



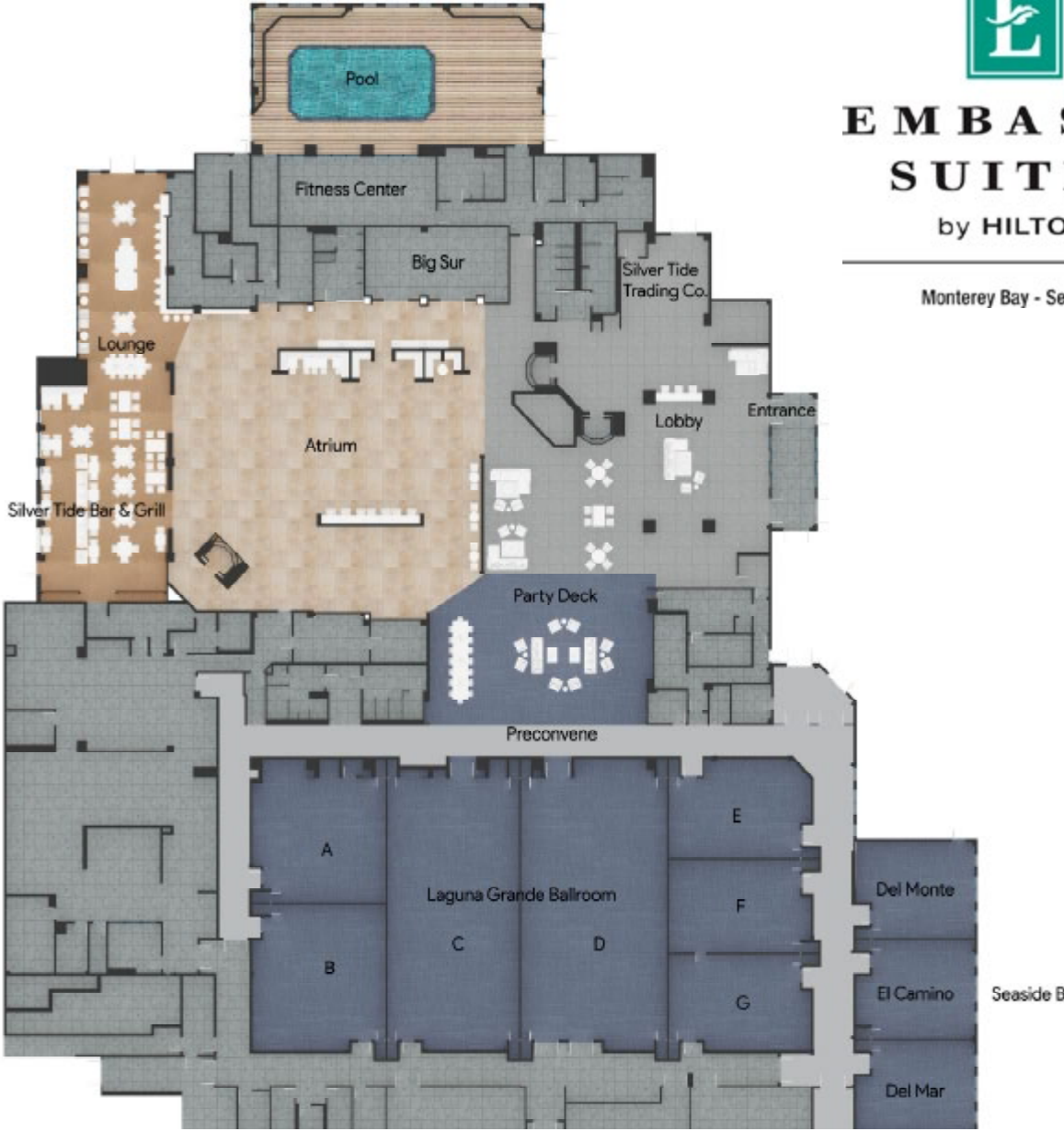
CalQIC 2023: RECLAIMING Excellence

Striving for Excellence in the
Face of Challenges

March 8-11, 2023
Embassy Suites by Hilton
Monterey Bay Seaside

Co-Sponsored by the California Quality Improvement Coordinators (CalQIC)
and the California Institute for Behavioral Health Solutions (CIBHS)

