

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE  
May 7, 2019

AGENDA

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| I. Welcome and Introductions   | All              |
| II. Trouble Shooter Roster, Updates  | Dara Vines       |
| III. Review of Minutes   | All              |
| IV. DMH Updates  | Jacquie Wilcoxon |
| V. Quality Assurance   |                  |
| • Quality Assurance Liaisons' Meeting Minutes,<br>February 11, 2019 and March 11, 2019           | Dara/ David      |
| • Documentation Training Schedule, Revised,<br>March 11, 2019 and April 8, 2019                  |                  |
| • Special Documentation Presentation Schedule,<br>March 11, 2019 and April 8, 2019               |                  |
| • QA Bulletin No. 19-01 – Katie A Subclass Verification,<br>Secure Text Messaging, March 8, 2019 |                  |
| • Clinical Forms Bulletin, No. 19-02, April 19, 2019   |                  |
| o Service Request Log  |                  |
| • Psychiatry Residents Providing E&M MSS   |                  |
| • Health Information Management Updates<br>(Directly Operated)                                   |                  |
| • QA Knowledge Assessment (Update)   | Marc Borkheim    |
| VI. Quality Improvement  | Dara/David       |
| • Policy/Procedure Update, March 11, 2019<br>and April 8, 2019                                   |                  |
| • SA5 Access Test Calls Follow-Up  |                  |

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH**  
**SA 5 Quality Improvement Committee**  
**Minutes**

<b>Type of Meeting</b>	<b>Quality Improvement Committee</b>	<b>Date:</b>	May 7, 2019
<b>Place</b>	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	<b>Start Time:</b>	9:00 AM
<b>Chair</b>	Dara Vines, DMH	<b>End Time:</b>	11:00 AM
<b>Co-Chair</b>	David Tavlin, Step Up On Second		
<b>Members Present</b>	Dara Vines, DMH; David Tavlin, Step Up On Second; Jacquelyn Wilcoxin, DMH; Marc Borkheim, DMH – QA; Misty Aronoff, Step Up on Second; Mandy Sommers, St. Joseph Center; Steve Dobbs, Edelman Adult; Martha Andreani, Providence St. John's; Jorge Alfaro, Providence St. John's; Eloisa Ramos Robles, Exceptional Children's Foundation; Claudia Angel, Exceptional Children's Foundation; Patrice Grant, Edelman (Child); Cheryl Carrington, Vista Del Mar; Caitlyn O'Hara, Alcott Center; Matthew Lyon, St. Joseph Center; Araceli Barajas, UCLA Ties for Families; Libby Hartigan, SHARE!; Kelly Delich, Family Service of Santa Monica; Anahita Gheyntanhi, Wise and Healthy Aging; Lynetta Shonibare, DMH-QI; Sherry Nourian, Vista Del Mar; Wendy Coloma, The People Concern; Anahita Saadatifaïd, Homes for Life Foundation; Theodore M. Cannady, DMH; Michael Lyles, DMH; Maria Tan, DMH – OASOC; Stephanie Yamada, PACS; Jennifer Regan – DMH QI; Marina Eckhart, Didi Hirsch; David Gennis, Clare Matrix;		
<b>Excused/Absent Members</b>	Jeanine Caro-Delville, The Help Group; Renee Lee, QA – Medi-Cal Certification Section; Enriqueta Allred, Didi Hirsch Mental Health Center; Danielle Price, The Help Group; Jenna Ness, The People Concern; Sharon Greene, Providence St. John's; Filipo Forni, New Directions for Veterans; Monica Martocci, CLARE Foundation; Nilsa Gallardo, Edelman – Adult; Brenda Del Castillo, CLARE Foundation; Ruby Quintana, DMH; Kristine Santoro, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; LaCheryl Porter, St. Joseph; Nancy Tallerino, Vista Del Mar; Sara Nouri, Alcott Center; Kristi Rangel, Alcott Center; Aminah Ofumbi, Didi Hirsch; Camille Dennis, SHARE!; Gaby Cardenas, St. Joseph Center; Trish Burkert, Exodus Recovery; Blair Ibarra, Exodus Recovery		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 AM.	Introductions were made.	Dara QIC Membership
<b>Review of Minutes and Handouts</b>	Minutes were reviewed and approved for March 5, 2019.	Final approved Minutes for January 8, 2018 were distributed to providers and will post to the QI website.	QIC Membership Dara
<b>DMH Updates</b>	<p>The Trouble Shooter Roster was updated.</p> <p>Jacque Wilcoxon provided SA5 and DMH updates: 1) Members were informed that Clare Matrix is the newest LE serving SA5. Diana Meir and Dennis Gennis will attend the meetings on behalf of Clare Matrix. 2) Wise and Healthy Aging will be closing its DMH contract at the end of the fiscal year. SA5 will help ensure that their consumers continue to have access to RRR services. SA5 QIC bid farewell to member Anahita Gheyanchi, who will be leaving the agency once the DMH contract ends. 3) Jacque announced that the Trieste model proposed by LACDMH was approved. This model is designed to improve effectiveness, increase staff morale and transform client care. Hollywood will be the initial site. 4) Providers were reminded that the We Rise campaign is planned for May18-27, 2019. 5) A providers asked Jacque if there are plans to change the number of LEs providing school-based services. Jacque described the expansion of PEI services in the schools but stated that they would likely compliment and not supplant the direct client services currently provided by some DOs and LEs.</p>		Dara  Jacque Wilcoxin

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Quality Assurance Liaisons' Meeting Minutes, February 11, 2019 and March 11, 2019</li>   <li>• Documentation Training Schedule, Revised – March 11, 2019 and April 8, 2019            Providers were informed that this Training Schedule extends through July 2019. If there are questions regarding upcoming trainings, providers should contact: Nikki Collier for Non-IBHIS and Joshua Lozada for IHBIS trainings. QA confirmed that all bulletins will be posted on the website and updated moving forward.</li>   <li>• Special Documentation Presentation Schedule, March 11, 2019 and April 8, 2019</li>   <li>• Clinical Forms Bulletin No. 19-01, MH729 Katie A Subclass Verification and MH732 Secure Text Messaging               <ul style="list-style-type: none"> <li>○ Katie A Subclass Member Verification Form</li> </ul>               Reviewed contents of the Clinical Forms Bulletin and reviewed the Katie A form.             </li> </ul>	<p>Quality Assurance Liaisons' Meeting Minutes, 2/11/19 and 3/11/19 were distributed to providers.</p> <p>Copies of the QA Documentation Training Schedule Revised 3/11/19 and 4/8/19 were distributed to providers.</p> <p>Copies of the Special Documentation Schedule for 3/11/19 and 4/8/19 were distributed to providers.</p> <p>Copies of Clinical Forms Bulletin No. 19-01 and Katie A Subclass Member Verification Form were distributed to providers.</p>	<p>Providers</p> <p>Providers</p> <p>Directly Operated</p> <p>Providers</p>







