



**LACDMH Service Area 7 Administration  
Quality Improvement / Quality Assurance Committee**

**January 15, 2019  
2:00 to 4:00 p.m.**

- 1. Welcome/Introductions Caesar Moreno, LCSW
- 2. Review of December 2018 minutes Caesar Moreno, LCSW
- 3. Announcements Greg Tchakmakjian Ph.D.
- 4. **Quality Improvement: 2:00 to 3:00 pm**
  - a. Compliance, Privacy and Audit Services: Policy Updates
  - b. Consumer Participation in SA QIC (Stipend)
  - c. Cultural Competency Updates
    - i. Cultural Competence Organizational Assessment
  - d. QI Division Updates:
    - i. Feedback on potential clinical PIP ideas
    - ii. EQRO Draft Report
- 5. **Quality Assurance: 3:00 pm to 4:00 pm**
  - a. Medi-Cal Certification Updates Joel Solis, RN
  - b. Training and Operations
    - i. Schedule of Trainings and Presentations
    - ii. Annual QA Report and Written QA Process form for LE's
    - iii. Newly posted documents
    - iv. QA Knowledge Assessment
  - c. Policy and Technical Development
    - i. Access to Care/Network Adequacy Contact List:
      - 1. Howard Washington: [hwashington@dmh.lacounty.gov](mailto:hwashington@dmh.lacounty.gov)
    - ii. DHCS State System Review – Chart Review Portion Updates
    - iii. Katie A Subclass Verification Form (**DRAFT**)
    - iv. Psychological Testing Procedure Code Update

Next Quality Improvement/Quality Assurance Meeting  
**February 19, 2019 –Gus Velasco Center, Santa Fe Springs**

Greg Tchakmakjian Ph.D.- Chair	(213) 639-6733	gtchakmakjian@dmh.lacounty.gov
Caesar Moreno, LCSW – Co Chair	(562) 692-0383 x 236	<a href="mailto:cmoreno@thewholechild.info">cmoreno@thewholechild.info</a>
Susan Lam, LMFT, PPSC – Co Chair	(323) 526-4016 x 217	susanl@alfamfamilyservices.org

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 7  
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

<b>Type of Meeting:</b>	<b>SA 7 QIC</b>	<b>Date:</b>	<b>1/15/2019</b>
<b>Place:</b>	<b>Gus Velasco Neighborhood Center 9255 S. Pioneer Boulevard Santa Fe Springs, California 90670</b>	<b>Start Time:</b>	<b>2:05 PM</b>
<b>Chairpersons:</b>	<b>Greg Tchakmakjian, Chair Rosa Diaz, Co-Chair (Interim) Caesar Moreno, Co-Chair</b>	<b>End Time:</b>	<b>3:50 PM</b>
<b>Members Present:</b>	Angela Trenado, Laura Solis, Donetta Jackson, Hsiang-Ling Hsu, Amarri Simms, Cara Jensen, Gwen Lo, Wendy Mielke, Erika Frausto, Nicole Santamaria, Jennifer Mitzner, Arlene Contreras, Irene Juaregui, Cinthia Sanchez, Priscilla Gonzalez, Javier Nevarez, Yolanda Hernandez-Lara, Cynthia Juarez, Linda Garcia, Gloria Guevara, Quenia Gonzalez, Anthony Thai, Michelle Lopez-Munroe, Kenneth Goff, Beth Reisler, Joel Solis, Elizabeth Hernandez, Daiya Cunnane, Loan Le, Analia Barroso, Patricia Lopez		
<b>Agenda Item</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Welcome/Introductions</b>	Meeting was called to order at 2:05PM	Introductions were made and new members welcomed,	<b>Caesar Moreno</b>
<b>Chair Updates</b>			
<b>Review &amp; Approval of Minutes</b>	Minutes from December, 2018 were reviewed	Minutes were approved by: Wendy Mielke Cara Jensen	<b>Caesar Moreno</b>
<b>Quality Improvement</b>	<b><i>Consumer Participation in SA QIC</i></b>  If a client would like to participate or attend a community of DMH sponsored meetings, he/she can get a stipend for attending. Please refer to the list of meetings that consumers can attend and obtain stipend. Purpose of attendance is want the consumer to go back out to the community so share what DMH services are provided. SAAC and QIC in every SPA area – consumers need to go the SPA specific to their residence. That is only way they will get reimbursed. Orientations provided 2 x year. \$25 per meeting (3 meetings per month max). Outreach and Engagement opportunities, Speaker’s Bureau, etc.	Handouts provided	<b>Greg Tchakmakjian</b>