Conference Map



EMBASSY SUITES

by HILTON™

Monterey Bay - Seaside

7:00am – 5:00pm	Registration and Embassy Suites Breakfast Laguna Grand Ballroom Foyer <i>(if you're not staying at the Embassy, please request a breakfast voucher at the conference registration desk)</i>
8:15am – 9:00am	Welcome Laguna Grand Ballroom
9:00am – 10:30am	DHCS: State of the State Laguna Grand Ballroom Erika Cristo , Assistant Deputy Director, Behavioral Health Community Services & Licensing and Certification, California Department of Health Care Services Paula Wilhelm , Assistant Deputy Director, Medi-Cal Behavioral Health, California Department of Health Care Services Elissa Feld , Senior Policy Analyst, County Behavioral Health Directors Association (CBHDA) The Department of Health Care Services will provide an update on CalAIM's behavioral health initiatives, including progress made to date and an overview of initiatives to be implemented in the coming year and CBHDA will offer County perspective and insights on these topics.
10:30am – 10:45am	Break
10:45am – 12:15pm	Breakout SESSION A Salon ABC QI for Neophytes Maureen Dopson, LMFT , Quality Improvement Administrator, Riverside University Health System – Behavioral Health Danielle Rhinesmith, LMFT , UR/QI Supervisor, Behavioral Health Services, San Diego County Nathan Hobbs, LCSW , Quality Improvement Manager, Sonoma County Behavioral Health Jennifer Gay, LMFT , Supervising Clinician, Behavioral Health Quality Management, Yolo County Health, and Human Services Agency Individuals new to Quality Improvement Programs are often overwhelmed by the immensity of responsibilities they never knew existed. This session will provide an overview of the various responsibilities Quality Management Coordinators are tasked to complete including how differences between counties can impact these responsibilities; mandatory state and federal audits; reporting requirements; corrective action plans; resource information; and methods of organization.

10:45am – 12:15pm

Breakout SESSION B Salon DEGF

Efficient and Effective Care Delivery Strategies within a Workforce Crisis

Debbie Innes-Gomberg, PhD., Deputy Director, Los Angeles County Department of Mental Health

Darren Tan, MPA, Deputy Director, Administrative Services Behavioral Health Administrative Services (BHAS), County of Santa Clara Behavioral Health System

Thanh Do, PhD., Program Manager III, Workforce Development Behavioral Health Administrative Services, County of Santa Clara Behavioral Health System

Stacy VanBruggen, LCSW, Division Manager Adult System of Care, Fresno County Department of Behavioral Health

Within the context of providing effective, efficient, and timely mental health service delivery, a panel comprised of county behavioral health leaders from Fresno, Santa Clara and Los Angeles Counties will discuss their county’s approach to re-building the workforce through workforce recruitment and retention strategies, client flow and utilization management approaches and clinical workflow changes, including the use of Collaborative Documentation.

12:15pm – 1:45pm

Lunch (included) and CalQIC 2023 Planning MeetingAtrium

Jump on board and be a part of the CalQIC 2024 Planning Committee! If you’re even a little curious, please join the CalQIC 2023 Planning Committee to hear about their experiences planning the 2023 conference. Seeking CalQIC veterans as well as those who may be new to CalQIC. All welcome! Bring your lunch to the designated table.

1:45pm – 3:15pm

BHQIP and Comprehensive Quality Strategy Laguna Grand Ballroom

Dr. David Tian, MD, MPP, FASAM, Medical Consultant II, California Department of Health Care Services

Elissa Feld, Senior Policy Analyst, County Behavioral Health Directors Association (CBHDA)

Rob George, LCSW, MH Services Manager, Sr, Solano County Department of Health, and Social Services

Brandon Jacobs, MHA, Deputy Director of Quality Management, Riverside University Health System

Heather Williams, Behavioral Health Program Supervisor, Quality Improvement Division, Determining Action Through Analytics (DATA) Team, Kern Behavioral Health & Recovery Services

Effective population health management requires effective collection and evaluation of data. DHCS has introduced some initiatives through CalAIM using BHQIP goals and milestones and will be introducing additional expectations and quality and data evaluation through its Comprehensive Quality Strategy initiative with counties.

3:15pm – 3:30pm

Break

3:30pm – 5:00pm

Overview of a Behavioral Health External Quality Review Laguna Grand Ballroom

Samantha Fusselman, LCSW, CPHQ, Executive Director, Behavioral Health Concepts, Inc. / CalEQRO

Patrick Zarate, Assistant Director, Behavioral Health Concepts, Inc. / CalEQRO

Leah Hanzlicek, PhD., MSW, Information Systems Reviewer Supervisor, Behavioral Health Concepts, Inc.

