

XXXIVTH

CalQIC Conference

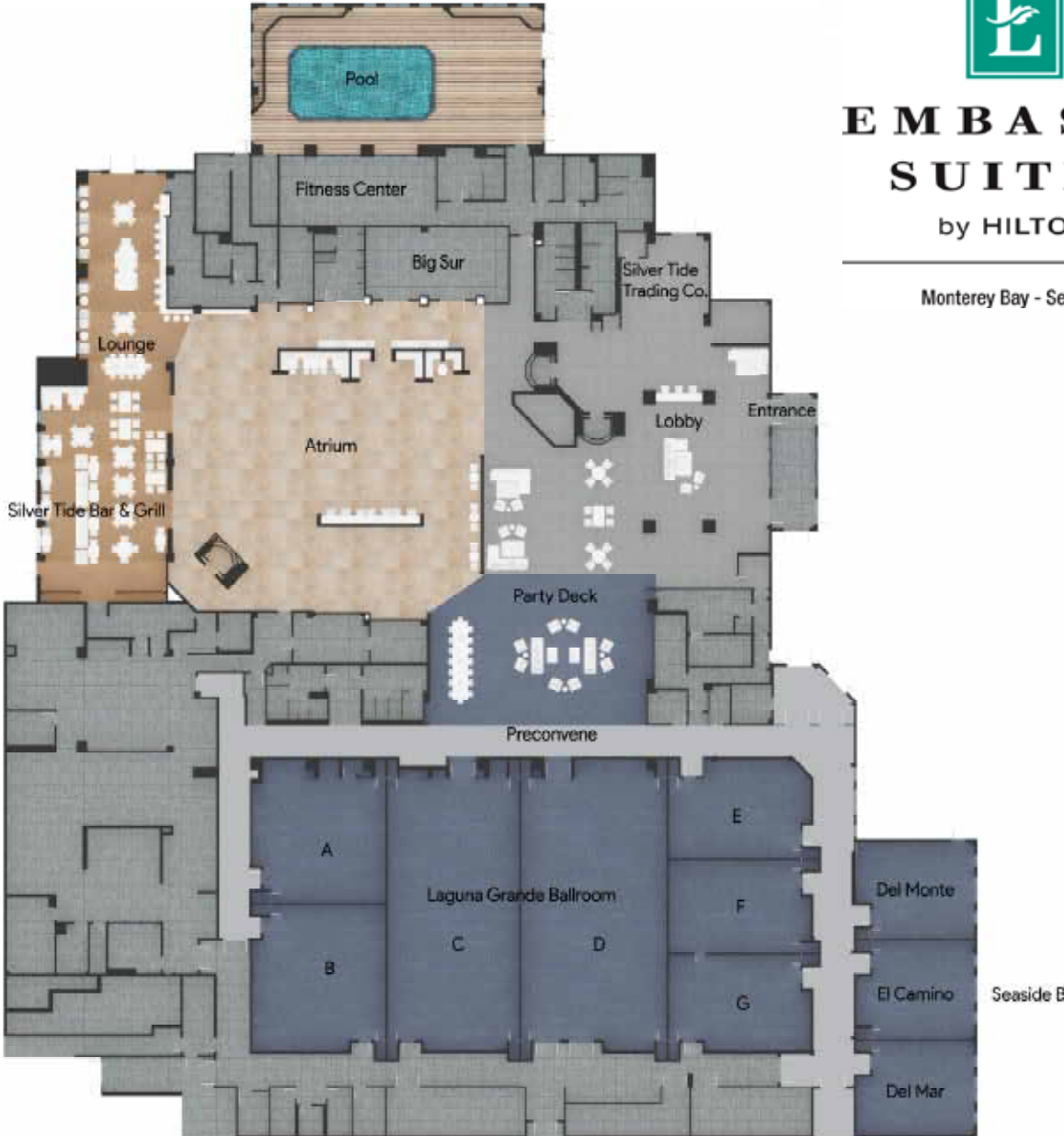


In the continued pursuit of...



