

Los Angeles County – Department of Mental Health  
Service Area 6 Quality Improvement Committee Meeting  
January 24, 2019  
**AGENDA**

Welcome and Introductions  
Minutes from December

**Quality Improvement**

- I. Patients' Rights Office Updates
- II. Compliance, Privacy, & Audit Services Bureau Policy Updates
- III. Consumer Participation in SA QIC's Stipend
- IV. Cultural Competency Updates
  - a) CC Highlights
  - b) CC Organizational Assessment
- V. QID Updates ~ Dr. Daiya Cunnane (**20 mins**)
  - a) Feedback on Clinical PIP ideas
  - b) EQRO Draft Report
  - c) Consumer Perception Survey
    - 1) Open Ended Comments Summary Report
    - 2) Fall 2017, YSS-F Subscale Domains
  - d) Non Clinical PIP
    - 1) Peer Workgroup

**Presentation/Training**

- I. January 24<sup>th</sup> – TCPI Presentation ~ Leslie Dishman & Agnes Gacheru, **10-10:45**

**Quality Assurance**

- I. Recent/Upcoming Audits
- II. Training & Operations
  - a) Training Calendar *\*see attachment*
  - b) Annual QA Report & Written QA Process Form for LE's – Due 1/31/2019
- III. Policy & Technical Development
  - a) Access to Care/Network Adequacy ([hwashton@dmh.lacounty.gov](mailto:hwashton@dmh.lacounty.gov)) *\*see attachment - The next webinar is scheduled for 2/12/19 from 9 to 10 A.M.*
  - b) DHCS State System Review – Chart Review Updates *\*see attachment*

**Announcements**

- I. Medi-Cal Certification (fire clearance/school sites)
- II. CANS
- III. SAVE THE DATE: QA Knowledge Assessment Survey Presentation – February 24<sup>th</sup>.
- IV. Katie A. Subclass Membership Verification Form *\*see attachment*
- V. Psychological Testing Procedure Code Updates

