

County of Los Angeles – Department of Mental Health SA2 Children's QJC

October 19, 2017

Agenda

1:30 – 1:40 Introductions & Announcements

1:40 – 1:50 Review Minutes from August 17, 2017..... Michelle Rittel

1:50 – 3:20 Report from Departmental QI/QA..... Michelle Rittel

QI

- Clinical QI/Office of the Medical Director Report - Safety Intelligence Update
- Cultural Competency - CLAS National Standards, Training Attestation
- Policy Updates
- Patients' Rights Office / Change Of Provider Update
- MHSIP Surveys - Upcoming and Nov. 2016 Reports
- VANS/SRTS/Access to Care - Review of Requirements
- CAPP (Parent Partner meeting)

QA

- Audits
- Medi-Cal Certification Section
- State DHCS Updates - Waivers
- Training Update
- QA Bulletins, Clinical Forms Bulletins

3:20 – 3:30 Suggestions For Next Meeting/ Host for Next Meeting

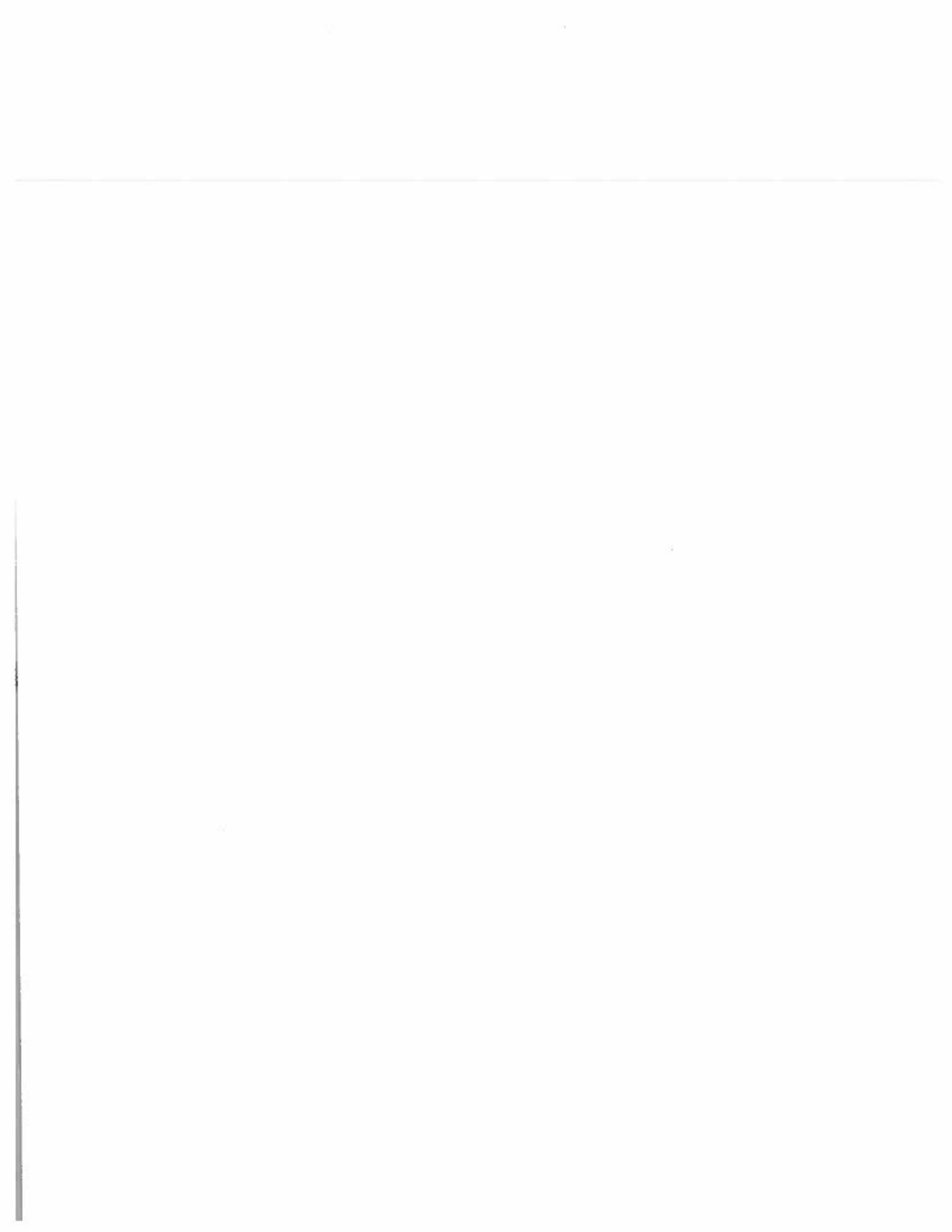
Contact: Michelle Rittel: Office - (213) 739-5526
Cell - (213) 276-5521
Email: mrittel@dmh.lacounty.gov



