



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

## February 19, 2019 2:00 to 4:00 p.m.

1. Welcome/Introductions

Caesar Moreno, LCSW

2. Review of January 2019 minutes

Caesar Moreno, LCSW

3. Quality Improvement.

2:00 to 3:00 pm

Greg Tchakmakjian, Ph.D. Daiya Cunnane, PsyD

- a. Compliance, Privacy and Audit Services: Policy Updates V
- b. Test Call Script/Instructions
- c. Cultural Competency Updates
  - i. Language Translation and Interpretation Services Policy (200.3)
- d. Ql Division Updates:
  - i. Quality Improvement Work Plan Goals CY 2019
  - ii. Clinical and Non-Clinical Performance Improvement Project Updates
  - iii. Front Office Customer Service Training revised

4. Quality Assurance:

3:00 pm to 4:00 pm

a. Medi-Cal Certification Updates

Joel Solis, RN

- b. MR Grants or Audits (Notifications)
- c. State DHCS Updates System Review Committee
- d. Training and Operations
  - i. Schedule of Trainings and Presentations
  - ii. Annual QA Report
  - iii. QA Knowledge Assessment

Marc Borkheim

- e. Policy and Technical Development
  - i. Access to Care/Network Adequacy Webinar: February 12, 2019
    - 1. Howard Washington: <a href="mailto:hwashington@dmh.lacounty.gov">hwashington@dmh.lacounty.gov</a>
  - ii. Upcoming Assessment Form changes
  - iii. Psychological Testing Procedure Code (DRAFT)
  - iv. Policy 302.03 Care Coordination
  - v. Policy 401.01 Clinical Records Maintenance

### Next Quality Improvement/Quality Assurance Meeting

## March 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) 692-1 33 x 236	cmoreno@thewholechild.info
Susan Lam, LMFT, PPSC - Co Chair	(323) 526- JIG x 217	susanl@almafamilyservices.org

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

Type of Meeting:	SA 7 QIC	Date:	2/19/19		
Place:	Gus Velasco Neighborhood Center 9255 S. Pioneer Blvd. Santa Fe Springs, CA 90670	Start Time:	2:07 PM		
Chairpersons:	Greg Tchakmakjian (Co Chair) Caesar Moreno (Co-Chair) Rosa Diaz (Interim Co-Chair)	End Time:	3:30 PM		
Members Present:	Rosa Diaz, Greg Tchakmakjian, Caesar Moreno, Danielle Kayne, Laura Solis, Hsiang-Ling Hsu, Wendy Mielke, Michael Olsen, Nicole Santamaria, Cheyla Bellamy, Jennifer Mitzner, Arlene Contreras, Irene Juaregui, Priscilla Gonzalez, Soledad Eo-Aguirre, Nikki Dorsey, Amanda Soto, Daiya Cunnane, Javier Nevarez, Annie Choe, Rosa Cornez, Cynthia Juarez, Linda Garcia, Gloria Guevara, Quenia Gonzalez, Brandon Parks, Denice Palacios, Amanda Monteingo, Elizabeth Hernandez, Adriana Guerrero, Beth Reisler, Gwen Lo, Elizabeth Echeverria			gui, Priscilla Choe, Rosa	
Agenda Item	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible	
Welcome/Introductions	Meeting was called to order at 2:07 PM		Introductions were made and new members welcomed,	Caesar Moreno	
Review & Approval of Minutes	Minutes from last meeting were reviewed for approval		Minutes from last meeting were reviewed for approval  Minutes approved by: Gwen Lo & Elizabeth Echeverria		

