

**COUNTY OF LOS ANGELES
DEPARTMENT OF PUBLIC HEALTH
Substance Abuse Prevention and Control
Provider Advisory Committee Meeting
Meeting Summary – November 05, 2020**

Provider Advisory Committee (PAC) MEMBERS PRESENT ON MICROSOFT TEAMS: Ken Bachrach, Cory Brosch, Lisa Campana, Deena Duncan, Brandon Fernandez, Baldomero Gonzalez, Christina Gonzales, JoAnn Hemstreet, Elan Javanfard, Claudia Murillo, Rocio Quezada, Wendie Warwick, Kathy Watt, William Tarkanian, Tenesha Taylor, Edgar Sebastian and Joann Poremba

Substance Abuse Prevention and Control (SAPC) REPRESENTATIVES: Gary Tsai, M.D. (Chair), Michelle Gibson Deputy Division Director, Yanira A. Lima, Kyle Kennedy, Nislan Jose, Jessica Barron, Tina Kim, Antonne Moore, Dr. Keith Hermanstyne, Nislan Jose, Michelle Palmer and Rangell Oruga

EXCUSED ABSENCES: None

ABSENT: Kovi Blauner and Felipe Kaiser

MATERIALS DISTRIBUTED: PAC Meeting Agenda, PAC Meeting Minutes (August 12, 2020), Financial Navigator flyer (English and Spanish) and the Financial Navigator Tip sheet (English and Spanish)

Topic	Discussion/Finding	Recommendations, Action, Follow-up
Welcome and Introductions	<p>Kyle Kennedy, Treatment Service Branch, Systems of Care, announced that the meeting would be recorded, conducted roll call and asked for members to acknowledge their presence. Seventeen (17) of the twenty (20) PAC members were present as well as SAPC representatives from different units including Executive Office, Treatment Services - Systems of Care, Contracts, Health Outcomes and Data Analytics (HODA), Medical Director's Office and Equitable Access and Promotion Unit.</p> <p>List of documents that were shared with PAC members via e-mail prior to the meeting included: PAC Meeting Agenda, PAC Meeting Minutes (August 12, 2020) Financial Navigator flyer (English and Spanish) and the Financial Navigator Tip sheet (English and Spanish).</p> <ul style="list-style-type: none"> It was announced to the PAC that the All Provider meeting is scheduled for December 1, 2020. 1 	

Announcements	<ul style="list-style-type: none"> Resources reviewed included the following: Financial Navigator flyer (English and Spanish); Financial Navigator Tip sheet (English and Spanish). The PAC was encouraged to share these resources for Los Angeles (LA) County residents developed by the Department of Consumer and Business Affairs with their staff and their clients who need additional financial planning and financial assistance to LA County residents. Gary Tsai, M.D., Chair and Director, of Los Angeles County, Department of Public Health, Substance Abuse Prevention Control (DPH-SAPC) and Dr. Tina Kim, Chief, SAPC HODA, announced that the Treatment Perception Survey (TPS) would be launched on November 9. Dr. Kim stated that the deadline to submit the TPS documents to the Department of Health Care Services (DHCS) is November 13, 2020; however, SAPC will be extending the deadline until November 30, 2020. The TPS process this time around will include a Hybrid model where 60 percent of the respondents will use the online version and 40 percent will use a paper version. It was announced that the External Quality Review Organization (EQRO) annual site visit and monitoring visit is scheduled for the week of November 16, 2020 through November 20, 2020. Some agencies have been asked to participate as part of the focus groups, and/or patient interviews. It was announced that SAPC will be launching the Methamphetamine (METH) Taskforce and subcommittees during the month of December 2020. The METH Taskforce is being developed due to the growing concern of methamphetamine use in communities, particularly amongst the homeless. Through the process, SAPC will form a forum to be able to take a coordinated and comprehensive approach to address this growing issue. 	
Co-Chair	<p>Kathy Watt was introduced as Co-chair of the PAC. Kathy Watt thanked SAPC staff for putting together the All Agency Provider listing which included three contact person(s) per agency and broken down by Service Planning Area (SPA). Ms. Watt indicated that this list will be an enormous benefit for all treatment providers in referring and connecting individuals to services.</p>	
Approval of Meeting Minutes	<p>PAC members approved the August 12, 2020 PAC meeting minutes. Edgar Sebastian, of Helpline Youth Counseling, requested that meeting minutes be available before the scheduled meeting time. SAPC agreed to make the meeting minutes available at least one day prior to scheduled</p>	

