

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 6 QIC	Date	06/28/2018																																														
Place	MLK Interns & Residents Bldg. I&R Conference Room 1670 E. 120th Street Los Angeles, CA 90059	Start Time:	9:00 am																																														
Co-Chairs	Kisha Thompson, LCSW Dr. Socorro Gertmenian	End Time:	11:00 am																																														
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><i>Kisha Thompson</i> <i>DMH</i></td> <td style="width: 50%;"><i>Jessica Palma</i> <i>DMH</i></td> </tr> <tr> <td><i>Socorro Gertmenian</i> <i>LACGC</i></td> <td><i>Enriqueta Allred</i> <i>Didi Hirsch</i></td> </tr> <tr> <td><i>Elizabeth Echeverria</i> <i>SCHARP/Barbour & Floyd</i></td> <td><i>Trish Burkert</i> <i>Exodus Recovery</i></td> </tr> <tr> <td><i>Jonna Howard</i> <i>SSG/WCC</i></td> <td><i>Cheryl Gully</i> <i>HOPICS</i></td> </tr> <tr> <td><i>Martin McDermott</i> <i>Bayfront</i></td> <td><i>Jennette Fackler</i> <i>JWCH</i></td> </tr> <tr> <td><i>Laurel Fox</i> <i>Shields for families</i></td> <td><i>Ahmed Kausar</i> <i>DMH-SFC</i></td> </tr> <tr> <td><i>Lily Fowler</i> <i>Didi Hirsch</i></td> <td><i>Dana Longino</i> <i>BAFMA</i></td> </tr> <tr> <td><i>Bosco Ho</i> <i>SSG-APR Recovery</i></td> <td><i>Yolanda Robles</i> <i>SFMC-CCC</i></td> </tr> <tr> <td><i>Kanisha Trotter</i> <i>DMH-AFH</i></td> <td><i>Leah Gutierrez</i> <i>The Guidance Center</i></td> </tr> <tr> <td><i>Demitri Richmond</i> <i>1736 Family Crisis Center</i></td> <td><i>Ashanti Parker</i> <i>DMH-SFC</i></td> </tr> <tr> <td><i>Marietta Watson</i> <i>Pacific Clinics</i></td> <td><i>Michael Silverman</i> <i>DMH-SFC</i></td> </tr> <tr> <td><i>Jessica Calcaterra</i> <i>Crittenton</i></td> <td><i>Satoko Luce</i> <i>DMH- Compton</i></td> </tr> <tr> <td><i>Jocelyn Bush Spurlin</i> <i>UMMA Clinic</i></td> <td><i>Kay Robinson</i> <i>Shields for families</i></td> </tr> <tr> <td><i>Jenny Quach</i> <i>TCCSC</i></td> <td><i>Michele Burton</i> <i>Aviva Center</i></td> </tr> <tr> <td><i>Kanisha McReynolds</i> <i>Amanecer</i></td> <td><i>Sharon Chapman</i> <i>DMH- West Central</i></td> </tr> <tr> <td><i>Sara Rodas</i> <i>El Centro Del Pueblo</i></td> <td><i>Christina Leyva</i> <i>HOPICS</i></td> </tr> <tr> <td><i>Kathleen Kim</i> <i>Counseling 4 Kids</i></td> <td><i>Anna Yee</i> <i>DMH</i></td> </tr> <tr> <td><i>Kathy Saucedo</i> <i>Star View</i></td> <td><i>Perla Cabrera</i> <i>DMH</i></td> </tr> <tr> <td><i>Julie Elder</i> <i>SCHARP/Barbour & Floyd</i></td> <td><i>Iling Wang</i> <i>DMH</i></td> </tr> <tr> <td><i>Lummy Galbusera</i> <i>Alafia Mental Health</i></td> <td><i>Bertrand Levesque</i> <i>DMH</i></td> </tr> <tr> <td><i>Beatriz Perez</i> <i>1736 Family Crisis Center</i></td> <td></td> </tr> <tr> <td><i>Paul Ha</i> <i>Alafia Mental Health</i></td> <td></td> </tr> <tr> <td><i>Patricia Carrillo</i> <i>Shields for families</i></td> <td></td> </tr> </table>			<i>Kisha Thompson</i> <i>DMH</i>	<i>Jessica Palma</i> <i>DMH</i>	<i>Socorro Gertmenian</i> <i>LACGC</i>	<i>Enriqueta Allred</i> <i>Didi Hirsch</i>	<i>Elizabeth Echeverria</i> <i>SCHARP/Barbour & Floyd</i>	<i>Trish Burkert</i> <i>Exodus Recovery</i>	<i>Jonna Howard</i> <i>SSG/WCC</i>	<i>Cheryl Gully</i> <i>HOPICS</i>	<i>Martin McDermott</i> <i>Bayfront</i>	<i>Jennette Fackler</i> <i>JWCH</i>	<i>Laurel Fox</i> <i>Shields for families</i>	<i>Ahmed Kausar</i> <i>DMH-SFC</i>	<i>Lily Fowler</i> <i>Didi Hirsch</i>	<i>Dana Longino</i> <i>BAFMA</i>	<i>Bosco Ho</i> <i>SSG-APR Recovery</i>	<i>Yolanda Robles</i> <i>SFMC-CCC</i>	<i>Kanisha Trotter</i> <i>DMH-AFH</i>	<i>Leah Gutierrez</i> <i>The Guidance Center</i>	<i>Demitri Richmond</i> <i>1736 Family Crisis Center</i>	<i>Ashanti Parker</i> <i>DMH-SFC</i>	<i>Marietta Watson</i> <i>Pacific Clinics</i>	<i>Michael Silverman</i> <i>DMH-SFC</i>	<i>Jessica Calcaterra</i> <i>Crittenton</i>	<i>Satoko Luce</i> <i>DMH- Compton</i>	<i>Jocelyn Bush Spurlin</i> <i>UMMA Clinic</i>	<i>Kay Robinson</i> <i>Shields for families</i>	<i>Jenny Quach</i> <i>TCCSC</i>	<i>Michele Burton</i> <i>Aviva Center</i>	<i>Kanisha McReynolds</i> <i>Amanecer</i>	<i>Sharon Chapman</i> <i>DMH- West Central</i>	<i>Sara Rodas</i> <i>El Centro Del Pueblo</i>	<i>Christina Leyva</i> <i>HOPICS</i>	<i>Kathleen Kim</i> <i>Counseling 4 Kids</i>	<i>Anna Yee</i> <i>DMH</i>	<i>Kathy Saucedo</i> <i>Star View</i>	<i>Perla Cabrera</i> <i>DMH</i>	<i>Julie Elder</i> <i>SCHARP/Barbour & Floyd</i>	<i>Iling Wang</i> <i>DMH</i>	<i>Lummy Galbusera</i> <i>Alafia Mental Health</i>	<i>Bertrand Levesque</i> <i>DMH</i>	<i>Beatriz Perez</i> <i>1736 Family Crisis Center</i>		<i>Paul Ha</i> <i>Alafia Mental Health</i>		<i>Patricia Carrillo</i> <i>Shields for families</i>	
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Call to Order & Introductions	Kisha Thompson called the meeting to order at 9:00a.m and followed with self-introductions.																																																