Quality Improvement		Greg
Updates	Policy Updates:	Tchakmakjian
	8 total policies:	·
	-2 are being reviewed; 801.10 (Urgent Care Center Cost-	
	Based Payment, 308.01 (Telemental Health Services) - 5 were completed: 401.02 (Clinical Records Contents and	
	Documentation Entry), 614.02 (In-Services Training), 106.18	
	(Annual Subrecipient Risk Assessment), 401.05 (Use of Secure	
	Text Messaging and Video Char in Practitioner/Client	
	Communications), 306.12 (Pharmacy and Therapeutics	
	Committee) See handout	
	See Handout	
	Test calls:	
	Test calls will take place in the month of May for Spa 7 and	
	volunteers will be needed.	
	**If making a test call please use a blocked number.	Greg
	II making a test sail prease as a steemed names.	Tchakmakjian
	Some revisions were made on "Test Calls	,
	Guidelines/Instructions" form – See handout	
	For instance some of those revisions are:	
	#4; when making a call for Mental Health clinic they are asking	
	that caller refuse efforts by ACCESS agent to send an	
	electronic referral to the clinic site and instead obtain a phone	
	number to contact clinic directly.	
	#8; if asked, identify yourself as a resident of a city that is within	
	the Services Area being tested and are asked not to use the	
	term "service area".	
	See handout for full guidelines.	
	32.22	
	Cultural competency Updates:	
	Language translation is currently in revision.	
	See Handout for various methods on how staff can be trained	

	QI Division Updates:		Greg Tchakmakjian
	Clinical PIP are looking at Maternal Mental Health.		Dr. Daiya Cunnanen
	They are looking for additional topics to look at and are currently addressing nursing call center and passion calls which involve checking in with clients whom might have had treatment in the past.		
	Currently looking for ideas for older adults and encourage any feedback on ideas or information of programs already happening. In addition, the topics of suicide prevention and stigma are being looked at.		
	Update: Front office training will be held in March 18 <sup>th</sup> and will also be accessible through skype.		
	It is recommended that if a client had a highly emotional session that the clinician make a follow up call to check in with client and ensure that client is doing okay.		Greg Tchakmakjian
	No Certification updates.		Caesar Moreno
Quality Assurance	Members were asked to let us know If your agency will be a part of an MR grant audit.		
	State DHCS Updates:		
	Overall DMH did well and reviewers were very open to taking in information and feedback. Compliments were given to Housing Services and Others. They did note that they would like to see more timelines of services provided such as psychiatric services. In addition, the state wants to see more oversight and monitoring of legal entities.		
	It is recommended that legal entities review reasons for recoupment and ensure that DSM-V is being used.		

The importance of submitting outcome measures on a timely basis was noted in the review as well. In addition, it was noted that when providing mental health services and substance abuse services it is important to ensure that these two are separated and not mixed in billing.

It is recommended that providers review charts on a consistent basis.

### Annual QA Report

Some agencies have not submitted their annual QA Report which was due January 31<sup>st</sup>, out of 130 providers selected to submit only 95 reports were received. Members were asked to submit if they have not submitted theirs yet.

### QA Knowledge Assessment

Feedback was requested in regards to the Knowledge Assessment which DMH is working on.

It was explained that the purpose of surveys is not to be disciplinary and that instead it is intended to assess concepts and level of knowledge in order to learn where the gaps are an help design trainings and provide support. Survey should take 10-15 minutes to complete and would only include 10 questions. Pilot of survey may be up by May or June.

The level of which this survey would be conducted on was discussed. Some members expressed concerns related to the information obtained by surveys being later utilized negatively against providers and therefore highlighted preference for it to be anonymous.

#### NACT:

NACT should be updated in a monthly basis or more.

### Psychological Testing Procedure Codes (DRAFT)

See handout draft of changes for Psychological & Neuropsychological testing procedure codes.

Greg Tchakmakjian

Caesar Moreno

Marc Borkheim

Greg Tchakmakjian

	Policy 302.03- Care Coordination	
	Client needs to be informed whom will be their primary contact person if they have any needs (much like SFPR policy) in order for them to know who to go to	Greg Tchakmakjian
	Policy 401.01- Clinical Records Maintenance	
	Record retention time has been updated and is now 10 years.	
	See handouts for more information on these policies.	

Adjournment	Meeting was adjourned at : 3:30 PM		
	Respectfully Submitted,  Rosa Diaz, LCSW  SPA 7 QIC Interim Co-Chair	Next Meeting:  March 19, 2019 Gus Velasco Neighborhood Center 9255 S. Pioneer Blvd, Santa Fe Springs, CA 90670	