

Los Angeles County – Department of Mental Health  
Service Area 6 Quality Improvement Committee Meeting  
April 25, 2019  
**AGENDA**

Welcome and Introductions  
Minutes from March

**Presentation/Training**

- I. CPS – Dr. Daiya Cunnane  
Survey Period ~ May 13-17, 2019. **Survey's Due ~ May 23, 2019**

**Quality Improvement**

- I. Patients' Rights Office
- II. Compliance, Privacy, & Audit Services Bureau Policy Updates
- III. Cultural Competency Updates
  - a) Procedure for Language Interpretation Services
  - b) Update Revision Policy 200.03
  - c) P&P 100.04 ~ Recovery Model
  - d) Reporting of Completed CC Training by Staff

**Quality Assurance**

- I. Recent/Upcoming Audits
- II. Trainings and Operations
  - a) Training Calendar *\*see attachment*
  - b) QA Knowledge Assessment – Dr. Marc Borkheim
- III. Policy & Technical Development
  - a) Access to Care: Medication Appointments
    - Access to Care/Network Adequacy Webinar, Tuesday 4/9
  - b) DRAFT QA Bulletin – Revisions to A Guide for Procedure Codes
  - c) DRAFT QA Bulletin - Updates to DMH Policy 401.02\*
  - d) CANS Update/PSC 35 Update

**Announcements**

**Next Meeting:** Thursday, May 23<sup>rd</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>04/25/2019</b>																																																																																				
<b>Place</b>	<b>Interns and Residents Bldg. 1670 E. 120<sup>th</sup> St. Los Angeles, CA 90059</b>	<b>Start Time:</b>	<b>9:00 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>Stephanie Stevens-Hicks</i></td> <td style="width: 25%;"><i>Kedren</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>Patricia Burkert</i></td> <td><i>SSG Weber</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>Grecia Gonzalez</i></td> <td><i>Barbour &amp; Floyd</i></td> </tr> <tr> <td><i>“Coco” Satoko Luce</i></td> <td><i>WCMH</i></td> <td><i>William Basseto</i></td> <td><i>DMH</i></td> </tr> <tr> <td><i>Michele Burton</i></td> <td><i>Aviva Children &amp; Family</i></td> <td><i>Adelaida Tran</i></td> <td><i>DMH-DHS</i></td> </tr> <tr> <td><i>Beatrice Perez</i></td> <td><i>Family Crisis Center</i></td> <td><i>Leslie Juarez</i></td> <td><i>DMH-DHS</i></td> </tr> <tr> <td><i>Yovette Roldan</i></td> <td><i>SCHARP &amp; BFA</i></td> <td><i>Erika Wilson</i></td> <td><i>DMH-AFH</i></td> </tr> <tr> <td><i>Elizabeth Echeverria</i></td> <td><i>SCHARP &amp; BFA</i></td> <td><i>Jennifer Regan</i></td> <td><i>DMHQI</i></td> </tr> <tr> <td><i>Julie Elder</i></td> <td><i>SCHARP &amp; BFA</i></td> <td><i>Daiya Cunnane</i></td> <td><i>DMH-QID</i></td> </tr> <tr> <td><i>Jessica Palma</i></td> <td><i>DMH</i></td> <td><i>Stephanie DeLange</i></td> <td><i>WLCAC</i></td> </tr> <tr> <td><i>Graciela Sanchez</i></td> <td><i>Amanecer</i></td> <td><i>Sarah Barakat</i></td> <td><i>Bayfront Youth &amp; Family Serv.</i></td> </tr> <tr> <td><i>David Grams</i></td> <td><i>PIC</i></td> <td><i>Sherrie Yu</i></td> <td><i>The Guidance Center</i></td> </tr> <tr> <td><i>Mariko Yamada</i></td> <td><i>St. Francis</i></td> <td><i>Lani Espinas</i></td> <td><i>Crittenton</i></td> </tr> <tr> <td><i>Socorro Gertmenian</i></td> <td><i>LACGC</i></td> <td><i>Becky Durand</i></td> <td><i>Weber</i></td> </tr> <tr> <td><i>Alejandra Ramos</i></td> <td><i>TCCSC</i></td> <td><i>Lisa Garcia</i></td> <td><i>Kedren</i></td> </tr> <tr> <td><i>Lauren Permenter</i></td> <td><i>El Centro Del Pueblo</i></td> <td><i>Chloe Gomez</i></td> <td><i>JWCH Institute</i></td> </tr> <tr> <td><i>Carla Gutierrez</i></td> <td><i>SCHARP</i></td> <td><i>Christina Leyva</i></td> <td><i>SSG HOPICS</i></td> </tr> <tr> <td><i>Josie Myles</i></td> <td><i>Shields for Family</i></td> <td><i>Andy Vigil</i></td> <td><i>Drew Child</i></td> </tr> <tr> <td><i>Erika Flores</i></td> <td><i>Alafia MHI</i></td> <td><i>Tyree Pettway</i></td> <td><i>SCHARP</i></td> </tr> <tr> <td><i>Victoria Beall</i></td> <td><i>SCHARP</i></td> <td><i>Erica Melbourne</i></td> <td><i>DMH SA 6 Admin</i></td> </tr> </table>			<i>Shaun Allen</i>	<i>Kedren</i>	<i>Stephanie Stevens-Hicks</i>	<i>Kedren</i>	<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Alejandra Ramos</i>	<i>TCCSC</i>	<i>Patricia Burkert</i>	<i>SSG Weber</i>	<i>Martin McDermott</i>	<i>Bayfront</i>	<i>Shantele Blackmon</i>	<i>SSG Weber</i>	<i>Grecia Gonzalez</i>	<i>Barbour &amp; Floyd</i>	<i>“Coco” Satoko Luce</i>	<i>WCMH</i>	<i>William Basseto</i>	<i>DMH</i>	<i>Michele Burton</i>	<i>Aviva Children &amp; Family</i>	<i>Adelaida Tran</i>	<i>DMH-DHS</i>	<i>Beatrice Perez</i>	<i>Family Crisis Center</i>	<i>Leslie Juarez</i>	<i>DMH-DHS</i>	<i>Yovette Roldan</i>	<i>SCHARP &amp; BFA</i>	<i>Erika Wilson</i>	<i>DMH-AFH</i>	<i>Elizabeth Echeverria</i>	<i>SCHARP &amp; BFA</i>	<i>Jennifer Regan</i>	<i>DMHQI</i>	<i>Julie Elder</i>	<i>SCHARP &amp; BFA</i>	<i>Daiya Cunnane</i>	<i>DMH-QID</i>	<i>Jessica Palma</i>	<i>DMH</i>	<i>Stephanie DeLange</i>	<i>WLCAC</i>	<i>Graciela Sanchez</i>	<i>Amanecer</i>	<i>Sarah Barakat</i>	<i>Bayfront Youth &amp; Family Serv.</i>	<i>David Grams</i>	<i>PIC</i>	<i>Sherrie Yu</i>	<i>The Guidance Center</i>	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Lani Espinas</i>	<i>Crittenton</i>	<i>Socorro Gertmenian</i>	<i>LACGC</i>	<i>Becky Durand</i>	<i>Weber</i>	<i>Alejandra Ramos</i>	<i>TCCSC</i>	<i>Lisa Garcia</i>	<i>Kedren</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>	<i>Chloe Gomez</i>	<i>JWCH Institute</i>	<i>Carla Gutierrez</i>	<i>SCHARP</i>	<i>Christina Leyva</i>	<i>SSG HOPICS</i>	<i>Josie Myles</i>	<i>Shields for Family</i>	<i>Andy Vigil</i>	<i>Drew Child</i>	<i>Erika Flores</i>	<i>Alafia MHI</i>	<i>Tyree Pettway</i>	<i>SCHARP</i>	<i>Victoria Beall</i>	<i>SCHARP</i>	<i>Erica Melbourne</i>	<i>DMH SA 6 Admin</i>
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<b>Call to Order &amp; Introductions</b>	Dr. Erica Melbourne called the meeting to order at 9:00a.m and followed with self-introductions.																																																																																						

