



Los Angeles County – Department of Mental Health  
Service Area 6 Quality Improvement Committee Meeting  
December 19, 2018  
**AGENDA**

Welcome and Introductions  
Minutes from November

**Quality Improvement**

- I. Test Calls
- II. Cultural Competency Updates
  - a) Annual Cultural Competence Training Plan, FY 18-19\*
  - b) Tracking of Annual CC Training SA Reports\*
- III. QID Updates
  - a) Fall 2018 Consumer Perception Survey (CPS) Forms
  - b) Fall 2017 CPS Data & Open Ended Comments Summary Report\*

**Quality Assurance**

- I. Recent/Upcoming Audits
- II. Training & Operations
  - a) Training Calendar\*
  - b) Annual QA Report & Written QA Process Form for LE's – Due 1/31/2019\*
  - c) QA Knowledge Assessment
- III. Policy & Technical Development
  - a) Network Adequacy Webinar
  - b) Access to Care FAQ's and Ongoing Webinar
  - c) DO QA Check-In/Chart Review Schedule 2019\*
  - d) DHCS State System Review\*
  - e) FY 18/19 Reasons for Recoupment\*
  - f) Guide to Procedure Codes & Organizational Providers Updates

\*handouts

**Presentation/Training**

- I. Save the Date: January 24<sup>th</sup> – TCPI Presentation

**Announcements**

- I. QIC Meeting Schedule 2019\*
- II. Q&A:
  - a) Are medication evaluations required for clients receiving medication or does the full assessment count?
  - b) Can a MA in psychology and EdD be clinicians?
  - c) HIPAA and text messages
- III. Access to Care – Hospital Discharges
- IV. Memorandum for DO, LE, Administrative Programs – email sent 12/12/2018

**Next Meeting:** Thursday, January 24<sup>th</sup>, 9am – 11am  
1670 E. 120<sup>th</sup> St., Los Angeles, CA 90059, Interns & Residents Building  
Please send in questions ahead of time so we can answer them as a group!  
Dr. Erica Melbourne, Chair, [emelbourne@dmh.lacounty.gov](mailto:emelbourne@dmh.lacounty.gov)  
Dr. Socorro Gertmenian, Co-Chair, [socorrog@lacgc.org](mailto:socorrog@lacgc.org)



