

*County of Los Angeles – Department of Mental Health
SA 4 Program Administration*

**Service Area 4
Child & Adult
Integrated Quality Improvement Committee**

*February 19, 2019
10:30am - Noon*

*695 S. Vermont Ave, 15th fl, Conference Room
Los Angeles, CA 90005*

🌀 Agenda 🌀

- ❖ Introductions & Minutes review 10:30 – 10:40am
- ❖ Announcements:
 - **LACDMH QI Updates**
 - ▶ Performance Improvement Projects – Diaya Cunnane, QI Division 10:41-11:00 am
 - ▶ Work Plans Goals Summary CY 2018
 - ▶ Cultural Competency Updates
 - **LACDMH QA Updates**
 - ▶ QA Knowledge Assessment (“QA Quiz”) – Dr. Marc Borkheim 11:01 – 11:20 am
 - ▶ Training Updates – See handout 11:21 – 11:45 am
 - ▶ Annual QA Report Update
 - ▶ Access To Care Webinar occurred– 2/12/19
 - ▶ DHCS State System Review Comments
 - ▶ Upcoming Assessment Form Changes
 - ▶ Draft QA Bulletin – Psychological Testing Procedure Code Updates
 - ▶ Policy 302.03: Care Coordination
 - ▶ Policy 401.01: Clinical Records Maintenance
 - ▶ Presentation on St. Anne’s QI/QA process – Reza Khosrowabadi 11:45 – 12:00 pm
-Need a volunteer presenter for March meeting
- **Miscellaneous/Questions**
 - ▶ Questions/Discussion

Next meeting will be March 19, 2019

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee (QIC) Meeting Minutes

Type of Meeting:	SA 4 Quality Improvement Committee (QIC)	Date:	February 19, 2019
Place:	695 S. Vermont Ave 15 th fl Conference Room Los Angeles, CA. 90005	Start Time:	10:30am
		Adjournment:	12:00pm
Chair & Co-Chair:	Co-Chair – Christina Kubojiri, LMFT, Children’s Institute Inc; DMH Chair - TBD		
Members Present:	<ul style="list-style-type: none"> • Lorne Leach • Evelyn Gutierrez • Sauntrie Abellera • Ania Ahmadi • Naomi Arellano • Rosa Ruiz • Lauren Permenter • Erika Frausto • Jonathan Figueroa • Jennifer McKirdy-Corletto • Sandra Long • Lilia Sheynman • Marisol Lara • Karin Bonwitt • Rebecca Yu • Eunice Jeon • Jeannelli Acuna • Mary Ellen Braaten • Lisa Harvey • Cristina Sandoval • Elizabeth Mour • Reza Khosrowabadi • Erica Lara • Misty Aronoff • Lynda Evans • Alma Guevara • Jazmin Hernandez • Linda Santiman • Akilah Renolds • Ana Viana • Christine Pina • Christina Ho • Joseph E. Marquez • Adriana Gamez • Rami Alrayes 		
Members Absent:	<ul style="list-style-type: none"> • AIDS project LA • Anne Sippi Clinic • CA Hispanic Commission-CHCADA • Child Family Guidance Center • Children’s Bureau • Dignity Health • DMH AOT • DMH ASOC • DMH Downtown Mental Health • DMH TAY • DMH SFC • DMH PSB • DMH PRO • DMH Specialized Foster Care • Filipino American Services Group • Gateways Hospital • Gateways Homeless Services • Gateways Percy Village • Hathaway Sycamores • Health Research Association USC • Hollywood Mental Health Center • Jewish Family Services of LA • JWCH Institute • LAMP Community • LA Child Guidance Center • Mental health America • Saban Free Clinic • SSG Alliance • SSG Project 180 LA • SRMT • SSG Silver • Telecare • Travelers Aid Society of LA 		
Introductions:	Members present introduced themselves.		
Minutes Approval:	No revisions indicated for January 2019 QIC minutes.		
Announcements:	DMH Chair TBD		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>QI Updates Daiya Cunnane – QI Division</p> <p>QA Updates Dr. Marc Borkheim presentation</p> <p>QA Updates Christina Kubojiri</p>	<p><u>Quality Improvement updates:</u></p> <ul style="list-style-type: none"> • Performance Improvement Projects – QI Division is open to suggestions for PIP goals. Some ideas include the older adult population, suicide prevention, mental health stigma, maternal mental health, post service compassion call, nursing care hotline. Non-clinical PIP ideas: non-clinical suicide prevention. QI Division is open to assisting any on-going projects agencies have. • Front Office Trainings are full for 3/18 & 4/22. Skype access will be available. • QA Division provided an overview about the proposed QA Knowledge Assessment Quiz. Feedback from members was requested regarding whether the quiz sounded beneficial, should be provided quarterly vs. monthly and what staff this should start with. Members were informed it will take about 10 minutes to complete a quiz. A sample document will be provided as part of the quiz. Will cover basic documentation areas. Pros and Cons were discussed on whether it should be anonymous or not. Members indicated it would be most helpful if the person can receive immediate feedback from their quiz so they can catch any overlooked areas for themselves and their agencies. It was discussed, feedback can drive future trainings and alert agencies of internal needs. This is not a punitive measure, but supportive resource. Overall, feedback about the quiz was positive. Initial focus of quizzes will focus on trends found by DMH QA chart reviews. Pilot may start with small group of members around July 2019. • Training Updates – see handout provided • Access to Care webinar occurred 2/12/19. Contact Howard Washington to be added to email distribution list if you would like to receive these invites. • No MR Grant reviews noted • DHCS System Review update: Feb 4-8, 2019 <ul style="list-style-type: none"> ○ Went very well ○ Some things they will continue to monitor: <ul style="list-style-type: none"> ▪ Housing got positive feedback ▪ Children services were positive ▪ Patients’ Rights Application got positive feedback ▪ Will monitor Timeliness of Contractor providers ▪ Not as much consistency in monitoring L.E. as D/O 		