**Next Meeting:** Thursday, February 28<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, [socorro@lacgc.org](mailto:socorro@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>1/24/2019</b>																																																																																																									
<b>Place</b>	<b>MLK Intern &amp; Residents Bldg. 1670 E. 120<sup>th</sup> St. Los Angeles, CA 90059</b>	<b>Start Time:</b>	<b>8:59 am</b>																																																																																																									
<b>Chairperson Co-Chair</b>	<b>Dr. Erica Melbourne Dr. Socorro Gertmenian</b>	<b>End Time:</b>	<b>10:38 am</b>																																																																																																									
<b>Members Present</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Christine Abitia</i></td> <td style="width: 25%;"><i>Starview</i></td> <td style="width: 25%;"><i>Charles Quint</i></td> <td style="width: 25%;"><i>DMH Compton</i></td> </tr> <tr> <td><i>Shaun Allen</i></td> <td><i>Kedren</i></td> <td><i>Martin McDermott</i></td> <td><i>Bayfront</i></td> </tr> <tr> <td><i>Maria Alonzo</i></td> <td><i>Hathaway Sycamores</i></td> <td><i>Elias Mejia</i></td> <td><i>Alafia MHI</i></td> </tr> <tr> <td><i>Sarah Barakat</i></td> <td><i>Bayfront Youth &amp; Family</i></td> <td><i>Erica Melbourne</i></td> <td><i>DMH SA6 Admin</i></td> </tr> <tr> <td><i>Shantele Blackmon</i></td> <td><i>SOG Weber</i></td> <td><i>Aminah Ofumbi</i></td> <td><i>Didi Hirsch</i></td> </tr> <tr> <td><i>Patricia Burkert</i></td> <td><i>Exodus</i></td> <td><i>Ashanti Parker</i></td> <td><i>DMH-SFC</i></td> </tr> <tr> <td><i>Michele Burton</i></td> <td><i>Aviva Children &amp; Family</i></td> <td><i>Lauren Permenter</i></td> <td><i>El Centro Del Pueblo</i></td> </tr> <tr> <td><i>Patricia Carrillo</i></td> <td><i>SHIELDS</i></td> <td><i>Alejandra Ramos</i></td> <td><i>TCCSC</i></td> </tr> <tr> <td><i>Carlotta Childs-Seagle</i></td> <td><i>DMH</i></td> <td><i>Yovette Roldan</i></td> <td><i>SCHARP/B&amp;FMA</i></td> </tr> <tr> <td><i>Sharon Chapman</i></td> <td><i>West Central</i></td> <td><i>Gabriela Sanchez</i></td> <td><i>Amanacer</i></td> </tr> <tr> <td><i>Daiya Cunnane</i></td> <td><i>DMH QI</i></td> <td><i>Kathy Saucedo</i></td> <td><i>Starview</i></td> </tr> <tr> <td><i>Sara Dodd</i></td> <td><i>SHIELDS</i></td> <td><i>Mark Shokair</i></td> <td><i>CA Mentor</i></td> </tr> <tr> <td><i>Leslie Dishman</i></td> <td><i>IBHP</i></td> <td><i>Jocelyn Bush Spurlin</i></td> <td><i>UMMA</i></td> </tr> <tr> <td><i>Elizabeth Echeverria</i></td> <td><i>SCHARP/B&amp;FMA</i></td> <td><i>Ashlei Sullivan</i></td> <td><i>Olive Crest</i></td> </tr> <tr> <td><i>Julie Elder</i></td> <td><i>SCHARP/B&amp;FMA</i></td> <td><i>Marietta Watson</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Lani Espinas</i></td> <td><i>Crittenton</i></td> <td><i>Mariko Yamada</i></td> <td><i>St. Francis</i></td> </tr> <tr> <td><i>Socorro Gertmenian</i></td> <td><i>LACGC</i></td> <td><i>Stephanie Stevens-</i></td> <td><i>Kedren</i></td> </tr> <tr> <td><i>Irma Gomez</i></td> <td><i>Children's Bureau</i></td> <td><i>Hicks</i></td> <td></td> </tr> <tr> <td><i>David Grams</i></td> <td><i>PIC</i></td> <td><i>Beatrice Perez</i></td> <td><i>1736 Family Crisis Ctr</i></td> </tr> <tr> <td><i>Adriana Guerrero</i></td> <td><i>Drew CDC</i></td> <td><i>Stephanie DeLange</i></td> <td><i>WLCAC</i></td> </tr> <tr> <td><i>Leah Gutierrez</i></td> <td><i>The Guidance Center</i></td> <td><i>Leslie Shrogen</i></td> <td><i>1910 Magnolia Ave</i></td> </tr> <tr> <td><i>Bosco Ho</i></td> <td><i>SOG APR</i></td> <td><i>Demitri Richmond</i></td> <td><i>1736 Family Crisis Ctr</i></td> </tr> <tr> <td><i>Arnell Jackson</i></td> <td><i>TCCSC</i></td> <td><i>Brittany White</i></td> <td><i>Personal Involvement Center</i></td> </tr> <tr> <td><i>Ahmad Kausar</i></td> <td><i>DMH, SFC</i></td> <td><i>"Coco" Satoko Luce</i></td> <td><i>WCMH</i></td> </tr> <tr> <td><i>Dana Longino</i></td> <td><i>SCHARP/B&amp;FMA</i></td> <td></td> <td></td> </tr> <tr> <td><i>Krystle Herbert</i></td> <td><i>Kedren</i></td> <td></td> <td></td> </tr> </table>				<i>Christine Abitia</i>	<i>Starview</i>	<i>Charles Quint</i>	<i>DMH Compton</i>	<i>Shaun Allen</i>	<i>Kedren</i>	<i>Martin McDermott</i>	<i>Bayfront</i>	<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Elias Mejia</i>	<i>Alafia MHI</i>	<i>Sarah Barakat</i>	<i>Bayfront Youth &amp; Family</i>	<i>Erica Melbourne</i>	<i>DMH SA6 Admin</i>	<i>Shantele Blackmon</i>	<i>SOG Weber</i>	<i>Aminah Ofumbi</i>	<i>Didi Hirsch</i>	<i>Patricia Burkert</i>	<i>Exodus</i>	<i>Ashanti Parker</i>	<i>DMH-SFC</i>	<i>Michele Burton</i>	<i>Aviva Children &amp; Family</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>	<i>Patricia Carrillo</i>	<i>SHIELDS</i>	<i>Alejandra Ramos</i>	<i>TCCSC</i>	<i>Carlotta Childs-Seagle</i>	<i>DMH</i>	<i>Yovette Roldan</i>	<i>SCHARP/B&amp;FMA</i>	<i>Sharon Chapman</i>	<i>West Central</i>	<i>Gabriela Sanchez</i>	<i>Amanacer</i>	<i>Daiya Cunnane</i>	<i>DMH QI</i>	<i>Kathy Saucedo</i>	<i>Starview</i>	<i>Sara Dodd</i>	<i>SHIELDS</i>	<i>Mark Shokair</i>	<i>CA Mentor</i>	<i>Leslie Dishman</i>	<i>IBHP</i>	<i>Jocelyn Bush Spurlin</i>	<i>UMMA</i>	<i>Elizabeth Echeverria</i>	<i>SCHARP/B&amp;FMA</i>	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>	<i>Julie Elder</i>	<i>SCHARP/B&amp;FMA</i>	<i>Marietta Watson</i>	<i>Pacific Clinics</i>	<i>Lani Espinas</i>	<i>Crittenton</i>	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Socorro Gertmenian</i>	<i>LACGC</i>	<i>Stephanie Stevens-</i>	<i>Kedren</i>	<i>Irma Gomez</i>	<i>Children's Bureau</i>	<i>Hicks</i>		<i>David Grams</i>	<i>PIC</i>	<i>Beatrice Perez</i>	<i>1736 Family Crisis Ctr</i>	<i>Adriana Guerrero</i>	<i>Drew CDC</i>	<i>Stephanie DeLange</i>	<i>WLCAC</i>	<i>Leah Gutierrez</i>	<i>The Guidance Center</i>	<i>Leslie Shrogen</i>	<i>1910 Magnolia Ave</i>	<i>Bosco Ho</i>	<i>SOG APR</i>	<i>Demitri Richmond</i>	<i>1736 Family Crisis Ctr</i>	<i>Arnell Jackson</i>	<i>TCCSC</i>	<i>Brittany White</i>	<i>Personal Involvement Center</i>	<i>Ahmad Kausar</i>	<i>DMH, SFC</i>	<i>"Coco" Satoko Luce</i>	<i>WCMH</i>	<i>Dana Longino</i>	<i>SCHARP/B&amp;FMA</i>			<i>Krystle Herbert</i>	<i>Kedren</i>		