**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

<b>Type of Meeting</b>	<b>Service Area 6 QIC</b>	<b>Date</b>	<b>12/19/2018</b>																																																																												
<b>Place</b>	<b>MLK Public Health Bldg. 11833 S. Wilmington Ave. Los Angeles, CA 90059</b>	<b>Start Time:</b>	<b>9:05 am</b>																																																																												
<b>Chairperson Co-Chair</b>	<b>Dr. Erica Melbourne Dr. Socorro Gertmenian</b>	<b>End Time:</b>	<b>10:30 am</b>																																																																												
<b>Members Present</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Shaun Allen</i></td> <td style="width: 25%;"><i>Kedren</i></td> <td style="width: 25%;"><i>Ariana Miller</i></td> <td style="width: 25%;"><i>WCC</i></td> </tr> <tr> <td><i>Maria Alonzo</i></td> <td><i>Hathaway Sycamores</i></td> <td><i>Alejandra Ramos</i></td> <td><i>TCCSC</i></td> </tr> <tr> <td><i>Adrianna Bennett</i></td> <td><i>California Mentors PA</i></td> <td><i>Martin McDermott</i></td> <td><i>Bayfront</i></td> </tr> <tr> <td><i>Shantele Blackmon</i></td> <td><i>SSG Weber</i></td> <td><i>Kanisha McReynolds</i></td> <td><i>Amanecer CCS</i></td> </tr> <tr> <td><i>Patricia Burkert</i></td> <td><i>Exodus</i></td> <td><i>Erica Melbourne</i></td> <td><i>DMH SA 6 Admin</i></td> </tr> <tr> <td><i>Michele Burton</i></td> <td><i>Aviva Children &amp; Family</i></td> <td><i>Yovette Roldan</i></td> <td><i>SCHARP</i></td> </tr> <tr> <td><i>Jessica Calcaterra</i></td> <td><i>Crittenton</i></td> <td><i>Cedric Smoots</i></td> <td><i>PIC</i></td> </tr> <tr> <td><i>Valencia Dun</i></td> <td><i>PIC</i></td> <td><i>Lauren Permenter</i></td> <td><i>El Centro Del Pueblo</i></td> </tr> <tr> <td><i>Elizabeth Echeverria</i></td> <td><i>SCHARP &amp; BFA</i></td> <td><i>Marietta Wilson</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Julie Elder</i></td> <td><i>SCHARP &amp; BFA</i></td> <td><i>Mariko Yamada</i></td> <td><i>St. Francis</i></td> </tr> <tr> <td><i>Patricia Carrillo</i></td> <td><i>SHIELDS</i></td> <td><i>Ashanti Parker</i></td> <td><i>DMH-SFC</i></td> </tr> <tr> <td><i>Sara Dodd</i></td> <td><i>SHIELDS</i></td> <td></td> <td></td> </tr> <tr> <td><i>David Grams</i></td> <td><i>PIC</i></td> <td></td> <td></td> </tr> <tr> <td><i>Bosco Ho</i></td> <td><i>SSG APR</i></td> <td></td> <td></td> </tr> <tr> <td><i>Socorro Gertmenian</i></td> <td><i>LACGC</i></td> <td></td> <td></td> </tr> <tr> <td><i>Jessica Loaiza</i></td> <td><i>WLCAC</i></td> <td></td> <td></td> </tr> <tr> <td><i>Pat McKnight</i></td> <td><i>CMMD, SA6-8</i></td> <td></td> <td></td> </tr> <tr> <td><i>Elias Mejia</i></td> <td><i>Alafia MHI</i></td> <td></td> <td></td> </tr> <tr> <td><i>Leah Gutierrez</i></td> <td><i>The Guidance Center</i></td> <td></td> <td></td> </tr> </table>			<i>Shaun Allen</i>	<i>Kedren</i>	<i>Ariana Miller</i>	<i>WCC</i>	<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Alejandra Ramos</i>	<i>TCCSC</i>	<i>Adrianna Bennett</i>	<i>California Mentors PA</i>	<i>Martin McDermott</i>	<i>Bayfront</i>	<i>Shantele Blackmon</i>	<i>SSG Weber</i>	<i>Kanisha McReynolds</i>	<i>Amanecer CCS</i>	<i>Patricia Burkert</i>	<i>Exodus</i>	<i>Erica Melbourne</i>	<i>DMH SA 6 Admin</i>	<i>Michele Burton</i>	<i>Aviva Children &amp; Family</i>	<i>Yovette Roldan</i>	<i>SCHARP</i>	<i>Jessica Calcaterra</i>	<i>Crittenton</i>	<i>Cedric Smoots</i>	<i>PIC</i>	<i>Valencia Dun</i>	<i>PIC</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>	<i>Elizabeth Echeverria</i>	<i>SCHARP &amp; BFA</i>	<i>Marietta Wilson</i>	<i>Pacific Clinics</i>	<i>Julie Elder</i>	<i>SCHARP &amp; BFA</i>	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Patricia Carrillo</i>	<i>SHIELDS</i>	<i>Ashanti Parker</i>	<i>DMH-SFC</i>	<i>Sara Dodd</i>	<i>SHIELDS</i>			<i>David Grams</i>	<i>PIC</i>			<i>Bosco Ho</i>	<i>SSG APR</i>			<i>Socorro Gertmenian</i>	<i>LACGC</i>			<i>Jessica Loaiza</i>	<i>WLCAC</i>			<i>Pat McKnight</i>	<i>CMMD, SA6-8</i>			<i>Elias Mejia</i>	<i>Alafia MHI</i>			<i>Leah Gutierrez</i>	<i>The Guidance Center</i>		
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<b>Call to Order &amp; Introductions</b>	Dr. Erica Melbourne called the meeting to order at 9:05a.m and followed with self-introductions.																																																																														
<b>Review of Minutes</b>	Minutes from the November 2018 QIC meeting were reviewed and presented.	Mariko Yamada approved the minutes, and Elizabeth																																																																													

