

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

May 15, 2019
9:30 am – 10:30 am

AGENDA

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| 1. Welcome and Introductions | Cynthia Hurtado |
| 2. Review of the Minutes | Cynthia Hurtado |

Quality Improvement

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| 1. QI Updates | Daiya Cunnane |
| • Survey Week | |
| • Test Call Updates | |
| • Customer Service Training | |
| 2. Patient's Rights Update | Cynthia Hurtado |
| • Online Grievance | |

Quality Assurance

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| 1. DHCS Audits of NACT Data | Cynthia Hurtado |
| ○ Network Adequacy Webinar | |
| ○ Contact Howard Washington hWashington@dmh.lacounty.gov | |
| 2. DRAFT QA Bulletins: | Margaret Faye |
| ○ CANS IP & PSC-35 | |
| ○ Upcoming Trainings | |
| i. Online | |
| ii. In Person | |
| iii. Train the trainer | |
| 3. PERM Reviews | Cynthia Hurtado |
| ○ Cesar Franco cefranco@dmh.lacounty.gov will reach out if selected | |
| 4. LE Chart Review Coordination | Margaret Faye |
| 5. Updates to Guide to Procedure Codes | Cynthia Hurtado |
| 6. Schedule of Trainings | Cynthia Hurtado |

Other Issues

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| 1. Announcements | All |
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Next Meeting: June 19, 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	5/15/2019	
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:	10:29 am	
Members Present	<i>Lisa Ngo</i> <i>Cynthia Concepcion</i> <i>Davis Truong</i> <i>Misook Nierodzik</i> <i>Leslie Shrager</i> <i>Estera Boresa</i> <i>Rebecca Schaal</i> <i>Erlene Quintos</i> <i>Renee Lee</i> <i>Daiya Cunnane</i> <i>Robin Washington</i> <i>Rosalba Trias-Ruiz</i> <i>Cynthia Hurtado</i> <i>Bertha Berumen</i> <i>Zerri Gross</i> <i>Yessenia Madera</i> <i>Frances Liese</i> <i>Michael Olsen</i> <i>Erika Frausto</i> <i>Windy Luna-Perez</i> <i>David Felix</i> <i>Cheri Noone</i>	<i>Alma</i> <i>Almanson MH</i> <i>Bridges</i> <i>Center for Integrated Family and Health Services</i> <i>Children's Bureau of So Cal</i> <i>Crittenton Services</i> <i>David and Margaret</i> <i>David and Margaret</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>D'Veal Corporation</i> <i>D'Veal Corporation</i> <i>East San Gabriel Valley MH</i> <i>ENKI</i> <i>ENKI</i> <i>Etti Lee Homes</i> <i>Five Acres</i> <i>Five Acres</i>	<i>Margaret Faye</i> <i>Nicole Unrein</i> <i>Dianna England</i> <i>Janet Yang</i> <i>Erica Wirtz</i> <i>Gerry Bonilla</i> <i>Barbar Negron</i> <i>Lisa Rueda</i> <i>Sally Corona</i> <i>Kaitlyn Lopez</i> <i>Rebecca DeKeyser</i> <i>Dawn Dades</i> <i>Irene Insunza</i> <i>Sylvia Yan</i> <i>Keri Zehm</i> <i>Rocio Bedoy</i> <i>Leslie Guy</i> <i>Frank Sabado</i> <i>James Adams</i> <i>Renzo Roel</i> <i>Kamisha Ford</i>	<i>Hathaway Sycamores</i> <i>Healthright 360 Prototypes</i> <i>Healthright 360 Prototypes</i> <i>Heritage Clinic</i> <i>Hillsides</i> <i>Homes for Life Foundation</i> <i>Leroy Haynes Center</i> <i>Maryvale</i> <i>McKinley Children's Center</i> <i>Pacific Clinics</i> <i>San Gabriel Children's Center</i> <i>Social Model Recovery Systems</i> <i>SPIRITT Family Services</i> <i>SSG/Asian Pacific Clinics</i> <i>Tri-City MH</i> <i>Tri-City MH</i> <i>Trinity-El Monte</i> <i>Trinity-El Monte</i> <i>Trinity-El Monte</i> <i>Victor Treatment</i> <i>Victor Treatment</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 Michael Olsen and seconded by Lisa Rueda.	Please see handout.	
QI Updates:	CPS Surveys this week. When preparing for test calls remember to get the name of the agent that you speak with and you also need to provide a fictitious name so it can be tracked. Front office customer staff training was successful. Next training is 6/17/19 and it will be recorded.		
DCHS Audits of NACT Data	FAQs will be coming out as a result of the webinar on 5/14/19. Contact Howard Washington to be on the list for upcoming webinars. Data from the NACT will be connected to the provider directory.		
CANS/PSC-35 Update	There is a draft of the forms: CANS IP (age six years until their 21 st birthday) and PSC-35 (caregivers for ages three years old to 18 years old). Several ways to train and be certified: online, in person, or train the trainer. Bulletin will be coming out soon. Effective July 1, 2019. All EPSDT clients.	Please see handouts.	
PERM Reviews	The Payment Error Measurement review. Next week Cesar Franco will be contacting the providers who were selected. Need to submit by 6/10/19.		
LE Chart Review Coordination	Can be filled out online and emailed.	Please see handout.	
Update to Guide to Procedure Codes	Should be updated and on the website by the end of this week. Cynthia will send it out to the group too.		

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Schedule of Trainings		Please see handout.	
Announcements			
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: April 17, 2019 3. CANS-IP and PSC-35 4. Legal Entity (LE) Chart Review Coordination Form 5. Documentation Training Schedule 		
Next Meeting	Next Meeting is June 19, 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