

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE  
MEETING AGENDA

October 18, 2017

2:00 – 4:00 p.m.

DMH SA 8 Administration – MultiPurpose Room

2600 Redondo Ave – 6<sup>th</sup> Floor

Long Beach, CA 90806

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)

SA 8 QI/QA Liaison: Ann Lee

**QUALITY IMPROVEMENT (QI) MEETING**

2:00-3:00

1.	<b>Welcome/Introductions/Announcement</b>
2.	<b>Cultural Competence Meeting Info</b> (see attached) The next mtg will be held on November 8 <sup>th</sup> , 1:30-3:30pm, 550 S. Vermont, 10 <sup>th</sup> fl conf rm. <b>Conference Call Info:</b> USA Toll-Free: 888-204-5987 Access Code: 1167059#
3.	<b>Change of Provider Logs Update</b> – Please use the attached log form (or the one linked in Policy 200.05). Incorrect log forms will no longer be accepted starting with September’s logs. October’s logs will be due after the end of the month and by 11/10/17. Please send to <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> only. Do <u>NOT</u> email or copy the logs to Jose’s individual email.
4.	<b>MHSIP Consumer Survey Training Date/Time/Location*:</b>  <b>November 1, 2017</b> <i>Session 1: 9-10:30am OR Session 2: 11am-12:30pm</i> 550 S. Vermont Ave – 2 <sup>nd</sup> Floor Conf Rm Los Angeles, CA 90020 ❖ Free parking in structure located at 523 Shatto (1blk west of Vermont) *Only providers selected by random sample need to attend. List is being generated and not yet available. Ann will send out the list as soon as QI division sends out. Please contact Ann Lee if your agency is not able to attend the training. <i>Training is highly recommended to ensure adherence to survey distribution and collection procedures.</i>  <b>Survey Period: November 13-17, 2017</b>
5.	<b>Announcements</b> – see handouts

**Next SA 8 QI/QA Meeting Info:**

November 15, 2017

2:00-4:00 p.m.

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**Co-chairs:** Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)  
**SA 8 QI/QA Liaison:** Ann Lee

**QUALITY ASSURANCE (QA) MEETING**

3:00-4:00 p.m.

1.	<b>Announcements</b> – There was no monthly QA chairs meeting in October to inform our meeting agenda. Discuss possible agenda items, discussion topics, or presentations.
2.	<b>Audits &amp; Reviews</b> – No report
3.	<b>Policy and Technical Development</b> <ul style="list-style-type: none"><li>• Clinical Forms Bulletin 17-04*</li></ul>
4.	<b>Organizational Providers Manual and Procedure Codes Q&amp;A</b>

\*handouts

**Next SA 8 QI/QA Meeting Info:**

November 15, 2017

2:00-4:00 p.m.

DMH SA 8 Administration  
2600 Redondo Ave, 6<sup>th</sup> floor  
Long Beach, CA 90806

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING  
Minutes, October 18, 2017**

<b>Type of Meeting</b>	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee			<b>Date</b>	October 18, 2017
<b>Location</b>	DMH SA 8, 2600 Redondo Ave, 6 <sup>th</sup> Fl, Long Beach, CA 90806			<b>Start Time &amp; End Time</b>	2:00 – 4:00 p.m.
<b>Co-chairs</b>	Co-Chairs: Emily Ramos (absent), Michele Munde (Star View), Courtney Stephens (MHALA)				
<b>DMH Representatives</b>					
<b>SA 8 QI/QA Liaison:</b> Ann Lee	<b>QA Division Lead:</b> Marc Borkheim	<b>Medi-Cal Certification:</b>		<b>Patients Rights Office:</b> Ava Simms	
<b>Members Present by Provider Name</b>					
<b>1736 FCC</b> Carmela Floro	<b>AADAP</b> Hiroko Makiyama	<b>Alafia</b> Paul Ha	<b>Alma Family Services</b> Susan Lam Margaret Best	<b>Aspiranet</b> Kim Kopenhaver Colette Chuzel	<b>Bayfront</b> Martin McDermott
<b>California Mentor</b>	<b>Childnet</b> Anaissa Ibrahim	<b>Children's Bureau</b>	<b>Cil</b>	<b>City of Gardena</b>	<b>Coastal APIFMHC</b> Helen Chang
<b>Community Representative</b>	<b>Counseling4Kids</b> Kathleen Kim	<b>Crittenton</b>	<b>Didi Hirsch</b> Aminah Ofumbi	<b>Exodus</b> Eshan Sun	<b>For The Child</b>
<b>Harbor-UCLA</b>	<b>Harbor View CSC</b> Martha Rivera Natalie Asawesna	<b>HealthView</b> Dexter Jefferson	<b>Heritage Clinic</b> Vanessa Bui	<b>Long Beach Adult</b>	<b>Long Beach APIFMHC</b>
<b>Long Beach Child &amp; Adol</b>	<b>Masada Homes</b> Linda Nakamura	<b>MHA</b> Courtney Stephens (co-chair)	<b>MHUCC</b>	<b>Olive Crest</b> Jennifer Mitzner	<b>PACS</b> Kim Phy
<b>Personal Involvement Center</b> Brittany White	<b>San Pedro MHC</b>	<b>SB 82 MTT</b>	<b>SFC (South County)</b>	<b>SFC (Torrance)</b> Della Clayburg	<b>Shields For Families</b> Patricia Carrillo Kay Roberson
<b>SSG/IOTTP</b> Debra DeLeon	<b>SSG Alliance</b> Hala Masi	<b>South Bay Children's Health Center</b>	<b>South Bay MHC</b>	<b>Star View</b> Michele Munde (co-chair) Mayra Hernandez	<b>Tarzana</b> Lauren Dibbs
<b>Telecare</b>	<b>Tessie Cleveland</b> Jenny Quach	<b>The Guidance Center</b> Elva Gutierrez	<b>TIES For Families</b>		
<b>Review of Minutes</b>	September minutes are not yet completed. Will be emailed to members upon completion.				
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 2:00 and attendees introduced themselves.				