Join us for an overview of a Behavioral Health (BH) External Quality Review (EQR) - what is the California External Quality Review Organization (CalEQRO), why does it exist, and what does the EQR entail? Topics will include the core elements of a BH EQR; CalEQRO-calculated Performance Measures that pertain to access to care, timeliness of access, and the quality of care provided to Medi-Cal beneficiaries; and strengths, opportunities, and recommendations.

5:00pm – 6:00pm

Networking *(optional)*. Embassy Lounge

(if you're not staying at the Embassy stop by the conference registration desk for a voucher)

7:00am – 5:00pm	Registration and Embassy Suites Breakfast Laguna Grand Ballroom Foyer <i>(if you're not staying at the Embassy, please request a breakfast voucher at the conference registration desk)</i>
8:15am – 8:30 am	Welcome Laguna Grand Ballroom
8:30am – 10:00am	Network Adequacy Oversight and Monitoring Section Laguna Grand Ballroom Carla Minor , Network Adequacy Oversight Section Chief, Department of Health Care Services LaMonte Love , Access to Care Oversight Section Chief, Department of Health Care Services The DHCS, Quality and Network Adequacy Oversight Branch (QNOAB) will be providing comprehensive information about corrective action plans, reporting requirements, and upcoming 2023 Network Adequacy Certification requirements. The QNAOB will also provide updates on the implementation of the 274 for Medi-Cal Behavioral Health Programs. Time is allotted for counties to ask questions and discuss the topic areas after the presentation.
10:00am – 10:20am	Break
10:20am – 12:00pm	How to Prepare for an EQRO Review, Now and in the Future Laguna Grand Ballroom Bill Walker, LMFT , Clinical Quality Strategist, Behavioral Health Concepts (BHC) Laura Bemis , Consumer and Family Member Reviewer Coordinator, Behavioral Health Concepts (BHC) Kiran Sahota , Quality Reviewer, Behavioral Health Concepts (BHC) Join us for a supportive overview on how to prepare for the annual EQRO review. Topics will include a logistics overview; submission documentation; CalAIM and other policy implications; returning to onsite and hybrid reviews; and how to combine MH and DMC-ODS reviews.
12:00pm – 1:00pm	Lunch <i>(included)</i> Atrium

1:00pm – 2:30pm **Climbing the Payment Reform Mountain Together** Laguna Grand Ballroom

Debbie Innes-Gomberg, PhD., Deputy Director, Los Angeles County Department of Mental Health

Su Jung Kim, Program Manager, Quality Assurance, Los Angeles County Department of Mental Health

Jennifer Hallman, LCSW, Program Manager, Quality Assurance, Los Angeles County Department of Mental Health

Rob George, LCSW, MH Services Manager, Sr, Solano County Department of Health, and Social Services

An interactive panel of County QA leaders, with ample time for audience involvement, discussing key issues and preliminary strategies on preparation for Payment Reform. The panel will focus discussion on 5 key areas: (1) Optimal code usage; (2) Electronic Health Record functionality to support transition and data needs; (3) approaches to rate setting, including cross-county rate considerations and how to maintain recovery-oriented, field-based service delivery; (4) Managing provider anxiety through clear messaging; (5) Role of direct service and performance metrics.

2:00pm – 2:45 pm **Break**

2:45pm – 5:00pm **County to County: ReclAIMing Excellence** Laguna Grand Ballroom
During Major Reform

Twylla Abrahamson, PhD., Deputy Director, Placer County Health and Human Services, Children’s System of Care

This learning session has been designed to capitalize on the broad range of experience from all attendees who represent a diverse cross section of mental health and substance use disorder quality improvement coordinators, compliance officers, and program support personnel. The topics covered will be solicited in advance and during the conference itself to include CalAIM, expansion of mobile crisis, continuing changes with Presumptive Transfer, and working with Managed Care Plans, among others. This session will also include a facilitated small group conversation pairing different sized counties to discuss areas they can learn from each other.

