

County of Los Angeles – Department of Mental Health *Service Area 3*
Quality Improvement Committee Meeting

December 19, 2018

9:30 am – 11:30 am

AGENDA

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| 1. Welcome and Introductions | Cynthia Hurtado |
| 2. Review of the Minutes | Cynthia Hurtado |
| 3. QI/QA Process | Victor Treatment Center's Inc./ Formerly Rosemary's |

Quality Improvement

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| 1. Presentation from QI Division | Daiya Cunnane |
| a. Test Calls Annual Report | |
| b. Consumer Perception Survey | |
| c. QA/QI- What are some distinctions? | |
| d. Non-Clinical PIP nominations | |
| 2. Cultural Competency Updates | Gassia Ekizian |
| a. Attestation and Network Adequacy Tool | |
| b. Training Plan | |

Quality Assurance Liaison Meeting

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| 1. Network Adequacy Webinar Update | Cynthia Hurtado/Margaret Faye |
| o Review of PPT | |
| o Access to Care FAQ's & Ongoing Webinar schedule | |
| 2. DHCS System Review FY 2018-2019 | Margaret Faye |
| o Checklist & Reasons for Recoupment | |
| 3. Child Abuse Reporting Electronic System (CARES) | Cynthia Hurtado |
| 4. Annual QA Report & Written QA Process from LE | Margaret Faye |
| 5. QA Bulletin 18-11: Included ICD 10 Diagnoses | Gassia Ekizian |
| 6. Schedule of Trainings | Cynthia Hurtado |

Other Issues

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| 1. Review Sept. SA 3 QIC Survey | All |
| 2. Announcements | All |

Next Meeting: January 16, 2019

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	12/19/2018	
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:	11:16 am	
Members Present	<i>Christine Pina Alma Family Service</i> <i>Janet Lester Almansor MH</i> <i>Misook Nierodzik Center for Integrated Family and Health Services</i> <i>Paula Randle David and Margaret</i> <i>Daiya Cunnane DMH</i> <i>Frances Liese DMH</i> <i>Bertrand Levesque DMH</i> <i>Cynthia Hurtado DMH</i> <i>Zerri Gross D'Veal Corporation</i> <i>Michael Olsen ENKI</i> <i>Windy Luna-Perez Etti Lee Homes</i> <i>David Felix Five Acres Boys and Girls Aid Society</i> <i>Cheri Noone Five Acres Boys and Girls Aid Society</i> <i>Gassia Ekizian Foothill Family Services</i> <i>Vivian Chung Easton Healthright 360 Prototypes</i> <i>Margaret Faye Hathaway-Sycamores</i> <i>Grace Kim Heritage Clinic</i> <i>Erica Uirtz Hillsides</i>	<i>Gerry Bonilla Homes for Life Foundation</i> <i>Barbar Negron Leroy Haynes Center</i> <i>Lisa Rueda Maryvale</i> <i>Sally Corona McKinley</i> <i>Jenny Silver Pacific Clinics</i> <i>Erica Villapando PUSD</i> <i>Renzo Roel Victor Treatment Center</i> <i>Rebecca deKeyser San Gabriel Children's Center</i> <i>Dawn Dades Social Model Recovery Systems</i> <i>Alejandra Barrientos SPIRITT Family Services</i> <i>Jennifer Escorcia Starview</i> <i>Silvia Yan SSG/APCTC Alhambra Office</i> <i>Lan Nguyen-Chawkins SSG/APCTC Alhambra Office</i>	<i>Keri Zehm Tri-City MH</i> <i>Rocio Bedoy Tri-City MH</i> <i>Joe Bologna Trinity-El Monte</i> <i>Lynette Gonzalez Trinity-El Monte</i> <i>Rachel Riphagen Uplift Family Services</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 with corrections to the members present section by Rebecca de Keyser and seconded by Rocio Bedoy.	Please see handout.	
QI/QA Process	Renzo Roel presented on Victor Treatment Center (Formerly Rosemary's). Agency is community based treatment. One audit a week and they rotate departments. They track consents, assessments, client treatment plans, outcome measures, family therapy, collaterals, and the service request log. New hire trainings and QIC meetings. Quizzes are done with staff.		
Test Calls	Working on the 2018 report.	See handout	
Consumer Perception Survey	Summary of open-ended comments in handout and on the website.	See handout	
QA/QI—What are some distinctions?	Review of the differences between QA and QI and examples of PIPs: customer service and peer workforce.	See handout	
Non-Clinical PIP nominations			
Attestation and Network Adequacy Tool/ Training Plan	Number of hours of training needs to be entered into the network adequacy for DMH medi-cal staff only, not for agencies that do not have contact with medi-cal programs. Training options are listed in the letter. Entering into the Network Adequacy tool for LE is sufficient, Attestation form is not needed. Training cycle is for the calendar year.	See handout	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Review of PPT/ Access to Care FAQ's & Ongoing Webinar Schedule	Webinar was held for DO and LE to help with entering information into the tool. Goal of entering the data monthly. Next pull is at the end of the year.	See handout	
DHCS System Review FY 2018-2019	Progress notes with incorrect procedures codes are being recouped, in the past you could void and resubmit with correct procedure code. Audit period is January through March 2018. Focusing on medical necessity and use of DSM-V to diagnose.	See handouts	
Child Abuse Reporting Electronic System (CARES)	Implemented in November for non-urgent reports. There are 10 questions to determine whether it is urgent. If it is urgent a verbal report is needed. Use of system is not required, but an option for agencies.	See handout	
Annual QA Report & Written QA Process from LE	Due at the end of January. Email was sent out.	See handouts	
QA Bulletin 18-11: Included ICD 10 Diagnoses	What has been added and removed and is reflected in current provider's manual.	See handout	
Schedule of Trainings	TCM and Rehab—brand new training will be offered on 1/30/19 from 9-12. If interested, let Cynthia know. Training is not on the training list handout but will be occurring monthly.	See handout	
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: September 19, 2018 3. Test Calls 4. Consumer Perception Surveys 5. QA/QI Distinctions 6. Annual Cultural Competence Training Plan, FY 18-19 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	7. Network Adequacy Certification Tool (NACT) 8. System Review FY 18-19 Outpatient Chart Review 9. Child Abuse Reporting Electronic System (FAQs) 10. Annual Quality Assurance (QA) Report and Written QA Process 11. QA Bulletin 18-11 12. Documentation Training Schedule		
Next Meeting	Next Meeting is January 16, 2019 (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