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
In the know	<p>MHSIP Surveys due today.</p> <p>Dr. Socorro Gertmenian followed up with members regarding training for treatment plans, assessments and progress notes.</p>		
Announcements	<p>Ms. Thompson reported that July 9, 2018 will be her last day as the Co-Chair. A new Co-Chair will replace her.</p>	<p>Ms. Thompson will provide more information and updates on her replacement as they come.</p>	
Review of Minutes	<p>Minutes from the May 2018 meeting were approved.</p>	<p>Minutes from the May meeting will be emailed to members by Ms. Thompson.</p>	
In the know continued...	<p>Dr. Gertmenian reminded members that the next State Systems review will be February 2019.</p>		
OMD Updates	<p>Dr. Gertmenian reported that the OMD is going through a lot of review of practices, looking at ways to collect survey information and improve practices without overwhelming the clients. The surveys are not always accurate. Consumer feedback is needed from the clients who are in the field.</p> <p>The online Clinical Incident Report has started.</p>		
Safety Intelligence	<p>Ms. Thompson emailed members last Tuesday the Safety Intelligence front line report and the Safety Intelligence review for the Legal Entities.</p> <p>Members informed that the most Directly Operated Agencies have submitted the information such as the primary and secondary contact with the exception of West Central MHC.</p>	<p>Questions or concerns contact Ly Ngo 213-351-6673 or LNgo@dmh.lacounty.gov</p> <p>OR</p> <p>Doris Benosa 213-351-6676 or DBenosa@dmh.lacounty.gov</p>	