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>CPS (Consumer Perception Survey)</b>	Dr. Daiya Cunnane gave a training on the Consumer Perception Survey. Survey period ~ May 13 <sup>th</sup> -May 17 <sup>th</sup> .	Handouts were emailed to the membership. Surveys are due to QIC Chair by the date of the May meeting.	
<b>Quality Improvements</b>	<p>The Patient's Rights Office is working on a process of collecting Change of Provider forms online. All types of grievances need to be submitted.</p> <p>Compliance, Privacy &amp; Audit Services handout with all of the current policies that are under review and pending approval provided. Newly revised policies are available on line. *Note: the procedure may be accessed via a link on the policy. .</p> <p>The Language and Interpretation policy is still under review.</p> <p>No update re: Recovery Model P&amp;P 100.4</p> <p>Reminder to update the completion of CC training in the NACT.</p>		
<b>Quality Assurance</b>	<p>Current training calendar distributed via email. If you sign up for any trainings and cannot make it, please let the training coordinators know so they can fill that spot.</p> <p>Dr. Marc Borkheim gave an update on the QA Knowledge Assessment. Anonymous surveys will be sent out.</p> <p>Reminder provided about updating the NACT and webinars offered monthly to providers in order to troubleshoot issues/respond to questions.</p>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p>DRAFT QA Bulletin re: Revision to A Guide for Procedures Codes and Updates to DMH Policy 401.02.</p> <p>CANS and PSC35 is coming July 1<sup>st</sup>.</p>		
<b>Announcements</b>	n/a		
<b>Next Meeting</b>	<p>Next Meeting is May 23<sup>rd</sup>, 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, Erika Wilson