

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

March 20, 2019
9:30 am – 11:30 am

AGENDA

- | | |
|------------------------------|--------------------------------|
| 1. Welcome and Introductions | Cynthia Hurtado |
| 2. Review of the Minutes | Cynthia Hurtado |
| 3. QI Process | D’Veal Family & Youth Services |

Quality Improvement

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|---------------------------------|-----------------|
| 1. Information from QI Division | Daiya Cunnane |
| • QI Updates | |
| • Spring CPS Survey | |
| 2. Clinical Risk Updates | Cynthia Hurtado |

Quality Assurance Liaison Meeting

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| 1. QA Knowledge Assessment follow-up | Marc Borkheim |
| 2. NACT Application Updated | Cynthia Hurtado |
| ○ Contact Howard Washington hwashington@dmh.lacounty.gov | |
| 3. QA Bulletin 19-01: Psychological Testing codes | Gassia Ekizian |
| 4. Clinical Form Bulletin 19-01: Katie A Subclass Verification
Secure Text Messaging | Gassia Ekizian |
| 5. Psychiatry Residents Providing E & M MSS | Gassia Ekizian |
| 6. Health Information Management (HIM) | Cynthia Hurtado |
| ○ Duplication of ID records | |
| 7. Schedule of Trainings | Cynthia Hurtado |

Other Issues

- | | |
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| 1. Announcements | All |
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Next Meeting: April 17, 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	3/20/2019																																																																	
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:	11:28 am																																																																	
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Janet Lester</i></td> <td style="width: 25%;"><i>Almansor MH</i></td> <td style="width: 25%;"><i>Vivian Chung Easton</i></td> <td style="width: 25%;"><i>Healthright 360 Prototypes</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges</i></td> <td><i>Janet Yang</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Misook Nierodzik</i></td> <td><i>Center for Integrated Family and Health Services</i></td> <td><i>Erica Wirtz</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Childrens Bureau of So Cal</i></td> <td><i>Gerry Bonilla</i></td> <td><i>Homes for Life Foundation</i></td> </tr> <tr> <td><i>Rebecca Schaal</i></td> <td><i>David and Margaret</i></td> <td><i>Barbara Negron</i></td> <td><i>Leroy Haynes</i></td> </tr> <tr> <td><i>Renee Lee</i></td> <td><i>DMH</i></td> <td><i>Lisa Rueda</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Daiya Cunnane</i></td> <td><i>DMH</i></td> <td><i>Sally Corona</i></td> <td><i>McKinley</i></td> </tr> <tr> <td><i>Robin Washington</i></td> <td><i>DMH</i></td> <td><i>Kaitlin Lopez</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Cynthia Hurtado</i></td> <td><i>DMH</i></td> <td><i>Irene Insunza</i></td> <td><i>SPIRITT Family Services</i></td> </tr> <tr> <td><i>Frances Liese</i></td> <td><i>DMH</i></td> <td><i>Stephanie Canales</i></td> <td><i>Starview</i></td> </tr> <tr> <td><i>Zerri Gross</i></td> <td><i>D'Veal Corporation</i></td> <td><i>Keri Zehm</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td><i>Yesenia Madera</i></td> <td><i>D'Veal Corporation</i></td> <td><i>Rocio Bedoy</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td><i>Erika Frausto</i></td> <td><i>ENKI</i></td> <td><i>Frank Sabado</i></td> <td><i>Trinity-El Monte</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Etti Lee Homes</i></td> <td><i>Renzo Roel</i></td> <td><i>Victor Treatment</i></td> </tr> <tr> <td><i>Cheri Noone</i></td> <td><i>Five Acres</i></td> <td><i>Diana Saunders</i></td> <td><i>Victor Treatment</i></td> </tr> <tr> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> <td><i>Kamisha Ford</i></td> <td><i>Victor Treatment</i></td> </tr> </table>				<i>Janet Lester</i>	<i>Almansor MH</i>	<i>Vivian Chung Easton</i>	<i>Healthright 360 Prototypes</i>	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>	<i>Leslie Shrager</i>	<i>Childrens Bureau of So Cal</i>	<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>	<i>Rebecca Schaal</i>	<i>David and Margaret</i>	<i>Barbara Negron</i>	<i>Leroy Haynes</i>	<i>Renee Lee</i>	<i>DMH</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Sally Corona</i>	<i>McKinley</i>	<i>Robin Washington</i>	<i>DMH</i>	<i>Kaitlin Lopez</i>	<i>Pacific Clinics</i>	<i>Cynthia Hurtado</i>	<i>DMH</i>	<i>Irene Insunza</i>	<i>SPIRITT Family Services</i>	<i>Frances Liese</i>	<i>DMH</i>	<i>Stephanie Canales</i>	<i>Starview</i>	<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>	<i>Yesenia Madera</i>	<i>D'Veal Corporation</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>	<i>Erika Frausto</i>	<i>ENKI</i>	<i>Frank Sabado</i>	<i>Trinity-El Monte</i>	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Renzo Roel</i>	<i>Victor Treatment</i>	<i>Cheri Noone</i>	<i>Five Acres</i>	<i>Diana Saunders</i>	<i>Victor Treatment</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Kamisha Ford</i>	<i>Victor Treatment</i>
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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 for February by Zerri Gross and seconded by Janet Lester.	Please see handouts.	
QI Process	Presentation on D'Veal by Zerri Gross. Quarterly Quality Improvement meetings are held and also new hire trainings. They are working with supervisors to improve the process during supervision. They review aging, timeliness of documents and work to improve them. They do concurrent and collaborative note writing. Challenges and solutions presented during the monthly meetings. Work to provide 25% of current caseload customer satisfaction.		
Information from QI Division-QI Updates and Spring CPS Survey	Formal report posted on the website. For more detailed information visit the psbqi website. Front office customer service training was held and it is recorded and it will be available online. Test calls are starting, SA3 will be done in August. The next Consumer Perception survey will be in May.		
Clinical Risk Updates	Reports for Safety Intelligence. There are staff that can come out to talk about the forms.		
QA Knowledge Assessment Follow-Up	The intention is to identify areas of miscomprehension and to remedy them. For example, lack of documentation of impairments in the assessment. How information can be communicated. Options for agencies to be anonymous, but still see how they are performing compared to the county. More information to come out in the next few weeks.		
NACT Application Updated	New website for Access to Care.	Please see handout.	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
QA Bulletin 19-01: Katie A Subclass Verification Secure Text Messaging	Guide to procedure codes has been updated. The Katie A subclass form: they are looking into the questions about this form. One and two need to be a "yes" for 3 to be in place.	Please see handouts.	
Psychiatry Residents Providing E & M MSS	This is a reminder that they are unlicensed staff and that each note needs to be co-signed.		
Health Information Management (HIM) – Duplication of ID records	There are thousands of duplicate clients in IBHIS. More information to come on how to avoid duplicates. It is encouraged that people to do a Heat ticket to confirm new number is not a duplicate when finding a record that is similar to the name you have.		
Schedule of Trainings			
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: February 20, 2018 3. Access to Care and Network Adequacy Web Page 4. Quality Assurance Bulletin 19-01 5. Clinical Bulletin 19-01 6. Katie A. Subclass membership verification 7. Consent for Secure Text Messaging/Video Chat 		
Next Meeting	Next Meeting is April 17, 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