

County of Los Angeles – Department of Mental Health *Service Area 3*
Quality Improvement Committee Meeting
September 19, 2018
9:30 am – 11:30 am

AGENDA

- | | |
|------------------------------|-----------------|
| 1. Welcome and Introductions | Cynthia Hurtado |
| 2. Review of the Minutes | Cynthia Hurtado |
| 3. QI/QA Process | Almansor |

Quality Improvement

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| 1. Cultural Competence Plan | Gassia Ekizian |
| a. Training Requirement | |
| 2. Access Urgent/ Priority Slots | Gassia Ekizian |
| a. Common reasons why providers are not accepting intakes | |
| b. If unable to take new clients, what are the next steps? | |

Quality Assurance Liaison Meeting

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|--------------------------------------|-----------------|
| 1. Access to Care Webinar Discussion | Margaret Faye |
| o Who was able to participate? | |
| o Any thoughts? | |
| 2. Network Adequacy Tool Update : | Margaret Faye |
| o Summary of changes | |
| o Log-in information for LE | |
| 3. Finale Rule: Network Adequacy FAQ | Cynthia Hurtado |
| 4. Schedule of Trainings | Cynthia Hurtado |

Other Issues

- | | |
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| 1. Announcements | All |
| 2. Future QIC topics | All |
| 3. SA 3 QIC Survey | All |

Next Meeting:

To Be Determined

Location: Enki, 3208 Rosemead Blvd, 2nd Floor, El Monte, CA 91731

Parking at lower level only

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

Type of Meeting	Service Area 3 QIC	Date	9/19/2018	
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Ms. Cynthia Hurtado Mrs. Gassia Ekizian Dr. Margaret Faye	End Time:	10:30am	
Members Present	<i>Rosa Diaz</i>	<i>Alma Family Service</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>
	<i>Cynthia Concepcion</i>	<i>Almanson MH</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Erica Uirtz</i>	<i>Hillsides</i>
	<i>Scott Richardson</i>	<i>California Mentor</i>	<i>Natalie Park</i>	<i>Homes for Life Foundation</i>
	<i>Caitlin Staveley</i>	<i>Center for Integrated Family and Health Services</i>	<i>Barbar Negron</i>	<i>Leroy Haynes Center</i>
	<i>Paula Randle</i>	<i>David and Margaret</i>	<i>Dr. Lisa Rueda</i>	<i>Maryvale</i>
	<i>Violeta Kim</i>	<i>DMH</i>		<i>McKinley</i>
	<i>Evelyn Lemus</i>	<i>DMH</i>	<i>Rachel Mayer</i>	<i>PUSD</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Erica Villapando</i>	<i>PUSD</i>
	<i>Cynthia Hurtado</i>	<i>DMH</i>	<i>Renzo Roel</i>	<i>Rosemary Children's Center</i>
	<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Rebecca deKeyser</i>	<i>San Gabriel Children's Center</i>
	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Lucero Garcia</i>	<i>Social Model Recovery Systems</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>David Felix</i>	<i>Five Acres Boys and Girls Aid Society</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Cheri Noone</i>	<i>Five Acres Boys and Girls Aid Society</i>	<i>Joe Bologna</i>	<i>Trinity-El Monte</i>
	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Shareipha Myvett</i>	<i>Trinity-El Monte</i>
	<i>Daniela Chavez</i>	<i>Healthright 360 Prototypes</i>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		
Review of Minutes	Motion to approve the minutes by Janet Yang and seconded by Michael Olsen.	Please see handout.	
QI/QA Process	Almansor presented on the QI/QA process. For the first 90 days while on probation, they have weekly meetings with the program manager. Emphasis on the training guide and the expectations. Services are mostly field based. Caseload is built by transferring and new intakes. Utilization requirement is a 20 client caseload or more. Turnaround time for notes is 24 hours. Intakes are done within 10 business days and includes the treatment plan. Review of 100% of everything including non-billable. Welligent is the EHR.	Please see handout.	
Cultural Competence Plan	Annual Cultural Competency training requirement. There will be a system review in February. An electronic survey will go out to everyone. More information will be sent out.		
Access Urgent/Priority Slots	Access is looking into why clients are not accepted by providers and what to do when we cannot provide a service to someone.		
Access to Care Webinar	Timelines have changed. When you cannot accommodate someone in the 10 days, you can find another provider and transfer in SRTS or provide them with the appointment. Minimum of two phone calls for no-shows and document the calls. There is now a process for those who are med only. Access to Care Webinar has been recorded and is available with important and new information. PowerPoint is also available.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Network Adequacy Tool	Enter information into the system by 9-24-18. Now there is a list for percentage trained in Cultural Competency. Added additional disciplines and there is a default to “yes” for accepting new beneficiaries. Also an option to add special populations and cultural capabilities.	See handouts.	
Final Rule: Network Adequacy FAQ	Monthly screenings should be on 1 and 2 from the Federal, State, and County Sanction list.	See handout.	
Schedule of Trainings		See handout.	
Announcements	<ul style="list-style-type: none"> • Please bring employment badges or photo identification to the SPA3 meeting. • Next two meetings are dark. 		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: July 18, 2018 3. Presentation List 4. Almansor Brochure 5. Network Adequacy Certification Tool (NACT) 6. Final Rule: Network Adequacy Frequently Asked Questions 7. Log-In Instructions for Legal Entities 8. Federal, State, and County Sanction Lists 9. Documentation Training Schedule 		
Next Meeting	Next Meeting is December 19, 2018 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

Respectfully Submitted, Dr. Keri Zehm, Tri-City Mental Health