<i>Christine Abitia</i>	<i>Starview</i>	<i>Charles Quint</i>	<i>DMH Compton</i>																																																																																																									
<i>Shaun Allen</i>	<i>Kedren</i>	<i>Martin McDermott</i>	<i>Bayfront</i>																																																																																																									
<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Elias Mejia</i>	<i>Alafia MHI</i>																																																																																																									
<i>Sarah Barakat</i>	<i>Bayfront Youth &amp; Family</i>	<i>Erica Melbourne</i>	<i>DMH SA6 Admin</i>																																																																																																									
<i>Shantele Blackmon</i>	<i>SOG Weber</i>	<i>Aminah Ofumbi</i>	<i>Didi Hirsch</i>																																																																																																									
<i>Patricia Burkert</i>	<i>Exodus</i>	<i>Ashanti Parker</i>	<i>DMH-SFC</i>																																																																																																									
<i>Michele Burton</i>	<i>Aviva Children &amp; Family</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>																																																																																																									
<i>Patricia Carrillo</i>	<i>SHIELDS</i>	<i>Alejandra Ramos</i>	<i>TCCSC</i>																																																																																																									
<i>Carlotta Childs-Seagle</i>	<i>DMH</i>	<i>Yovette Roldan</i>	<i>SCHARP/B&amp;FMA</i>																																																																																																									
<i>Sharon Chapman</i>	<i>West Central</i>	<i>Gabriela Sanchez</i>	<i>Amanacer</i>																																																																																																									
<i>Daiya Cunnane</i>	<i>DMH QI</i>	<i>Kathy Saucedo</i>	<i>Starview</i>																																																																																																									
<i>Sara Dodd</i>	<i>SHIELDS</i>	<i>Mark Shokair</i>	<i>CA Mentor</i>																																																																																																									
<i>Leslie Dishman</i>	<i>IBHP</i>	<i>Jocelyn Bush Spurlin</i>	<i>UMMA</i>																																																																																																									
<i>Elizabeth Echeverria</i>	<i>SCHARP/B&amp;FMA</i>	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>																																																																																																									
<i>Julie Elder</i>	<i>SCHARP/B&amp;FMA</i>	<i>Marietta Watson</i>	<i>Pacific Clinics</i>																																																																																																									
<i>Lani Espinas</i>	<i>Crittenton</i>	<i>Mariko Yamada</i>	<i>St. Francis</i>																																																																																																									
<i>Socorro Gertmenian</i>	<i>LACGC</i>	<i>Stephanie Stevens-</i>	<i>Kedren</i>																																																																																																									
<i>Irma Gomez</i>	<i>Children's Bureau</i>	<i>Hicks</i>																																																																																																										
<i>David Grams</i>	<i>PIC</i>	<i>Beatrice Perez</i>	<i>1736 Family Crisis Ctr</i>																																																																																																									
<i>Adriana Guerrero</i>	<i>Drew CDC</i>	<i>Stephanie DeLange</i>	<i>WLCAC</i>																																																																																																									
<i>Leah Gutierrez</i>	<i>The Guidance Center</i>	<i>Leslie Shrogen</i>	<i>1910 Magnolia Ave</i>																																																																																																									
<i>Bosco Ho</i>	<i>SOG APR</i>	<i>Demitri Richmond</i>	<i>1736 Family Crisis Ctr</i>																																																																																																									
<i>Arnell Jackson</i>	<i>TCCSC</i>	<i>Brittany White</i>	<i>Personal Involvement Center</i>																																																																																																									
<i>Ahmad Kausar</i>	<i>DMH, SFC</i>	<i>"Coco" Satoko Luce</i>	<i>WCMH</i>																																																																																																									
<i>Dana Longino</i>	<i>SCHARP/B&amp;FMA</i>																																																																																																											
<i>Krystle Herbert</i>	<i>Kedren</i>																																																																																																											