March 12-15, 2024
Embassy Suites by Hilton
Seaside, CA

Conference Map



**EMBASSY
SUITES**

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Monterey Bay - Seaside

Tuesday, March 12, 2024

12:00 pm – 5:00pm	Registration Laguna Grande Ballroom
1:00pm – 1:15pm	Welcome Laguna Grande Ballroom
1:15pm – 2:45pm	County Access 24/7 Call Line Laguna Grande Ballroom Jennifer Hallman, LCSW , Quality Assurance Manager, Los Angeles County Department of Mental Health Jessica McGill , Quality Improvement and Compliance Manager, Plumas County Behavioral Health Subé Robertson, LCSW , Senior Behavioral Health Program Manager, Santa Cruz County Behavioral Health Antonne Moore , Division Chief Strategic Network & Development, Los Angeles County Department of Public Health Substance Abuse Prevention and Control <p>This session will cover the required 24/7 Access Line(s) for small, medium, and large sized counties. Included topics to be covered: The California Department of Health Care Services (DHCS) regulations and requirements, implementation and operation, language and cultural considerations, test calls, required reporting, and Mental Health Plan and SUD integration of call response center.</p>
2:45pm – 3:00pm	Break
3:00pm – 4:30pm	Mobile Crisis Response Laguna Grande Ballroom James Russell, LMFT , Director of Access and Crisis Services, Santa Cruz County Behavioral Health Services Wendy Tappan, LMFT , Health Program Manager, Mobile Support Team, Sonoma County Behavioral Health Jennifer Hallman, LCSW , Quality Assurance Manager, Los Angeles County Department of Mental Health Jan Cobaleda-Kegler, PsyD, LMFT , Behavioral Health Division Director, Sonoma County Department of Health Services, Behavioral Health Division <p>This presentation will discuss the challenges and opportunities of implementing the new mobile crisis response benefit in three counties of different sizes, following the guidelines of Behavioral Health Information Notice (BHIN) 23-025. It will highlight the best practices, lessons learned, and outcomes of providing mobile crisis services to Medi-Cal beneficiaries experiencing behavioral health crises.</p>
4:30pm – 5:00pm	County to County (C2C) Laguna Grande Ballroom
5:00pm – 6:00pm	Networking (optional) Embassy Lounge <i>(if you're not staying at the Embassy stop by the conference registration desk for a voucher)</i>

Wednesday, March 13, 2024

7:00am – 5:00pm	Registration and Embassy Suites Breakfast Laguna Grande Ballroom <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 Grande Ballroom
8:30am – 10:00am	State of the State Laguna Grande Ballroom Elissa Feld , Director of Policy, County Behavioral Health Directors Association (CBHDA) Paula Wihelm , Assistant Deputy Director, Behavioral Health, DHCS
10:00am – 10:15am	Break
10:15am -10:30am	Activity Laguna Grande Ballroom
10:30am – 12:00pm	Collecting and Utilizing Quality Measures: What we know and what we need to know Laguna Grande Ballroom Debbie Innes-Gomberg, Ph.D. , Deputy Director-Quality, Outcomes and Training Division, Los Angeles County Department of Mental Health Elissa Feld , Director of Policy, County Behavioral Health Directors Association (CBHDA) Jennifer Susskind, MCP , Partner, Praxis Associates, LLC Thai Lee, DO, MPH , Medical Consultant, CA Department of Healthcare Services Heather Williams , Behavioral Health Program Supervisor, Kern Behavioral Health and Recovery Services This panel will provide an overview of the 2024 Behavioral Health Plan requirement to collect, report and utilize HEDIS Quality Measures to improve system performance. The panel will speak from regulatory, administrative, operational, equity and quality improvement perspectives. regulatory, administrative, operational, equity and quality improvement perspectives.
12:00pm -12:50pm	Lunch (included) Atrium CalQIC 2024 Planning Meeting Jump on board and be a part of the CalQIC 2025 Planning Committee! If you're even a little curious, please join the CalQIC 2024 Planning Committee to hear about their experiences planning the 2024 conference. Seeking CalQIC veterans as well as those who may be new to CalQIC. All welcome! Bring your lunch to the designated table.
12:50pm – 1:00pm	Activity Laguna Grande Ballroom