<p><b>Quality Assurance (continued)</b></p>	<p><b><i>Training and Operations</i></b></p> <p>Handout provided noting training and available dates.</p> <p><b><i>QA Division - Other Updates</i></b></p> <p><b><u>Annual QA Report and Written QA Process form for LE's</u></b></p> <p>Annual QA report from legal entities is due January 31<sup>st</sup> with the written QA process form. If you have questions, please contact the QA representatives. The QA forms are available online and in fillable form.</p> <p>The QA contact list by SPA can also be located online.</p> <p><b><u>QA Knowledge Assessment</u></b></p> <p>A QA knowledge assessment is being proposed. Mark Borkheim will come to each SPA QIC meeting and present to providers. At that time, he will get feedback on the proposal and process. The feedback will determine the direction that the department will go with the survey.</p> <p><b><u>Access to Care/Network Adequacy Contact List:</u></b></p> <p>DMH will begin to increase their level of monitoring of the network adequacy system regarding updates to the system. Some agencies did not update their information by the June 22<sup>nd</sup> deadline. Those agencies will be contacted about submitting updates.</p> <p>LE's should be getting QA items directly. QA designated contacts for each legal entity should be on the the main contact list. If you are unsure if you are on the list, please contact Howard Washington at <a href="mailto:hwashington@dmh.lacounty.gov">hwashington@dmh.lacounty.gov</a></p>	<p>Handout provided to the group.</p>	<p>Caesar Moreno</p>
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<p><b>Quality Assurance (continued)</b></p>	<p><b><u>SRL Log Request</u></b></p> <p>Thank you to everyone who sent them in. Almost 7000 submitted. It was reminded that agencies should be submitting SRL through Web Services. Contact Howard Washington if do not know if the vendor should be doing this.</p> <p><b><u>DHCS State System Review – Chart Review Portion Updates</u></b></p> <p>Based on the DMH chart review in preparation for sending the documenation up to State for the review, items were noted and discussed:</p> <p>1) If know that a chart is pulled for an audit, it is not advised to make any changes during this time. Agencies encouraged to put processes in place so no one touches it. This is with regard to previous claims. Example: someone had a note in draft. Chart gets pulled for audit. The note is updated with the date after the fact. This raises questions during an audit.</p> <p>2) Signatures – agencies did not include the submission dates which speaks to timeliness. Make sure your EHR systems have that report in place. Report needs to show when it was finalized. Noticed co-signature issue – someone signing twice, co-signatures from person who are not involved or were not licensed themselves. Why are some co-signing the note? New policy will show the necessary note timelines.</p> <p>3) Diagnoses: some diagnoses were not clinically supported based on DSM V criteria. Is the diagnosis substantiated. Selective mutism popular found. Some kids diagnosed with “heavy diagnoses”. Looking at the clinical formulation where some is not justified.</p> <p>4) Assessments looking like just a fact gathering and not coming up with the comprehensive manner piece. Example: does client have a job? Client does not have a job. But why does he not have a job? What are factors contributing to that?</p> <p>5) Limited cohesion between the assessment, treatment plan and progress note. No connection between the 3</p>		<p>Caesar Moreno</p>
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<p><b>Quality Assurance (continued)</b></p>	<p>levels. Progress note – how is what you just did tie back to the assessment and treatment plan. Made movement that previous missing things there. Moving next step to integration.</p> <p><b><u>Katie A Subclass Verification Form (DRAFT)</u></b></p> <p>The form has been updated but not released for final use. Reminder to only fill out for EPSDT clients that have active DCFS cases. The form has been simplified.</p> <p><b><u>Psychological Testing Procedure Code Update</u></b></p> <p>Psychological testing codes are still in process of being changed which means agencies still need to hold psychological testing claims. DMH still awaiting clarificaton of codes from the State.</p>		<p>Caesar Moreno</p>
<p><b>Adjournment</b></p>	<p>Meeting was adjourned at 3:50 pm</p> <p>Respectfully Submitted,</p> <p>Caesar Moreno, LCSW SPA 7 QIC Chair</p>	<p><b><i>Next Meeting:</i></b></p> <p><b><i>February 19, 2019</i></b> <b><i>Gus Velasco Neighborhood Center, Santa Fe Springs</i></b></p>	