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Call to Order &amp; Introductions</b>	Dr. Erica Melbourne called the meeting to order at 8:59a.m and followed with self-introductions.		
<b>Review of Minutes</b>	Minutes from the January 2019 QIC meeting were reviewed and presented.	Dr. Sharon Chapman approved the minutes, and Dr. Krystle Herbert seconded the motion.	
<b>Patients' Rights Office Updates</b>	Dr. Gertmenian PRO is working hard to ensure that the change of provider and beneficiary materials are all updated following the requirements of the final rule. Maintain current process at Clinics until an update is provided by PRO.		
<b>Compliance, Privacy &amp; Audit Services Bureau Policy Updates</b>	Two new polices were distributed – Clinical Records Maintenance – level 1 & 2 policy. Agencies need to make sure that they are compliant with maintaining records according to the state. Coordination of Care – how much information is shared within our network of care – the policy addressed it to ensure coordinated services to not cause a disruption in services. If an agency does not utilize this policy verbatim, then their agency needs to have one in place.		
<b>Consumer Participation in SA QIC's Stipend</b>	Dr. Melbourne explained the Communitywide Activity Fund (CAF) and how it may be utilized for consumers who may attend the SA6 meetings. Providers were asked to share the information with their agencies.		
<b>Cultural Competency Updates</b>	1) CC Highlights ~ Inclusive services for individuals that have co-occurring physical and intellectual needs. ~ Disaster preparedness – how do we care for and plan for those with chronic illness. ~ Trainings for staff focused on CC and		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p>humility. Feedback from end users that viewed the training was to use real actors instead of animated characters</p> <ul style="list-style-type: none"> <li>~ Policy around hearing impaired – 200.02</li> <li>– change language from impaired to hard of hearing or deaf.</li> <li>~ YourDMH evolution</li> <li>~ 2019 CY CCC will continue with a combination of work groups and presentations and encouraged participation.</li> </ul> <p>2) CC Organizational Assessment</p>	<p>Dr. Melbourne will forward the CC Organizational Assessment Survey and training attestation form email.</p> <p><a href="https://alliant.qualtrics.com/jfe/form/SV_5d3CZ8nT7HBi5gx">https://alliant.qualtrics.com/jfe/form/SV_5d3CZ8nT7HBi5gx</a></p>	
<b>QID Updates</b>	<p>Dr. Daiya Cunnane</p> <ol style="list-style-type: none"> <li>1) Soliciting Clinical PIP Ideas</li> <li>2) EQRO Draft Report</li> <li>3) Consumer Perception Survey               <ol style="list-style-type: none"> <li>a) Open Ended Comments Summary Report (<i>available on the website</i>)</li> <li>b) Fall 2017, YSS-F Subscale Domains</li> </ol> </li> <li>4) Non Clinical PIP               <ol style="list-style-type: none"> <li>a) Peer Workgroup - no update just yet – more details to come.</li> <li>b) Upcoming Trainings – Front Desk Customer Service Trainings for LE, 3/4/2019 &amp; 3/18/2019</li> </ol> </li> </ol>	<p>Following EQRO feedback - Discussion of creating welcome packets in the Clinic's so that consumers are aware of the services provided within an individual clinic and whom to contact. The documents would need to be available in the threshold languages of the consumers served.</p> <p>Peer Workgroup - If interested, let Dr. Melbourne know.</p>	
<b>Quality Assurance</b>	<p>Training &amp; Operations:</p> <ol style="list-style-type: none"> <li>1) Training Calendar was distributed.</li> </ol>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p>2) Providers reminded to complete the Annual QA Report &amp; Written QA Process Form by 1/31/2019. Needed per LE not by program.</p> <p>Policy &amp; Technical Development</p> <p>1) Access to Care/Network Adequacy – explained the importance of updating the system in real time. Contact <a href="mailto:hwashington@dmh.lacounty.gov">hwashington@dmh.lacounty.gov</a> if providers would like to be added to the distribution list.</p> <p>2) DHCS State System Review – Chart Review Updates. Overall charts are looking good, however, there were some preliminary highlights to mention. Editing records: Once a chart is selected for an audit, please do not attempt to make any edits to the chart. Co-signature rules: providers need to have a policy for co-signature for their individual agencies that document timeliness of signatures on records. DSMV/ICD10 diagnosis crosswalk: formulation under dx needs to support what is in the DSMV. Conduct d/o and Selective Mutism. In the assessment session, the documentation looks more like a fact finding session instead of a story of someone’s life. Cohesion of the record: documenting the clinical loop - not very clear in all records Progress notes – how is the session clinically relevant. Solid interventions and tie back to the CTP and assessment.</p>	<p>Notification re: TCM/Rehab Training – aware that it filling up fast – will be offered monthly so providers will have the chance to attend. If there is a need we will ask for a training to take place at a QIC meeting if that is an option.</p> <p>Request for ICare Training.</p>	<p>Dr. Melbourne to follow up on available training dates. <b>**Update:</b> The Prevention Services Administration Family &amp; Community Partnerships are open to providing an ICARE training Providers specifically in SA6. The ask is that we find a location for the training. For the ICARE training, there would need to be a group size of no less than 55 folks. If the SA is unable to ensure that 55 persons will be in attendance, then the training will be made open to the public.</p>