Next Meeting:

Thursday, February 15, 2018

Location: TBA



**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 Service Area 2 Children’s QIC Meeting
 QUALITY IMPROVEMENT COMMITTEE MINUTES**

Type of Meeting	SA 2 Children’s QIC	Date	October 19, 2017
Place	Penny Lane	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chairs	Alex Medina and Angela Kahn		
Members Present	Adik Parsekhian, Alex Medina, Allen Pourvanes, Amy Nearhoof, Cheryl Davis, Danielle Price, Eva Carrera, Colin Xie, Gina Leggio, Gurudarshan Khalsa, Joseph Marquez, Karen Lee, Athena Cummings, Kathleen Kim, Michelle Rittel, Miriam Gonzalez, Tiger Doan, Tim Petersen, Victoria Shabanzadeh, Jenny Sanchez, Christine Ponec, Amalia Noyola, Kat Fleming, Jacquelyn Baugher		
Absent Members	Alondra Hernandez, Amelia Peck, Anabel Aispuro, Angela Kahn, Angie Sanchez, Audra Casabella, James Pelk, Janie Strasner, Judy Cardona, Kameelah Wilkerson, Karina Krynsky, Karla Mayorga, Kaylee Devine, Kristin Malka, Larisa Cazacioc, Lori Berthelsen, Mark Rodriguez, Martha Basmadjian, Phachara Sujirapanya, Rosa Franco, Sandra Chang Plasinski, Sora Choi, Stephanie Yamada, Theodore Cannady		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:30pm. Thank you to Penny Lane for hosting our meeting this month. Introductions were made. Everyone was requested to review the sign in sheet to update information or remove names of people that don’t attend the meeting.		
Review of Minutes: Michelle Rittel	Minutes from August 17, 2017 meeting will be emailed for review and approval.		

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Quality Improvement (QI)			
<p>Departmental QIC Meeting Report: Michelle Rittel</p>	<p>Clinical QI/MD Report: Safety Intelligence – Power Point handed out at last meeting has been updated. Updated version handed out and updates reviewed, along with a handout on token/tokenless access. User information was due by 10/2/17.</p> <p>Cultural Competency Committee (CCC): Our CCC representative was unable to be here today, but they will attend our next meeting. National Standards for CLAS in Health and Health Care were handed out and reviewed. The Attestation, indicating 100% of your staff have had Cultural Competence training in the past year, is due with your annual QA plan. The Attestation is a requirement for systems review. DMH trainings are now marked with a checkbox at the top of the bulletin to indicate if they meet criteria for CC training. Please remember all staff must be trained annually, both DO and LE.</p> <p>Compliance, Policy & Audit Services: Policy Update – Review of handout list of policy updates in process. No new/updated/changed policies have been signed, they are just in process.</p>	<p>Please email Cultural Competency with any additional questions.</p>	

**Departmental QIC
Meeting Report,
contd.:**
Michelle Rittel

PRO: Change of Provider – Thank you for sending in missing logs in addition to new logs. Please remember to use the most recent version of the form. If the old form is used, it will be sent back to you for correction. Public Facing Form online will be coming soon. Confidentiality/PHI issues were worked out for SRTS previously. The system needs to be tested a lot before it goes live. No more emailing logs. Providers will be able to run their own report on the data they enter. It is tokenless, like SRTS. Changes are also coming to Grievances & Appeals. The policy changes need to be approved/signed and there will be new forms coming out, but they aren't available yet.

MHSIP Surveys: Email from DMH QI District Chief regarding reassignment of Data Unit staff to CIOB was reviewed. Data Unit staff will continue to work closely with QI about MHSIP surveys. There will be centralized survey training at DMH HQ. Date and Times were and QI is working on getting the provider list to us.