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PEI Outcomes Training	Dr. Gertmenian provided the PEI Outcomes Training emailed to members.	peioutcomes@dmh.lacounty.gov	
Patient's Rights Office	<p>Dr. Gertmenian reported that the Change of Provider online database is almost complete and is now in the testing phase. The practice will remain the same for now. Continue submitting as before.</p> <p>Directly Operated Agencies are going to use the new system in phase one. The Contract Agencies will not change the process for the Change of Provider request until the contracted agencies are a part of the roll out in phase two. COP must be submitted by the 10th day of the following month.</p>	<p>Continue submitting COP as before to: DMHCOP@dmh.lacounty.gov</p> <p>Dr. Gertmenian will follow up to see if the timeline has changed.</p>	
Cultural Competency	Dr. Gertmenian briefly discussed the Final Rule and Cultural Competency	The CC training is required for anyone who interacts with clients and should be completed within 12 months.	
Compliance	Dr. Gertmenian reminded DOs to check the Learning Network for mandatory training information.		
QID Updates	<p>Dr. Gertmenian reported that SA6 was not a part of the top five submitted surveys for the County. Many surveys were submitted but many were not accepted due to the surveys being incomplete and not completed correctly.</p> <p>Dr. Gertmenian suggested support to the agencies to help with the process.</p>	By November, Agencies should have a designated team of one or two people ready to check and collect the consumer surveys, making sure the information is complete and accurate.	
Upcoming Audits	The Guidance Center had an audit. Over 100 client records were reviewed.		

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	<p>JWCH had a fiscal audit on June 20, 2018, which lasted three days. 64 client records were reviewed.</p> <p>LA Child Guidance has the MR Grant in August.</p>		
<p>Waivers/ Registration</p>	<p>Dr. Gertmenian informed members about the Welfare Institution Codes. The WIC Code is 10-03.</p> <p>The process now includes students who need so many quarter or semester credits before than can receive the waiver. The waiver still expires in four years.</p> <p>There will be a new QA Bulletin which will provide more information.</p>	<p>Recommended members research with their agency's HR to make sure they understand if they can hire employees based on their agency's requirements. Agencies need to stay on top of the Taxonomies of their staff if their roll changes.</p>	
<p>QA Bulletins</p>	<p>Dr. Gertmenian discussed the QA Bulletins:</p> <ul style="list-style-type: none"> a. MAT B. Network Adequacy c. Clinical Forms Bulletin d. QA requirements for DO's e. P&P 312.02 f. ICC/IHBS expansion and tracking of CFT Meetings g. MSS: How should those notes look? 	<p>Dr. Gertmenian will email QA Bulletins to members.</p>	
<p>Medi-Cal Certification</p>	<p>Dr. Gertmenian reminded members of Medi-Cal Cert requirements:</p> <ul style="list-style-type: none"> a. Fire clearances must be up to date. b. The Clinics NPI information must match what the County has on file. c. Ensure that you have updated the record retention policy. d. If you are contacted by the Medi-cert Team, contact them back immediately. 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Next Meeting	Next Meeting is Thursday, July 26, 2018 (9:00a.m. – 11:00 a.m.) at MLK Interns & Residents Bldg., 1670 E. 120 th St., Los Angeles, CA 90059.		

Submitted by Jasmine Boyden