

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
OFFICE OF ADMINISTRATIVE OPERATIONS – QUALITY IMPROVEMENT DIVISION**

Departmental Quality Improvement Council Meeting

A G E N D A

June 11, 2018

9:00 – 10:30 a.m.

550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:15	Clinical Quality Improvement ➤ OMD Report Updates	K. Lee D. Benosa
III	9:15 – 9:30	Patients' Rights Office Updates ➤ Grievances and Appeals Update	M. Hernandez
IV	9:30 – 10:05	SA QIC Reports & Countywide Children's QIC Report	QIC Members
V	10:05– 10:15	Cultural Competency Updates	S. Chang Ptasinski
VI	10:15 – 10:20	Compliance, Privacy, & Audit Svcs Bureau Policy Updates	R. Faveau
VII	10:20 – 10:30	QID Updates ➤ PIP Updates – Clinical and Non-Clinical ➤ MHSIP Survey May 2017 Report, Provider Tables and Open Ended Summary Report Follow Up ➤ EQRO Pre-Review Docs – QIC Minutes ➤ July QIC Meeting	N. Kasarabada
		Announcements:	

Next Meeting

July 9, 2018

9:00 – 10:30 a.m.

550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	June 11, 2018	
Place	550 S. Vermont Ave., 10th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alyssa Bray; Caesar Moreno; Christina Kubojiri; Courtney Stephen; Cynthia Hurtado; Dara Vines; David Tavlin; Elizabeth Gildemontes; Elizabeth Marsh; Emilia Ramos; Evelyn Lemus; Eydie Dominguez; Gina Haase; Helena Ditko; James McEwen; Janssen Sacro; Jessica Walters; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lisa Thigpen; LyNetta Shonibare; Margaret Faye; Maria Gonzalez; Martin Hernandez; Michele Munde; Michelle Rittel; Randolph Faveau; Sandra Chang Ptasinski; Socorro Gertmenian; Susan Lam; Wendy Rivas; Yen-Jui-Lin			
Excused/Absent Members	Angelica Fuentes; Barbara Paradise; Carol Eisen; Cathy Williamson; Debi Berzon-Leitelt; Doris Benosa; Gassia Ekizian; Jerry Sefiane; Karen Lee; Kisha Thompson; Wendy Rivas			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.		Dr. Kasarabada
Review of Minutes	The May minutes were reviewed.	Minutes were reviewed and approved as noted.		QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Clinical Quality Improvement OMD Report	Effective July 1, 2018, Clinical Risk Management (CLRM) will no longer be accepting Clinical Event Reports on paper form.		L. Ngo
Pharmacy Updates	<p>Dr. Sacro discussed the 14 clinical pharmacists/Advanced Practice pharmacists that are to be hired into the 14 strategic sites throughout the county. There are currently 2 temporary Clinical Pharmacists positions located in West Central and Arcadia Mental Health. Dr. Sacro and Dr. Shaner are currently reviewing the proposed policies and procedures pertaining to the role a Clinical pharmacist/Advanced Practice Pharmacist will play in the clinics in addition to the Nurse Practitioner.</p> <p>Dr. Sacro mentioned that there is currently a lack of training of DMH employees for dropping off and picking up of medications.</p>	<p>The Pharmacy Team will work with education to create a training process to meet Department's Standards of Transportation requirements. In addition, a process is being evaluated on how the clinics can accept medications directly from the manufacturer. A risk assessment is currently being done to make sure that this meets all the necessary regulation.</p>	J. Sacro
Patient Rights' Office Updates	<p>Mr. Hernandez provided a presentation on how to fill out the Request for Change of Provider Form online. The draft form was distributed as well. Mr. Hernandez stated that the roll out of the form will be available to Directly Operated (DO). Mr. Hernandez mentioned that at this time PRO is waiting to update all information from the DO providers. Mr. Hernandez stated that once the information is updated that licenses will be issued for those entering the Change of Provider Form and no more hard copies will be accepted from DO programs.</p> <p>The new COP Application was tested in two clinics. The clinic name and the license name which is the password are required to log in into the site. Forms will be filled out by the client; the provider will have to enter the information into the system. The hope is Phase two which will include Contract Providers, will be the link to IBHIS at this point is not available. COP is not only for practitioners but also is for service location.</p>	<p>Providers will have to enter the report by the 10th of each month.</p>	M. Hernandez