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Presentation &amp; Training</b>	Transferring Clinical Practice Initiative (TCPI) Presentation – Introduction to TCPI and Quality Improvement was provided by Leslie Dishman of IBHP. What it QI and how it may prove helpful to your provider sites.	Dr. Melbourne will forward along a copy of the presentation provided today to the membership.	
<b>Announcements</b>	<p>Medi-Cal Certification (fire clearance/school sites): some SA have identified issues with getting fire clearances. Contact the M/C Cert team if you are having problems. Please respond quickly when contacted about certification/re-certification.</p> <p>CANS: agencies should have received a notice via email - 11/14 EPSDT Function Screening Tool Checklist is the subject line.</p> <p>SAVE THE DATE: QA Knowledge Assessment Survey Presentation – 2/28/2019</p> <p>Katie A. Subclass Membership Verification Form. DRAFT emailed – if you have feedback, please send it to the Chair/Co-Chair of the SA6 QIC.</p> <p>Psychological Testing Procedure Code Updates. Continue to hold claims.</p>		
<b>Next Meeting</b>	Next Meeting is February 28, 2019 (9am – 11am) at the MLK Community Hospital Interns & Residents Bldg. 1670 E. 120 <sup>TH</sup> St., Los Angeles, CA 90059		

Respectfully Submitted, E. Melbourne, PsyD