Line immediately upon knowledge of the incident and followed up with the written SIR report to QM no later than 24 hours.
4. A Level Two serious incident shall be reported to the SIR Line no later than 24 hours of knowledge of the incident and followed up with the written SIR report to QM within 72 hours.
5. In the event of a serious incident, the client's medical record/s will immediately be safeguarded by the program manager or designee. Program manager shall review chart as soon as possible. The client medical record shall not be accessed by unauthorized staff not involved in the incident.
6. All program staff will maintain confidentiality about client and serious incident. The serious incident should not be the subject of casual conversation among staff.
7. All serious incidents shall be investigated and reviewed by the program. The program shall submit a complete Report of Findings to QM within 30 days of knowledge of the incident.
8. Tarasoff incidents do not require a SIROF unless the Program Manager, after review, has concluded one is indicated due to a systemic or client related treatment issue.
9. An SIR is never to be filed in the client's medical record. A Serious Incident Report shall be kept in a separate secured confidential file.
10. A serious incident that results in 1) a completed suicide or 2) an alleged client committed homicide will automatically trigger a chart review by the QM Unit and require the completion of a Root Cause Analysis (RCA) within 30 days of knowledge of the incident.
11. The Action Items because of the RCA shall be summarized and submitted to the QM unit with 30 days of knowledge of the incident. Do not submit the RCA worksheet, only a summary of action items.

Clinical Case Reviews

Under the direction of the BHS Clinical Director, a clinical case review convenes regularly to review cases involving a completed suicide, homicide, and other complex clinical issues. The purpose of the review is to identify systemic trends in quality and/or operations that affect client care. Identified trends are utilized to provide opportunities for continuous quality improvement. Program shall comply with requests for medical records that are reviewed in clinical case conference.

Stakeholders, including BHS Director, CORs, Deputy Directors, QI Chief, Program Managers, County or Contractor QI staff, or other designated staff may make a request at any time for a clinical case review. Specific requests for case reviews should be coordinated through the QM Unit by contacting QIMatters.hhas@sdcounty.ca.gov.

Please Note:

The Serious Incident RCA Worksheet is required for San Diego County operated programs per current HHSA/MHS General Administration Policies and Procedures. San Diego County Contracted programs may use the Serious Incident RCA Worksheet or some other process that is approved by their Legal Entity. It is recommended that programs not choosing to use the Serious Incident RCA Worksheet ensure that the process they do use incorporates best practices for their analysis of findings (see http://www.jointcommission.org/sentinel_event.aspx for more info on RCA). Technical assistance is available by request through QIMatters.hhsa@sdcounty.ca.gov RCA training is offered on a quarterly basis.

Level One Serious Incident Reporting on Weekends and Holidays

Level One Serious Incidents are required reporting for Legal Entity (LE) behavioral health programs on weekends and holidays to the QM Unit and Designated County Staff. This requirement does not apply to Level Two serious incidents.

Follow this procedure for reporting a **Level One** Serious Incident on Weekends and Holidays.

1. For a Level One Serious Incident, call the QM SIR Line and report the incident.
2. Each LE will identify key Senior Level staff (1-3) that are designated as the main contact person(s) for their programs needing to report a Level One incident on weekends and holidays. This LE designated staff will report the Level One incident by calling or leaving a message with all required information including a call back number for the County Designated Staff. Each LE will be provided the contact phone numbers of the County Designated Staff.
3. Program staff should only be reporting the Level One Serious Incident to their LE designated staff. Program staff should not be directly contacting the County Designated Staff.
4. Report Level One Serious Incidents to the County Designated Staff on weekends and holidays between the hours of 8:00am – 8:00pm (reporting hours). If you have a Serious Incident that occurs outside of reporting hours, then report the Serious Incident on the

next or same day during reporting hours. This requirement is only for Level One Serious Incidents.

5. Weekend Coverage is defined as Saturday and Sunday. Holiday Coverage is defined as any designated County Holiday.
6. County designated staffs are identified in priority contact order as:
 - 1) Adult SOC Assistant Deputy Director – A/OA Providers
 - 2) CYF SOC Assistant Deputy Director – CYF Providers
 - 3) Director; BHS (third back up).

Privacy Incident Reporting (PIR) for Staff and Management

Programs shall follow the HHS Privacy Incident Reporting Policy. When staff becomes aware of a suspected or actual privacy incident. Staff notifies Program Manager immediately. Program Manager immediately notifies COR.

If a County incident, Program Manager will:

1. If suspected or actual privacy incident involves 500 or more individuals, notify Agency Privacy Officer (APO) immediately by emailing: angie.devoss@sdcounty.ca.gov and frank.larios@sdcounty.ca.gov. For all other suspected or actual privacy incidents, follow steps below.
2. Submit an Initial HHS Privacy Incident Report (PIR) online via the web portal: <https://www.sandiegocounty.gov/content/sdc/hhsa/hhsa-privdb-landing.html>. Complete initial PIR web-form to the best of your ability and submit within one business day. The PIR web-form landing page link is also available on the Agency Compliance Office's website: www.cosdcompliance.org.
3. Submitter will receive an email with the PIR Tracking # and an Access Code. Use this information to access your PIR via the same web link above.
4. Continue to investigate and Update the PIR online within 72 hours, including required information missing from initial report and any additional information requested by APO.
5. Provide any pending or additional information needed to submit Final completed PIR within seven business days of initial discovery.