Wednesday, March 13, 2024

1:00pm – 2:30 pm

The Road to Behavioral Health Administrative and Clinical Integration Laguna Grande Ballroom

Karen L. Lee, LMFT, Senior Manager of Quality and Compliance, Ventura County
Aliona Pavlovskaya, MBA, SP6, SPG5, VCBH Policy Office – Program Administrator II, Ventura County
Rob George, LCSW, Senior Mental Health Services Manager, Solano County HSS Behavioral Health
Chan Saetem, Staff Services Analyst, Trinity County Behavioral Health Services
Paula Wihelm, Assistant Deputy Director, Behavioral Health, DHCS

Learn how counties have started to integrate administrative duties and clinical functions related to streamlining the beneficiary experience, integrating county processes, and integrating DHCS Oversight functions.

2:30pm – 3:00pm

Break

3:00pm – 4:00pm

CalEQRO's FY 2022-23 Overview of Statewide Quality Trends Laguna Grande Ballroom

Sandra Sinz, LCSW, CPHQ, Executive Director, Behavioral Health Concepts, Inc.
Rama Khalsa, Ph.D., Senior Consultant, Executive Director, Behavioral Health Concepts, Inc.
Leah Hanzlicek, Ph.D., MSW, Data and Information Systems Reviewer Manager, Behavioral Health Concepts, Inc.

The CalEQRO will present a brief overview of its activities and review methods, as well as highlight statewide trends and strengths, opportunities, and recommendations for MHPs and DMC-ODSs, as outlined in the FY 2022-23 Statewide Annual Technical Reports.

4:00pm – 5:00pm

County to County Challenge: The Pursuit of Quality and Excellence Laguna Grande Ballroom

Twylla Abrahamson, Ph.D., Deputy Director, Placer County HHS, CSOC

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, nurses, and program support personnel. The topics covered will be solicited in advance and during the conference itself and will cover a range of topics that have been submitted by QI Coordinators and Compliance Officers across the state. Each topic will be assigned to a table which will have a pre-selected facilitator who will be familiar with the topic and will be able to give an overview of the topic and raise questions of concern for the attendees to discuss. They will also then facilitate the table conversation with a set of questions designed for maximal learning and sharing.

5:00pm – 6:00pm

Networking (optional) Embassy Lounge
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Thursday, March 14, 2024

7:00am – 5:00pm	Registration and Embassy Suites Breakfast Laguna Grande Ballroom <i>(if you're not staying at the Embassy, please request a breakfast voucher at the conference registration desk)</i>
8:00am – 8:05am	Welcome Laguna Grande Ballroom
8:05am – 8:20am	Activity Laguna Grande Ballroom
8:20am – 10:00am	Procedure Codes with Confidence Laguna Grande Ballroom Christine Hall, CHC, CDEO, CPC, CPB, CPMA, CRC, CEMA, CPC-I , Senior Consultant, Stirling Global Solutions, LLC This presentation delves into medical coding and billing intricacies for specialty mental health services, addressing evaluation and management codes, prolonged services, and Medicare's latest codes. Emphasizing confident billing practices and cultural humility, attendees will gain vital insight into navigating complexities while ensuring equitable access to mental health care.
10:00am – 10:15am	Break
10:15am – 12:00pm	Procedure Codes with Confidence - continued Laguna Grande Ballroom
12:00pm – 12:50pm	Lunch Atrium
12:50pm – 1:00pm	Activity Laguna Grande Ballroom

Thursday, March 14, 2024

1:00pm – 2:45pm

Interoperability and Data Sharing 2.0 Laguna Grande Ballroom

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

Khoa Nguyen, Founder and CEO, KN Consulting LLC

John D. Helvey, Executive Director, SacValley MedShare

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

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

Julia Soto, MSW, LCSW, Health and Human Services Program Manager, Placer County HHS-Systems of Care

Interoperability is the sharing and utilization of electronic data. Data sharing allows members and providers to work together for faster, safer, and better care. In this session you will learn about the current initiatives, Technologies and workflows around data sharing and will have the opportunity to discuss current challenges and solutions.

