

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 6 QUALITY IMPROVEMENT COMMITTEE

SA QIC Meeting

Location: MLK Community Hospital- Intern’s and Resident’s Building

Meeting Date: March 22, 2018

Time: 9:00am – 11:00am

Agenda Items	Comments/ Discussions/Recommendations/Conclusions	Action/ Assignment
<p>Welcome and Introductions</p> <p>Review Meeting Minutes</p> <p>In the Know:</p> <p>QI:</p> <p>1. OMD: Safety Intelligence</p>	<p>Attendees introduced themselves and stated the agencies they represent.</p> <p>Minutes from the March 2018 meeting were approved.</p> <p>Socorro reminder members that the Next State Systems Review will be February 2019. Auditors may review charts.</p> <p>Kisha reported that April 2nd is the deadline to file paper reports.</p>	

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<p>2. Access Updates</p>	<p>Socorro reported the topics the OMD discussed regarding Safety Intelligence and the number one reason why agencies are sued and why complaints are made against them. Four common reasons were:</p> <ol style="list-style-type: none"> 1. Suicide prevention 2. Failure to diagnose and Treat 3. Side of effects of medication, specifically Lithium 4. Boundary violations <p>Socorro reported that agencies should have policies to handle and prevent all four common reasons. Alternative plans and medications, specifically Lithium should be addressed for individuals who are not consistent with taking medication, have poor history and compliance with taking medications.</p> <p>a. Socorro reported that the QI Department noticed that several directly operated agencies were unable to see a client because they were unable to find a client in the IBHIS System. An Email was sent showing Directly Operated agencies how to use and</p>	

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	<p>understand the IBHIS System. This is more of a user training issue and not an IBHIS issue.</p> <p>b. Socorro reported that there were secret shoppers who noticed a high number of cancellations on the part of the agency and not on the part of the client. Clinician’s Schedules must be inputted into the calendar on IBHIS to avoid cancelations.</p> <p>c. Socorro reported that the secret shoppers also noticed that potential clients were turned away due to the client not having Medi-Cal or because their symptoms were too behavioral. There are initiative funds available to agencies and turning a client away for no Medi-cal or the client is too behavioral is not a legitimate reason for the client to not have services provided.</p> <p>Kisha reminded everyone that the QA and intake staff should be well aware of the policies to make sure the correct information is being delivered.</p>	

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<p>5. Cultural Competency</p>	<p>NOA: http://file.lacounty.gov/sdsinter/dmh/103229317-18noticeofactionletters.pdf</p> <p>Access to Care Policy: http://lacdmh.lacounty.gov/contractorspolicies/Documents/300/30207.pdf</p> <p>Timeliness Metrics was addressed by Socorro. The standards around the time of appointment from first contact will be changing from 15 business days to 10 business days.</p> <p>Socorro reported that the Change of Provider online database is in testing phase. Until further notice, continue with submitting as before. (DMHCOP@dmh.lacounty.gov)</p> <p>a. Kisha reported that the next Cultural Competency meeting will be in April. The information detailing the meeting will be sent out at a later date. They are in process of putting together an Organization Assessment tool with 65 questions around 5 areas which</p>	

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<p>4. Office of Inspector General</p> <p>5. Final Rule</p>	<p>Socorro provided a brief update to members regarding the Office of Inspector General</p> <p>Socorro discussed the Final rule:</p> <ul style="list-style-type: none">a. Getting our provider information into the app sent to us from QA-DMHb. Ensuring that we understand the difference between State System Review Cultural Competency Requirements and Final Rule Cultural Competency Requirements.c. DHCS Website has a 8 page summary: <p>http://www.dhcs.ca.gov/formsandpubs/Pages/FinalRule.aspx</p> <p>http://www.dhcs.ca.gov/formsandpubs/Documents/ParityComplianceSummary1-11-2018.pdf</p>	

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	Next meeting will take place on April 26, 2018 from 9am-11am.	

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