If a Contractor incident, COR will:

1. Direct Contractor to complete HHS Privacy Incident Report Web-Form online and updates, as outlined above.
2. Direct Contractor to complete any other steps as directed by APO, including, but not limited to notifications or external reporting.

San Diego County contracted providers should work directly with their agency's legal counsel to determine external reporting and regulatory notification requirements and provide their determination to the HHS Privacy Officer.

UNUSUAL OCCURRENCE REPORTING

An unusual occurrence is reported directly to your COR/Program Monitor within 24 hours of knowledge of the incident. An unusual occurrence is defined as an incident that may indicate potential risk/exposure for the County – operated or contracted provider (per Statement of Work), client or community that does not meet the criteria of a serious incident. Unusual occurrences may include but are not limited to:

- Alleged child abuse
- Police involvement
- Inappropriate sexual behavior
- Self-injury
- Physical injury
- Physical abuse
- AWOL
- Fire setting
- Poisoning
- Major accident
- Property destruction
- Epidemic or other infectious disease outbreak
- Loss or theft of medications from facility

Safety and Security Notifications to Appropriate Agencies

When an Unusual Occurrence occurs or are identified, the appropriate agencies shall be notified within their specified timeline and format:

1. Child and Elder Abuse Reporting hotlines.
2. Tarasoff reporting to intended victim and law enforcement
3. Law enforcement (police, sheriff, school police, agency security, military security/Naval Investigative Service, etc.) for crime reporting or requiring security assistance and inquiries.
4. Every fire or explosion that occurs in or on the premises shall be reported within 24 hours to the local fire authority or in areas not having an organized fire service, to the State Fire Marshall.

Child, Youth and Family: Additional Reporting

CYF providers may notify other outside agencies who serve the client upon consideration of clinical, health and safety issues. Notification should be timely and within 24 hours of knowledge of the incident. The required agencies include but are not limited to:

- Children Welfare Services
- Probation Officer
- Regional Center
- School District
- Therapeutic Behavioral Services (TBS) – Both County and Contractor
- Other programs that also serve the client

Reportable issues may include:

1. Health and safety issues
2. A school suspension
3. A student is taken to a hospital due to an injury or other medical issue which occurs at the program site or when the TBS worker is present
4. A referral for acute psychiatric hospital care
5. An issue with direct service provider staff, which may lead to worker suspended or no longer providing services
6. A significant problem arising while TBS worker is with the child

QUALITY REVIEW COUNCIL (QRC)

The Quality Review Council (QRC), mandated by State regulation, is a collaborative group that is chaired by the MHP Clinical Director and consists of MHP stakeholders including clients and family members, County and contracted providers, associations and advocacy groups representing the mental health community, and hospital providers. The QRC meets regularly to review, discuss and make recommendations regarding quality improvement issues that affect the delivery of services through the MHP. Participation in the QRC is encouraged. If you would like to participate in the QRC, email QIMatters.hhsa@sdcounty.ca.gov

NATIONAL VOTER REGISTRATION ACT (NVRA)

Per the National Voter Registration Act (NVRA) of 1993, providers are required to offer voter registration materials at intake (except in a crisis), renewal and anytime a change of address is reported. For TAY and Adult programs, voter registration services shall be provided to clients who are:

- A citizen;
- Live in California;

- At least 18 years of age by the date of the next election; and
- Not currently on parole for a felony conviction or formally judged by a court to be mentally incompetent to vote.

For Children's programs, voter registration services shall be offered to parents/guardians of clients less than 18 years of age.

Mental Health Programs shall have Voter Registration Forms and General Instruction Forms available to clients in English, Spanish and Tagalog as required by the County of San Diego Registrar of Voters. An attached Voter Registration Form, General and State Instructions Form and DSS 16-64 form shall be included in all intake/admission packets. Additionally, the same level of assistance shall be provided to mental health consumers registering to vote as is provided for completing other forms for mental health services. When a client requests a form in a language other than those available from the County's Registrar of Voters, staff shall provide the client with the Secretary of State's toll free number: 1-800-345- VOTE. Voter Registration forms in the threshold languages can be found in *Appendix A.G.18-A.G.22*.

Training on the legal requirements and County expectations under this Act is required to be taken by provider staff once each year. The NVRA training is available on the HHSA BHS webpage: <http://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/>. For more information, refer to Medi-Cal Eligibility Division Information Letter I 12-02 (<http://www.dhcs.ca.gov/services/medi-cal/eligibility/Documents/cI12-02.pdf>). If you have additional questions about this requirement, please contact your Contracting Officer Representative (COR).

Failure to implement the NVRA may subject the agency to legal liability.