2:45pm – 3:00pm

Break

3:00pm – 4:30pm

Ensuring Compliance Excellence: Navigating the HHS OIG General Compliance Program Guidance Laguna Grande Ballroom

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

Kelly K. Sabet, LCSW, CHC, CHPC, Chief Compliance Officer and Civil Rights Coordinator, Orange County, Health Care Agency

Ashley Bart, LMFT, Compliance / Privacy Administrator, Orange County, Health Care Agency

Staci Lopez, LMFT, Compliance / Privacy Administrator, Orange County, Health Care Agency

The presentation will provide an overview of the Office of Inspector General, U.S. Department of Health and Human Services (HHS OIG) General Compliance Program Guidance (GCPG) and the practical implementation for county compliance programs. It will cover the key aspects of the guidelines, including the seven elements. The presentation will include examples to illustrate how counties can effectively implement and adhere to the guidelines and learn how to apply them to their own compliance programs.

4:30pm – 5:00pm

County to County (C2C) Laguna Grande Ballroom

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)

Friday, March 15, 2024

7:00am – 3:30pm	Registration and Embassy Suites Breakfast Laguna Grande Ballroom <i>(if you're not staying at the Embassy, please request a breakfast voucher at the conference registration desk)</i>
7:45am – 8:00am	Welcome Laguna Grande Ballroom
8:00am – 9:30am	Legislative Update Laguna Grande Ballroom Linda J. Garrett, Esq. , Partner, Garrett Law LLP Andrew J. Garrett, Esq. , Partner, Garrett Law LLP This will be a presentation that features six full hours of training for healthcare providers and staff on new legislation, confidentiality issues when sharing protected health information with other participants on multi-disciplinary teams, updates to involuntary mental health hold laws in California, and ethical concerns for behavioral healthcare providers.
9:30am – 9:45am	Break
9:45am – 11:15am	Legislative Update - continued Laguna Grande Ballroom
11:15am – 11:45am	Lunch (Boxed) Laguna Grande Ballroom
11:45am – 1:15pm	Confidentiality Laguna Grande Ballroom
1:15pm – 1:30pm	Break
1:30pm – 2:30pm	Update – Involuntary Mental Health Treatment Laguna Grande Ballroom
2:30pm – 3:00pm	Ethics Laguna Grande Ballroom

2024 CalQIC Committee

Katherine Barrett, LCSW, CHC

Chair

Behavioral Health Compliance Officer
Yolo County Health and Human Services Agency

Heather Williams

Behavioral Health Program Supervisor

Co-Chair

Quality Improvement Division
Determining Action Through Analytics (DATA) Team
Kern Behavioral Health & Recovery Services

Debbie Innes-Gomberg, PhD

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

Rob George, LCSW

Senior Mental Health Services Manager
Solano County HSS Behavioral Health

Twylla Abrahamson, PhD

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

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Quality Improvement Administrator
Riverside University Health System – Behavioral
Health

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Compliance Officer
Fresno County Department of Behavioral Health

Torri Cardilino

Deputy Director of Quality Assurance
Trinity County Behavioral Health Services

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Clinical Supervisor, Managed Care Division
Fresno County Department of Behavioral Health

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Deputy Director
Quality Assessment & Performance Improvement &
Access Managed Care
San Joaquin County Behavioral Health Services

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Sacramento County, Division of Behavioral
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Samantha Reagen

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County of Del Norte Department of Health and
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Behavioral Health Branch

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Behavioral Health Program Manager
Santa Cruz County Behavioral Health, Quality
Improvement

Daiya Cunnane, PsyD.

Clinical Psychologist II
Los Angeles County Department of Mental Health

Keri Zehm, PhD

Data Supervisor
Tri-City Mental Health

Will Gayowski, LMFT

Quality Assurance SUD Manager
Sonoma County Department of Health Services
Behavioral Health Division

CALQIC

California Quality Improvement Coordinators