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING  
Minutes, October 18, 2017**

<b>QUALITY IMPROVEMENT (QI)</b>			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions/ and Recommendations Actions/Scheduled Task</b>	<b>Person Responsible/ Due Date</b>
<b>Cultural Competence Updates</b>	Ann Lee emailed the CC 101 powerpoint slides and links to training videos prior to the meeting. The next mtg will be held on November 8 <sup>th</sup> , 1:30-3:30pm, 550 S. Vermont, 10 <sup>th</sup> fl conf rm. <b>Conference Call Info:</b> USA Toll-Free: 888-204-5987 Access Code: 1167059#		
<b>Change of Provider Logs Update</b>	<b>Change of Provider Logs Update</b> – Please use the attached log form (or the one linked in Policy 200.05). Incorrect log forms will no longer be accepted starting with September’s logs. October’s logs will be due after the end of the month and by 11/10/17. Please send to <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> only. Do NOT email or copy the logs to Jose’s individual email. Please note that the COP log form does not have a “Q” code. Please select the closest option-“P”. PRO is addressing the discrepancy between the client form and the monthly log form so for now please use the “P” code instead of “Q” under “Reason for Request”.		
<b>MHSIP Consumer Survey Training Date/Time/Location*:</b>	<b>Survey Period: November 13-17, 2017</b> <b>MHSIP Consumer Survey Training Options:</b> <b>November 1, 2017</b> <i>Session 1: 9-10:30am OR</i> <i>Session 2: 11am-12:30pm</i> 550 S. Vermont Ave – 2 <sup>nd</sup> Floor Conf Rm Los Angeles, CA 90020 Free parking at 523 Shatto *Ann Lee will send out the selected provider list as soon as QI division sends out. Only those selected need to attend the mandatory survey training. Please contact Ann Lee if your agency is not able to attend the training. Training is highly recommended to ensure adherence to survey distribution and collection procedures.	Will be adding a SA 8 training. Selected providers will be notified via email upon scheduling.	<b>Ann Lee</b>
<b>Compliance, Privacy, &amp; Audit Services Bureau</b>	<b>Policies Update:</b> The Policy updates was sent via email to committee members prior to today’s meeting.		
<b>Announcements</b>	There was no monthly QI chairs meeting this month due to the county holiday. The next SA 8 QI/QA mtg will be held on November 15 <sup>th</sup> at the SA 8 Administration office, 2600 Redondo Ave, 6 <sup>th</sup> Floor, MultiPurpose Room, Long Beach, CA 90806.  The SA 8 Outcome Data Workgroup met yesterday, October 17, 2018. The next meeting will be held on February 20, 2018. An email reminder will be sent out.		

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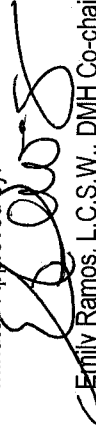
QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Audits &amp; Reviews</b>	There was no monthly QA chairs meeting in October to inform our meeting agenda. Discuss possible agenda items, discussion topics, or presentations.		
<b>Policy and Technical Development</b>	Clinical Forms Bulletin 17-04 was included in the handouts and discussed.		
<b>Announcements</b>	The next mtg will be held on November 15 <sup>th</sup> at the SA 8 Administration office, 2600 Redondo Ave, 6 <sup>th</sup> Floor, MultiPurpose Room, Long Beach, CA 90806.		

Minutes Recorded by:



Amy Lee, Ph.D., SA 8 QI/QA Liaison

Minutes Approved by:



Emily Ramos, L.C.S.W., DMH Co-chair