CAPP: The next Parent Partner meeting is 10/31/17. The meetings are the 4th Tuesday of the month, but a mistake was made this month and the presenter was scheduled for the last Tuesday of the month. Please encourage Parent Partners and their supervisors to put the meetings in their calendars to avoid scheduling conflicts. Thank you to everyone for helping with increasing attendance.

VANS/SRTS/ACCESS to Care: VANS is not being updated on a minimum weekly basis and we are getting complaints. Colin Xie sends a weekly reminder to the 2 VANS contacts for each provider, so please check and let us know if there are any changes to the contacts. There have been some instances of School Based Mental Health staff giving phone #s for other providers to parents when they don't have capacity. Any request for service must go through the process for referral

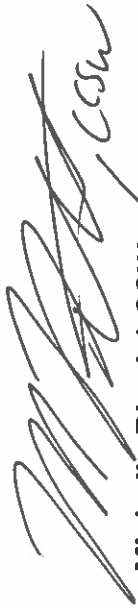
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Quality Improvement (QI)			
<p>Departmental QIC Meeting Report, contd.: Michelle Rittel</p>	<p>through SRTS. Requests to SBMH are no different. QA Bulletin 17-01 – Access to Care policy was handed out and reviewed. Providers must make a phone call to another provider and confirm that they have the ability to see the client during the required time frame and then send the referral through SRTS. Please take this information back to your staff and make sure anyone who can refer a client to another provider is aware of the Access to Care policy and the requirements for referrals. We are also hearing that there are “wait lists”. There are no waitlists, as stated in the QA Bulletin. Every request for service must have an appointment scheduled, even if they have chosen to wait with your agency instead of being referred to another provider.</p>		

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Quality Assurance (QA)			
<p>Departmental QA Meeting Report: Michelle Rittel</p>	<p>Audits: None for SA2</p> <p>Medi-Cal Certification Section: For the 3rd quarter in a row, DMH has 100% compliance with certifications.</p> <p>State DHCS Updates: Waivers – If all pre and post doc hours are complete, waiver can't be started. You can hire the person, but they can't do therapy, testing, assessment unless they have another discipline (MSW, MFT). Your agency has an ethical responsibility and needs to explain to your psychologists and monitor. There should be a bulletin addressing this in the near future.</p>		
	<p>Training and Operations: Documentation Training Schedule was handed out and reviewed. There has been no update regarding supervisor documentation training for LE.</p> <p>Policy and Technical Development: State Info Notice No. 17-040 was reviewed, but could not be provided as a handout. It is regarding documentation and claiming clarifications from the state. There will be a QA Bulletin in the future.</p> <p>Clinical Forms Bulletin 17-04 handout was reviewed.</p> <p>QAB 17-15 – Revised – Clinical Pharmacists were added.</p> <p>QAB 17-16 Org Manual Updates – Handout was reviewed</p> <p>Please identify at least one LE QA contact and up to 2 back up contacts and send their contact information to David Crain dcrain@dmh.lacounty.gov</p>		

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<p>Suggested Items for Next Meeting:</p> <p>Handouts:</p>	<p>No suggestions for the next meeting. No volunteer to host the next meeting.</p> <p>National Standards for culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care</p> <p>Safety Intelligence Power Point</p> <p>QA Bulletin 17-01 Access to Care & Service Request Log Reminders, Updates and Clarifications</p> <p>California DMH Letter No. 10-03 Professional Licensing Waiver Requirements</p> <p>Mental Health Professional Licensing Waiver Request</p> <p>Clinical Forms Bulletin 17-04</p> <p>Policy/Procedure Update – 9/11/17</p> <p>Documentation Training Schedule Revised 9/11/17</p> <p>QA Bulletin 17-16 Organizational Providers Manual Updates Based on Department of Health Care Services Information Notice</p> <p>MHSIP Tables for Fall 2016</p> <p>MHSIP and YSS/YSS – F Domains and Scoring Instructions</p>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
NEXT MEETING:	Thursday, February 15, 2018 1:30-3:30pm Location: Pacific Lodge		

Respectfully submitted,



Michelle Rittel, LCSW