<p>Cultural Competence and Humility</p>	<p>PAC meeting.</p> <p>Antonne Moore, Chief of Equitable Access and Promotion Unit, discussed the Cultural Competence and Humility Committee. Antonne reminded the group that the intent/purpose of the Committee on Cultural Competence and Humility is to look at patients who are accessing our services through a cultural humility or cultural competence lens with a primary focus on health equity and accessibility.</p> <p>Ms. Moore announced that SAPC partnered with CIBHS to enact a project called CLAS Act (Culturally and Linguistically Appropriate Services Access to Coaching and Training).</p> <p>CIBHS worked with SAPC agencies to develop action plans. This is a first step effort and a not final step in terms of technical assistance for CLAS. 89% of the provider network submitted an action plan. Action plans focused on the following issues in ranked order, though most action plans included all of the elements listed below:</p> <ul style="list-style-type: none"> • Governance, leadership, and workforce issues, including ensuring diversity in staff and putting CLAS policies and procedures in place; • Engagement, Continuous Improvement, and Accountability • Communication and Language Assistance; and • Meeting the language needs of clients with limited English proficiency by hiring more staff proficient in threshold languages and increasing language assistance services. <p>It was shared that the 2020/2021 action steps are to:</p> <ul style="list-style-type: none"> • Provide additional training and technical assistance on improving the CLAS action plans with a focus on patient outcomes and identified measures of success and sustainability; • Engage the network with targeted webinar; • Increasing provider access to various trainings with a cultural competence/humility focus, in collaboration with SAPC Clinical Standards and Training Unit, and highlight the trainings that meet contract compliance.; and • Build a CLAS action plan accountability framework by developing an approach for tracking provider progress towards achieving their CLAS improvement aims. <p>SAPC noted that it has updated the Service Bed Availability Tool (SBAT)</p>	
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	<p>to include wheelchair access and working on SAPC blueprint for Cultural Competence and Humility.</p> <p>Dr. Tsai emphasized the importance of continuing to set high standards for cultural competence and humility amongst our agencies which contribute to SUD health equity and the services we provide to the community.</p> <p>Brandon Fernandez discussed the SAPC educational requirements for clinical staff can be a barrier for some staff members. He suggested that reducing the educational requirements timelines could be beneficial for some staff whose goals of licensure have been adversely affected by their past and current conditions.</p>	
Patient Orientation Video	<p>Ms. Moore reviewed and summarized the provider survey results from the on the Patient Orientation Video that were collected during the last All Treatment provider meeting:</p> <ul style="list-style-type: none"> • The average time staff at providers agencies spent educating patients on benefits, DMC-ODS, Patient Rights, Complaints/Appeals was as follows: 48% of respondents reported spending more than 10 minutes educating patients, with 33% taking 5-10 minutes to complete this task. • The following barriers were reported as part of the survey: 40% of respondents indicated not having access to a computer or laptop for patients to view the Provider Orientation video, while 37% of respondents indicated there are no anticipated barriers to allow patients to view the video. <p>The Patient Orientation Video will launch on January 1, 2021 (for patients admitted on or after this date).</p> <p>SAPC recommended that all relevant staff review the video and patient “Orientation Video Instruction Guide” prior to launch.</p> <p>SAPC requires that the Patient Orientation video must be viewed by the patient within five (5) days of treatment admission and complete the Acknowledgement form.</p> <p>SAPC will explore incorporating the acknowledgement form into Sage, SAPCs Electronic Health Record system.</p>	