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>SA QIC's Reports & Countywide Children's QIC Report</p>	<p>SA 1: Antelope Valley initiated the same day walk in assessment protocol.</p> <p>SA 2: Ms. Salvaggio presented the updates on Departmental QIC meeting and the countywide QA meeting; discussion tied to timely services that included use of Collaborative Documentation to help with timely access to care; anonymous needs assessment survey with the QIC members was discussed.</p> <p>SA 3: Information from this meeting was disseminated to providers. Ms. Lemus introduced Ms. Cynthia Hurtado as the new QIC member for SA 3.</p> <p>SA 4: Providers submitted surveys on time. SA QIC members are interested in Ms. Willock's presentation to be scheduled at next meeting.</p> <p>SA 5: Ms. Vines mentioned that there was one issue with SA 5 providers when they get a client that does not speak the language. The concern is that contract providers have to contract their language line. SA 5 QIC Co-Chair, Mr. Tavlin noted that the contract language requires contractors to cover threshold languages for their SA & they have difficulty providing access to interpreter services for other languages.</p>	<p>Information on Specialty and Non Specialty Mental Health Services in relation to referrals from Health Plans will be scheduled for the SA 4 QIC meeting.</p> <p>Dr. Kasarabada stated she will follow up with Contracts Division to clarify the Contract requirements regarding interpreter services access.</p>	<p>E. Marsh</p> <p>K. Salvaggio</p> <p>E. Lemus</p> <p>Y. Jui-Lin</p> <p>D. Vines</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>SA QIC's Reports & Countywide Children's QIC Report cont.</p>	<p>SA 6: Members reviewed the Final Rule material especially Cultural Competency aspect. Ms. Gertmenian stated that there was a problem with the return of surveys.</p> <p>SA 7: Mr. James McEwen reported that he would not be the SA 7 QIC Chair. Surveys administration was smooth.</p> <p>SA 8: Dr. Kasarabada presented on MHSIP survey data.</p>	<p>Dr. Kasarabada recommended to send the list of programs with issues completing the surveys accurately to the District Chiefs in charge of the Contracts monitoring and copy the Deputies. This might help improve the process.</p>	<p>S. Gertmenian</p> <p>J. McEwen</p> <p>M. Munde</p>
<p>Cultural Competency (CC) Updates</p>	<p>Countywide Children's: Ms. Debra Mahoney will no longer be the countywide QIC chair. Ms. Harvey will be the interim chair.</p> <p>Dr. Chang Ptasinski reported that the CCU is currently tracking the annual cultural competence training at attestations received from providers. She distributed new information received from the Department of Health Care Services (DHCS) regarding NACT reporting date changes and emphasized that the next reporting period has been moved to October 1, 2018. Additionally, the QID membership was informed that the Frequently Asked Questions (FAQ) handout regarding cultural competence training requirements for NACT and the Cultural Competence Plan will be updated with any of reporting dates and reposted in the QI webpage.</p>	<p>Next meeting: August 9, 2018.</p> <p>QIC members will follow the new timeliness provided by DHCS for the Final Rule data submissions.</p>	<p>L. Harvey</p> <p>S. Chang Ptasinski</p>
<p>Compliance, Privacy, & Audit Svcs Bureau</p>	<p>Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.</p>		<p>R. Faveau</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
EQRO Pre-Review Docs – QIC Minutes	<p>EQRO recommended to focus on engaging ISRs. Dr. Kasarabada stated that ACCESS PIP was the Non-Clinical PIP. One of the Interventions that were supposed to take place was to replace the existing call center system. IBHIS was not the appropriate application for call center documentation. However, there is a delay in the implementation of the Call Center application and so the ACCESS PIP cannot be continued to present to EQRO. Dr. Kasarabada was working with Dr. Jai, Chief, Pharmacy services on PBM services to see if there is any scope for us to present satisfaction with pharmacy services as Non Clinical PIP. The PBM Call Center Metrics started to improve in September last year. Through Magellan, a customer satisfaction survey is to be implemented at some Directly Operated (DO) clinics to assess customer satisfaction with Pharmacy Services clinics, and Call Center.</p>	<p>We are in the process of scheduling a Technical Assistant (TA) conference call with the EQRO team.</p>	N. Kasarabada
MHSIP Survey May 2017 Report, Provider Tables and Open Ended Summary Report Follow Up	<p>CIOB Data Unit is on the last phase of making corrections to Dr. Kasarabada's feedback. May 2017 provider tables were presented and shared as draft at SAs 7 and 8. Dr. Shonibare, and if possible Dr. Chang Ptasinski will be coming to present the May 2017 and November 2016 provider level data at the SA QICs to show how trending can be done for each provider and provide overview. The Open Ended Comments Summary report can be used for quality improvement and the Plans of correction given by providers in the past addressed areas for improvement.</p>	<p>QIC members will be notified once the final version is posted.</p> <p>The Open Ended Comments Summary report for this survey period is due July 15, 2018.</p>	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
MHSIP Survey May 2017 Report, Provider Tables and Open Ended Summary Report Follow Up cont.	Dr. Kasarabada provided detailed information on the May 2018 surveys received. 15,610 was the total of surveys received. SA 2 submitted 4, 621, SA 8 submitted 2, 156 followed by SA 4 2,081. The others SAs are in the 1500, range. The highest percentage completed for the Adult survey was 46%, 34% was from Families of Youth, 15% from Youth and 5% from Older Adults.		N. Kasarabada
EQRO Pre-Review Docs – QIC Minutes	Dr. Kasarabada reminded the QIC Chairs and Co-Chairs to submit the QIC minutes and agendas to Mr. Adegbola from July 2017 to June 2018 by August 6, 2018. This will be submitted to EQRO as part of the pre-review documents.		N. Kasarabada
July QIC Meeting	<p>Dr. Kasarabada announced her transition to the ACCESS Center as of July 2nd and that Dr. Chang Ptasinski will be chairing the July meeting.</p> <p>Dr. Kasarabada requested Ms. Eydie Dominguez to present at the SA QIC's on QI vs QA training.</p>	SA QIC Chairs interested were notified to send their SA QIC meeting dates and times to Ms. Gonzalez. Ms. Dominguez will follow up with SA Chairs to schedule her presentation.	N. Kasarabada
Handouts:	Policy/Procedure Update June 11, 2018		
Announcements:			

Respectfully Submitted,

Naga Kasarabada, Ph.D.