



LACDMH Service Area 7 Administration Quality Improvement / Quality Assurance Committee

April 16, 2019 2:00 to 4:00 p.m.

1. Welcome/Introductions

Caesar Moreno, LCSW

2. Review of March 2019 minutes

Caesar Moreno, LCSW

3. Quality Improvement:

2:00 to 3:00 pm

Greg Tchakmakjian, Ph.D. Daiya Cunnane, PsyD

- a. Consumer Perception Surveys, May 2019
- b. ACCESS Test Calls, May 2019
- c. Patients' Rights Updates
- d. Policy Updates (Handout)
- e. Cultural Competency Updates
 - i. Procedure for Language Interpretation Services
 - ii. Update Revision to Policy 200.03
 - iii. Policy and Procedure 100.04
- f. QI Division Updates:
 - i. Consumer Perception Survey Collection Spring 2019
 - ii. Peer Workforce: Non-Clinical PIP Request

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. Training and Operations
 - i. Schedule of Trainings and Presentations
 - ii. QA Knowledge Assessment
- d. Policy and Technical Development
 - i. Access to Care Medication Appointments
 - ii. DRAFT QA Bulletin: Revisions to Guide for Procedure Codes
 - iii. DRAFT QA Bulletin: Updates to DMH Policy 401.02
 - iv. CANS Update
 - v. ICC/IHBS Expansion Update
 - vi. 0-5 ICARE Assessment Modifications

Next Quality Improvement/Quality Assurance Meeting May 21, 2019 –Gus Velasco Center, Santa Fe Springs

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Caesar Moreno, LCSW - Co Chair	(562) 692-0383 x 236	cmoreno@thewholechild.org
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LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH SERVICE AREA 7 QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes

Type of Meeting:	SA 7 QIC	Date:	4/16/19	
Place:	Gus Velasco Neighborhood Center 9255 S. Pioneer Blvd. Santa Fe Springs, CA 90670	Start Time:	2:02 PM	
Chairpersons:	Greg Tchakmakjian (Co Chair) Caesar Moreno (Co-Chair) Rosa Diaz (Interim Co-Chair)	End Time:	3:00 PM	
Members Present:	Rosa Diaz, Greg Tchakmakjian, Caesar Mor Olsen, Beth Reisler, Nicole Santamaria, Chlo Contreras, Irene Juaregui, Marcel Mendoza, Guzman, Brandon Parks, Denise Smith, Loar	e Gomez, Mike I Javier Nevarez, <i>I</i>	Ford, Jennifer Mitzner, Elizabeth Herna Anne Choe, Cynthia Juarez, Linda Gard	ndez, Arlene
Agenda Item	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome/Introductions	Meeting was called to order at 2:02 PM	Meeting was called to order at 2:02 PM		Caesar Moreno
Review & Approval of Minutes	Minutes from last meeting were reviewed for approval		Minutes approved by: Dr. Daiya Cunnane	

Quality Improvement Updates	Test Calls:	Dr. Greg Tchakmakjian
	Test calls will be held in the month of May, preferably early in the month. It was explored whether there were any volunteers among members present to conduct these test calls. Volunteers were acknowledged and noted. Email with instructions in regards to details related to conducting test calls will be emailed to volunteers.	
	Patient's Rights It is federally mandated to capture all complaints including those complaints agencies might get related to dirty environments or clinician was late to the appointment. They are wanting to capture all complaints even those that were resolved.	
	Change of Provider System for entering data electronically for Change of Provider requests will be rolled out soon. 3 liaisons from each provider number will identified to enter the change of provider log. Providers will be given a training on how to enter information electronically. Specific dates for such training will be announced at a later time.	Dr. Greg Tchakmakjian
	Cultural Competency Updates Providers are responsible for securing, paying and providing language translation and interpreter services.	
	Policies	
	Policy 100.04 – Recovery Model (Handout) Policy is currently in the process of being reviewed. Members are encouraged to review and provide any feedback. Members were instructed to send any feedback to Dr. Greg Tchakmakjian whom will then forward to QI department at DMH.	

		Dr. Daiya Cunnane
	Peer Workforce Non-Clinical PIP They are still looking for examples for Peer Workforce Job Descriptions. It is planned to take in as many examples as possibly until the end of the month. Members were asked to forward any examples they may have.	
	Medi-Cal Certification Updates No updates	
Quality Assurance	Trainings & Operations	Caesar Moreno
	See Handout for most recently revised list of upcoming trainings	
	Policy Updates Handout Members were asked to review handout at their convenience.	Caesar Moreno
	QA Knowledge Assessment	
	Every provider will be able to create their own identifier code in order to allow for all data to be confidential and anonymous. Providers will be sent a link to the survey and will decide whom will complete the survey in their agency. A month will be given to complete the survey once it is sent out to providers. Expected launch time is planned for July 1st.	
	QA Division will look at the reasoning process and basic knowledge about QA data such assessment, CTP, medical necessity, clinical loop, and etc.	

Intent of knowledge assessment is not to punish, but to obtain information which allows them to explore training needs.	Dr. Greg Tchakmakjian	
Policy and Technical Developments		
There have been discussions in regards to scheduling medication appointments at the same time as intake appointments (it is always best practice). It was suggested to members to go back and listen to the latest NACT Webinar in which this topic was discussed further. The state does say that an assessment must be in place prior before determining medication needs. This helped expand the directives given.	Caesar Moreno	
DRAFT QA Bulletin		
Revisions to A Guide to Procedure Codes (See Handout)		
Revisions may be finalized by May.		
Update to DMH Policy		
401.02 Clinical Records Contents and Documentation Entry		
Policy is highlighting the timeliness of documentation and now require LEs to adhere to the department's timeliness requirements: clinical documentation should by next working day.	Dr. Greg Tchakmakjian	
CANS		
Starting July 1 st , CANS will have to be completed for all EPSDT clients. CANS-IP will have 12 additional trauma questions.		
Trainings will be provided, however dates for these trainings are pending to be announced.		

	Cocca Marana	l
Services were expanded to children in all other programs such as FSP due to the state wanting that all children have access to these type of services.	Caesar Moreno	
0-5 ICARE Assessment Modifications		
There will be some minor changes made to the assessment, mostly language related modifications.		

Adjournment	Meeting was adjourned at : 3:00 PM	
	3PM- 4PM Dr. Cunnane provided CPS training.	
	Respectfully Submitted, Rosa Diaz, LCSW SPA 7 QIC Interim Co-Chair	Next Meeting: May 21, 2019 Gus Velasco Neighborhood Center 9255 S. Pioneer Blvd, Santa Fe Springs, CA 90670
		Santa re Springs, CA 90070