<p>DHCS Proposed 30-day Residential Average Length of Stay</p>	<p>Dr. Tsai indicated that DHCS and the Centers for Medicare & Medicaid Services (CMS) will be removing the two-episode annual cap for stays in residential treatment.</p> <p>As part of the waiver extension, DHCS proposed a statewide average Length of Stay (LOS) of 30-days for Residential services. Current data indicates the average length of stay in Los Angeles County is in the 45-55 day range. Dr. Tsai indicated this change is coming and SAPC would like to be proactive by using the PAC to come up with ideas on how to leverage the full continuum of care to meet this new requirement.</p> <p>Dr. Tsai reminded the PAC that this is an average length of stay, meaning some patients may require less than 30 days while others will require over 30 days based on medical necessity.</p> <p>The question was asked if there was an average LOS that providers should aim at reaching. It was noted that clinical judgment should dictate the length of stay per patients admitted to residential treatment services.</p> <p>William Tarkanian stated that residential staff may increase behavioral health discharges due to this 30-day average for patients who are having behavioral problems in treatment. The reason being that they will not have the time to address the behavioral needs of the patient.</p> <p>Christina Gonzales indicated that some judicial officers may not support this change as some do not agree that decisions about level of care placement are clinical decisions that require that patients meet medical necessity criteria. Dr. Tsai indicated that SAPC and providers have had and will need to have many more conversations with judges to remind them that SUD treatment comprises additional levels of care that may be more appropriate to the current needs of the patient.</p> <p>Elan Javanfard discussed the need to look at how the programs are currently structured such as the Crisis Mental Health Programs and the requirements that they have. Elan suggested to explore reducing the amount of clinical services required to be delivered, this would allow patients and staff to focus on discharge and after care plans.</p> <p>Brandon Fernandez suggested looking into expanding intensive outpatient and partial hospitalization (PHP) services within our network for patients that this would benefit.</p>	
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	Kathy Watt and Kyle Kennedy announced that a PAC workgroup will be set up to brainstorm and identify how we can meet this change.	
PAC member items	<p>Kathy Watt suggested discussing COVID-19 and how to accommodate residential patients with the changes in weather coming during winter months and how to maintain appropriate social distancing if patients need to be moved indoors for meals and other activities. Dr. Tsai requested feedback on how other residential providers are handling mealtime for patients who are eating outdoors. Most residential providers indicated they are doing shifts for residential patients to limit the number of patients at one time. Some agencies have set up plexiglass dividers on the tables to provide separation for patients. A few providers indicated they have set up semi-permanent tents outside to allow for protection from the elements. When the weather is cold, agencies indicated that they provide coats and blankets to patients when having mealtime outside.</p> <p>Kathy Watt also brought up how agencies are handling staff burnout from COVID-19. Agencies hold regular meetings with staff to remind them to not let their guard down when around family and at home. Concerns were voiced about the upcoming holiday season and the increases of cases. PAC members were reminded to talk to staff about continuing to practice safe hygiene. Brandon Fernandez mentioned that his agency is setting up additional computers and iPad stations for patients and staff to have virtual interactions with friends and family during the holidays.</p> <p>Kathy Watt suggested Prevention services receive a standing item on future PAC agenda.</p> <p>Dr. Tsai recommended that PAC Members submit agenda items to Kathy Watt to filter through and bring to the meeting. It was suggested that the group focus on two to three agenda items for the next meeting.</p>	
Public Comments	No Public Comments	
Adjournment	The meeting was adjourned at 2:00 p.m.	

**Next meeting: Thursday, February 4, 2021 2:00 p.m. - 4:00 p.m.
Substance Abuse Prevention and Control - Microsoft Teams**