

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 4 Quality Improvement Committee (QIC) Meeting Minutes

Type of Meeting:	SA 4 Quality Improvement Committee (QIC)		Date:	September 19, 2017
Place:	600 S. Commonwealth Los Angeles, CA 90026 6 th floor, room A		Start Time:	10:30am
Chair & Co-Chair:	Chair Kary To, Ph.D, LACDMH; Co-Chair – Christina Kubojiri, LMFT, Children's Institute Inc.	Adjournment:	12:00pm	
Members Present:	<ul style="list-style-type: none"> • Susan Lam • Kanisha McReynolds • Silvia Yan • Brenda Lopez • Lorne Leach • Evelyn Gutierrez • Sybil Chacko • Leslie Shragar • Arteen Villavueva • Christina Kubojiri • Diego Ramirez • Bertrand Levesque • Naomi Arellano • Jenny Sanchez • Lauren Permenter • Lisa Hirsch Marin • Michael Olsen 	<ul style="list-style-type: none"> • Charlotte Bautista • Linda Sanner • Phil Wong • Lilia Sheynman • Judy Cardona • Beth Foster • Jae Son • Dora Escalante • Grace Park • Jessica Estrada • Jonathan Kang • Socorro Geftmenian • Lisa Thigpen • Michelle Culver • Lisa Harvey • Cristina Sandoval • Annie Kim 	<ul style="list-style-type: none"> • Ani Sargsyan • Jessie Marquez • Misty Aronoff • Alexis Orenas • Allison Foster • Antoinette Cortez • Jerry Sefigwe • Gwen Lo • Rosaura Ruiz • Ania Ahmadi • Sauntrie Abellera • David Crain • Priscilla Ortega • Mayra Hernandez • Denice Torres • Shad Cruz • Jonathan Figueroa 	
Members Absent:	<ul style="list-style-type: none"> • AIDS project LA • Anne Sippi Clinic • Dignity Health • DMH AOT • DMHASOC • DMH TAY • DMH SFC • DMH Downtown mental health • DMH PSB • DMH FSP navigation • DMH SFC SA4 • Filipino American Services Group 	<ul style="list-style-type: none"> • Gateways Homeless Services • Gateways Percy Village • Health Research Association USC • JWCH Institute • LAC-USC Medical Center • Korean American Family Services • LAMP Community • LA Gay & Lesbian Center • Mental Health America • Saban Free Clinic • SSG Alliance • SSG Silver 	<ul style="list-style-type: none"> • Saban Free Clinic • SSG Alliance • SSG Silver • Saban Free Clinic • SSG Alliance • SSG Silver • SRMT • Travelers Aid Society of LA • United American Indian Involvement • Upitt Family Services (EMO) 	
Introductions:	Members present introduced themselves			
Minutes Approval:	Minutes approved for August 2017			
Announcements:				

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>Presenters: Jennifer Hallman & Bertrand Levesque</p> <p>QI Updates Christina Kubojiri</p>	<p style="text-align: center;"><u>QUALITY IMPROVEMENT UPDATES</u></p> <p>Client Treatment Planning training provided to QIC members.</p> <ul style="list-style-type: none"> • Policy Updates – handout provided to members • Cultural Competency: Organizational project will begin focus groups with consumers and different levels of staff from contract agencies and D/O (clerical, admin management, clinical staff). <ul style="list-style-type: none"> -State level ethnic meeting was attended by DMH. Eachmindmatters.org has a lot of information on suicide prevention and Know the Signs (posters, brochures, webinars) -CC Summit was requested to be held/hosted in Riverside. Riverside agreed and planning is beginning for Oct 2018 -CC 2018 priorities relate to DACA and special populations such as African refugees and unaccompanied minors -EQRO CC 8 area highlights will be distributed via QIC meetings soon -Reminder: Annual CC requirement that 100% of staff need CC training by end of 2017. The webinars are an easy 1:20 min viewing • EQRO upcoming: Sessions include: <ul style="list-style-type: none"> -New session added: Clinical provider session for Medical director Nurses, clinical psychiatrists & Pharmacy Benefits Management. -Katie A – brief 45 min session -Clinical PIP session -Chairs/Co-chairs session -SLT (stakeholder) session 		
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Patients' Rights Office:

- Draft grievance procedures in process. Doesn't impact providers so much as it includes more information for consumers and gives PRO more time to investigate. Language is more consumer friendly. Will be 4-7 pages.
 - Change of Provider – in process of engaging a public facing website. Electronic entry will be possible by contractors and info will be live. Provider will be able to pull reports on own agency data
- PRO will continue to assist with ensuring agencies submit info. Will phase in and test first. Trainings will be scheduled with the roll out. Projected sometime in 20-18. PRO requested to include a FAQ to consumers so they can be directed if more suitable outlets exist for their issue vs. what is a grievance.
- Notice of Actions will change: State will create the forms. Won't be called "notice" anymore: Changes in IBHIS will be needed. State says expected timeframe is "couple of weeks".

QUALITY ASSURANCE UPDATES

SA6 is in need of a chair/co-chair. Need by Nov

Audit update:

Auditor Controller – St. Anne's 9/19

MR Grant – none noted. Exempt employee issue has been arising during audits. Brad & Jen referred agencies to review Auditor Controller Handout to ensure compliance

Medical certifications – 100% for 3rd quarter in a row.

State DHCS – updates

- Continue to emphasize waivers needed for pre- and post docs, psychology candidates.
- Brad indicated they have personally seen large amounts of money recouped (years worth) for staff without waivers when needed
- A suggestion was made to see if a prompt could be included in PRM to assist agencies track better to remember to look into staff waivers as they come in as new hires. Jen Hallman says will keep on the radar as it is an option. If 1500 post doc hours are reached –

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staff cannot request another waiver → at this point they need to get licensed.

Training updates:

- COS monthly trainings occurring through the end of the year
- Psychiatric diagnostic interview will not be held Nov 2 and 3rd.

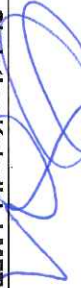
D/O drug Medi-Cal is on hold until further notice

Reminder to send David Crain members' agency's Legal Entity level QA contacts.

QUESTIONS

Next Meeting: November 21, 2017; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA, 90026

Respectfully Submitted



Christina Kubojiri, LMFT - Clinical QA Coordinator,
Children's Institute, Inc.
SA4 Co-Chair