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
		Echeverria seconded the motion.	
<b>Test Calls</b>	<p>Dr. Melbourne thanked all the agencies that participated and volunteered with the test calls.</p> <p>Dr. Melbourne sent a request to HQ for providers doing the bilingual calls to have the vignettes transcribed in other languages.</p>	Training suggested for agencies doing the test calls.	Dr. Melbourne will share the request with the QI Dept at HQ.
<b>Cultural Competence Updates</b>	<p>Annual Cultural Competence Training/ Tracking of Annual CC Training SA Reports: Agencies have been asked to complete the tracking of the Annual Cultural Competency Training for all staff and reports.</p> <p>The NACT Webinar explained how to indicate which staff has completed the Cultural Competency Training.</p> <p>The Cultural Competency Bureau wants providers to complete a report which is separate from NACT which only captures the service provider staff. All of the Agencies are to complete the training on an annual basis.</p> <p>Agencies were asked to have the attestation forms filled out and submitted. Very few agencies are submitting the reports. If there are any discrepancies, please complete the attestation report and send it to Dr. Chang Ptasinski.</p>	<p>Handouts were sent and provided at the meeting.</p> <p>Dr. Melbourne will follow up regarding the due date of the attestation reports.</p>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>QID Updates</b>	<p>Dr. Melbourne thanked SA6 for a job well done on the Consumer Perception Surveys.</p> <p>The November 2017 CPS Data &amp; Open Ended Comments Summary Report briefly reviewed.</p> <p>Beginning in March, Front line staff will start a 90-minute training.</p>	<p>Reminder: Make sure the information on surveys are accurate before submitting</p> <p>Any interested Agencies should contact Dr. Melbourne.</p>	
<b>Recent/ Upcoming Audits</b>	<p>Crittenton has an audit coming soon.</p>		
<b>Training &amp; Operations</b>	<p>Limited space is available for the January 7, 2019 - Understanding documentation training.</p> <p>Training Calendar: The Understanding Documentation Training Schedule was distributed to the providers. The trainings will be held monthly and will be open to all DOs and LEs, covering CFE, TCM activities and rehab activities.</p> <p>Annual QA Report &amp; Written QA Process form for LE's, due January 31<sup>st</sup>. Copies of the draft sent to providers. Plans to make the forms fillable online coming soon. More information will be sent to agencies.</p> <p>QA Knowledge Assessment</p>	<p>The QIC membership was open to the idea. Suggested that it be no more than one page and distributed on a quarterly basis. Q: What will become of the data?</p>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Policy &amp; Technical Development</b>	<p>Dr. Melbourne will send The Network Adequacy Webinar link to those who did not attend.</p> <p>In January, there will be webinar for Access to Care.</p> <p>2019 QA check-in schedule for DO's only.</p> <p>In February, there will be a DHCS State System Review. Reviewed the areas of focus for the audit and provided a list of children's providers that had been selected for the audit.</p> <p>Distributed handout listing the change in Procedure Codes - January 2019.</p>	<p>Dr. Melbourne will send the list of adult providers selected for the state audit once it become public.</p>	
<b>Presentation &amp; Training</b>	<p>There will be a TCPI Presentation on January 24, 2019.</p>		
<b>Announcements</b>	<p>The meeting schedule provided to members.</p> <p>Discussed possible meeting locations.</p> <p>Access to Care – Hospital Discharges Memorandum for DO, LE, Administrative Programs- email sent 12/12/18</p>		
<b>Next Meeting</b>	<p>Next Meeting is January 24, 2019 (9am – 11am) at the MLK Community Hospital Interns &amp; Residents Bldg. 1670 E. 120<sup>TH</sup> St., Los Angeles, CA 90059</p>		

Respectfully Submitted, Jasmine Boyden