5:00pm – 6:00pm **Networking** *(optional)*. Embassy Lounge
(if you’re not staying at the Embassy stop by the conference registration desk for a voucher)

7:00am – 11:45am	Registration and Embassy Suites Breakfast Laguna Grand Ballroom Foyer <i>(if you're not staying at the Embassy, please request a breakfast voucher at the conference registration desk)</i>
8:00am – 8:15am	Welcome Laguna Grand Ballroom
8:15am – 9:30am	SUD/SUTS Panel Laguna Grand Ballroom Facilitator: Katherine Barrett, LCSW, CHC , Behavioral Health Compliance Officer, Yolo County Health, and Human Services Agency Tova Sweet, LMFT , Program Manager II, Utilization Management, County of Santa Clara Behavioral Health Brion Phipps, LCSW , Quality Assurance Specialist Supervisor, Alameda County Behavioral Health Care Services Jennifer Gay, LMFT , Supervising Clinician, Behavioral Health Quality Management, Yolo County Health, and Human Services Agency Substance Use Treatment documentation has been confusing with the implementation of CalAIM and the lack of some specific guidance regarding multiple organizations that oversee the various services. This team might not have all the answers, but we are willing to share what questions remain, how other counties are handling various situations, and how we are moving forward. This will be an interactive session, where we will share and hope that others will as well. Are objective is to share how counties are completing their documentation requirements for treatment plans, required signatures for medical signatures, how we are integrating the new requirements, and where we will be heading in the near future.
9:30am – 9:45am	Break

Friday, March 10, 2023

9:45am – 11:45am

Interoperability for QM Managers/Administrators/Leaders Laguna Grand Ballroom

Facilitator: Katherine Barrett, LCSW, CHC, Behavioral Health Compliance Officer, Yolo County Health, and Human Services Agency

Khoa Nguyen, CEO, KN Consulting LLC

John Helvey, Executive Director, SacValley MedShare

Brandon Jacobs, MHA, Deputy Director of Quality Management, Riverside University Health System

Amy Cone, Compliance and Quality Assurance Administrator and Privacy Officer, Humboldt County Department of Health, and Human Services (DHHS)

Julia Soto, LCSW, Client Service Program Manager, Placer County HHS- Systems of Care

Interoperability is the sharing, and utilization of electronic data. The use of information and communication technologies in county behavioral health will help client/consumer and healthcare providers work together to ensure faster, safer, and better care. Interoperability utilizing information and communication workflows strengthen the use of systems including electronic health record, clinical decision support system, health informatics, self-monitoring healthcare devices, personalized medicine. In this session you will learn some of the basics of what it means to achieve interoperability. You will also be presented with the opportunity to discuss the challenges you are currently facing and opportunities to learn more about overcoming these challenges.

11:45am

Closing Remarks Laguna Grand Ballroom

Katherine Barrett, LCSW, CHC, Behavioral Health Compliance Officer, Yolo County Health, and Human Services Agency

Saturday, March 11, 2023

Virtual

Be sure to register for your login for Saturday, March 11th session. <https://my.demio.com/ref/FkdE4YTzkF2WuyrJ>

Continuing Education will only be offered if you're logged in on March 11th. If you're not able to participate on March 11th you'll be able to view the recording at your leisure, but no continuing education will be offered.

9:00am – 4:00pm

Law and Ethics

Linda Garrett, Esq., Partner, Garrett Law LLP

Andrew Garrett, Esq., Partner, Garrett Law LLP

This six-hour training (6 CEs) covers new laws impacting behavioral health providers that address: cultural competency, malpractice litigation, mandated child abuse reporting, protection of providers and patients from other states' gender and abortion laws, Part 2 confidentiality, involuntary mental health holds, data collection, the CARE Act, and other issues.

2023 CalQIC Committee

Debbie Innes-Gomberg, PhD

Chair

Deputy Director
Los Angeles County Department of Mental Health
Quality, Outcomes and Training Division

Katherine Barrett, LCSW, CHC

Co-Chair

Yolo County Health and Human Services Agency,
Behavioral Health Compliance Officer

Twylla Abrahamson, PhD

Deputy Director
Placer County Health & Human Services, Children's
System of Care

Rob George, LCSW

Senior Mental Health Services Manager
Solano County HSS Behavioral Health

Maureen Dopson, LMFT

Quality Improvement Administrator
Riverside University Health System - Behavioral
Health

Heather Williams

Behavioral Health Program Supervisor
Quality Improvement Division
Determining Action Through Analytics (DATA) Team
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Nathan Hobbs, LCSW

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Sonoma County Behavioral Health

Tova Sweet, LMFT

Program Manager II
Behavioral Health Services Department
County of Santa Clara Health System

Torri Cardilino

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Division Manager, Mental Health, and Recovery
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