



California External Quality Review Organization

560 J Street, Suite 390
Sacramento, CA 95814

September 7, 2012

CaSonya Thomas
Behavioral Health Director
San Bernardino Behavioral Health
268 Hospitality Lane, Suite 400
San Bernardino, CA 92415

Dear Ms. Thomas:

APS Healthcare is looking forward to the FY12-13 external quality review site meeting with the San Bernardino County Mental Health Plan (MHP) on November 14-16, from 9am – 5pm.

The designated review team will include the following APS staff members:

- Samantha Fusselman, Senior Lead Reviewer
- Mike Gorodezky, Information Systems Reviewer
- Debbie Strong, Consumer/Family Member Consultant
- A second Lead Reviewer, to be determined

The FY12-13 CAEQRO review discussions will emphasize the MHP's utilization of data to manage and improve quality. This includes examples of specific reports and activities designed improve access, timeliness, quality, and outcomes of services. CAEQRO will review the elements outlined in the Key Component MHP Review Protocol FY12-13. All documents referred to in this packet can also be found on www.caeqro.com.

The review will emphasize the following priority issues and recommendations from last year's report:

- Address the remaining claim processing barriers and issues related to timely claim file submissions that contributed to the Medi-Cal revenue shortfall for FY10-11.
- Investigate the feasibility of providing contract providers monthly data files rather than hard copy report to eliminate the need for providers to do data entry into their own system or Excel worksheet in order to track monthly service units for cost report purposes.

- Consider piloting a rapid cycle improvement interventions aimed at improving post-hospital outpatient access and evaluate the success of these time-limited interventions.
- Identify specific areas to implement change as a result of data analysis and/or consumer feedback. Consider including goals in the QI Work Plan for systemic evaluation of whether changes are improvements.
- Implementation of an integrated electronic health record system will fundamentally impact clinic and program operations system wide. Identify, define, and establish appropriate methods to communicate project information.

The criteria for the consumer/family member focus groups are described later in this document on a separate page labeled "Consumer and Family Member Focus Group Guidelines." Upon receipt of the MHP's documentation and the dates/times preferred for the consumer/family member focus groups, the CAEQRO Lead Reviewer will begin the agenda development process. The Lead Reviewer will develop a detailed agenda with the designated MHP contact so that involved participants can appropriately plan their time.

The participation of the following groups will be required at different points during the review process; specific details will be developed during the planning phase and identified on the Site Review Agenda:

- Executive Leadership, including the MHP Director
- Information Systems
- Finance, Billing, and Operations
- Quality Improvement, Data Analysis, and Research
- Individuals involved in MHP Performance Improvement Projects
- Key line staff and supervisors within direct clinical and psychiatric/medical services
- Patients Rights Advocate(s)
- Consumers and family members employed by the MHP
- Organizational contract providers
- Other key organizations or other stakeholders involved in collaboration with the MHP

Please have the staff person who will be coordinating this review contact the Lead Reviewer directly at 916-216-5204 or sfusselman@apshealthcare.com by **October 12, 2012** so that we may begin discussing and planning the review.

Sincerely,

Samantha Fusselman
CAEQRO Senior Lead Reviewer

cc: Michael Reiter, Executive Director, CAEQRO
Monika Grass, DHCS/DMH
John Lessley, DHCS/DMH