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	<ul style="list-style-type: none"> ○ Outcomes: <ul style="list-style-type: none"> ▪ Was discussed – they want to see it for mental health – especially EPSDT – The CANs is coming soon ○ Integrated Care <ul style="list-style-type: none"> ▪ Co-occurring disorders – We should be using TCM to link client to services. ▪ Substance abuse treatment in Groups will be disallowed even when associated with Mental health. <ul style="list-style-type: none"> • Services must be mental health. Client man have some substance abuse going on, but must be totally focused on mental health – Especially when claiming mental health. ○ Use the procedure code descriptions and title the notes accordingly. ○ Hospital Services – Mental health programs are having difficulty getting to the next level of care. When clts are staying in the hospital because of having nowhere else to go – big issue. ○ Chart issues: <ul style="list-style-type: none"> ▪ Need to also provide assessment addendums to justify when there are changes to treatment/dx that aren't in the full assessments provided. ○ EHR – Legal Entities: <ul style="list-style-type: none"> ▪ Challenges related to what the EHR should reflect: dates, license #'s <ul style="list-style-type: none"> • DMH QA will develop what should be in place in EHR ▪ Some have no medication consents or signatures ▪ For TCM, some continued from one CTP to another without any update documented on changes or whether accomplished. <ul style="list-style-type: none"> • Document discussion of progress or barriers to reaching goal. Document outcomes. ○ Final report will be out in about 90 days. There will be 15 days to submit response. Then 60 days plan of Action. • Annual QA Report – out of 130, DMH received 95. • Access to Care webinar occurred 2/12/19. Email Howard Washington to be added to this email list. • Draft QA Bulletin – Psychological Testing Procedure Code updates discussed • Policy 302.03: Care Coordination • Policy 401.01: Clinical Records Maintenance <p>Upcoming items:</p> <ul style="list-style-type: none"> • Assessment form changes coming soon (including the ICARE) – simplifying some areas and combining fields • Bulletin – Psych Testing procedure codes (4 new codes) • Timeliness (LE & DO) 		

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<p>Presenter: Reza Khosrowabadi & Alma Guevara</p>	<ul style="list-style-type: none"> ○ Document by the end of the next business day. If next work day of the practitioner will be more than 5 days away, documentation must be done same day of service provided. • Field Based service Provision – the day forms/CTP are signed is when services/treatment can begin, not when it is later finalized in the EHRS. <p>Member discussion: Members shared they have not received any information or updates about CANs training or implementation from DMH.</p> <p>Reza and Alma presented on St. Anne's QI/QA process and protocols. They shared examples of their internal reports, review forms and process. Thank you so much!</p>		

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Next Meeting: April 16, 2019; 695 S. Vermont Ave, Los Angeles, CA 90005, 15th Fl, Conference Room

Respectfully Submitted

Christina Kubojiri, LMFT – QA Supervisor, Children’s Institute, Inc.
SA4 Co-Chair