

Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
September 27, 2018

AGENDA

Welcome and Introductions
Minutes from August

Quality Improvement

- I. Safety Intelligence
- II. Language Interpretation
- III. Cultural Competency Updates
- IV. Compliance, Privacy & Audit Policy Updates
- V. ACCESS Updates
- VI. PMRT
- VII. QID Updates
 - a) QI Work Plan Goals Evaluation CY 2017 & QI Work Plan 2018 Goals
 - b) EQRO Timeliness of Self-Assessment Survey

Quality Assurance

- I. QA Reviews – QA & Contract Monitoring
- II. QA Notifications
- III. Training & Operations
- IV. Policy & Technical Development
 - a) Network Adequacy Updates
 - b) Access to Care Webinar
 - c) Service Request Log Revisions

Presentation/Training

- I. VANS – Ella Granston

Announcements

Next Meeting: November 15th, 9am – 11am
1670 E. 120th 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
Dr. Socorro Gertmenian, Co-Chair, socorro@lacgc.org

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

Type of Meeting	Service Area 6 QIC	Date	09/27/2018																																																																																
Place	MLK Interns & Residents Bldg. I&R Conference Room 1670 E. 120th Street Los Angeles, CA 90059	Start Time:	9:00 am																																																																																
Chairperson Co-Chair	Dr. Erica Melbourne Dr. Socorro Gertmenian	End Time:	10:30 am																																																																																
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Sarah Barakat</i></td> <td style="width: 25%;"><i>Bayfront</i></td> <td style="width: 25%;"><i>Bertrand Levesque</i></td> <td style="width: 25%;"><i>DMH</i></td> </tr> <tr> <td><i>Maria Alonzo</i></td> <td><i>Hathaway-Sycamores</i></td> <td><i>Jenn Ma-Pham</i></td> <td><i>WLCAC</i></td> </tr> <tr> <td><i>Michele Burton</i></td> <td><i>Aviva</i></td> <td><i>Martin McDermott</i></td> <td><i>Bayfront</i></td> </tr> <tr> <td><i>Melissa Banales</i></td> <td><i>Eggleston Youth Center</i></td> <td><i>Jessica Loaiza</i></td> <td><i>WLCAC</i></td> </tr> <tr> <td><i>Bosco Ho</i></td> <td><i>SSG APR</i></td> <td><i>Patricia Burkert</i></td> <td><i>Exodus Recovery</i></td> </tr> <tr> <td><i>Yovette Roldan</i></td> <td><i>Amanecer</i></td> <td><i>Aminah Ofumbi</i></td> <td><i>Didi Hirsch</i></td> </tr> <tr> <td><i>Sara Dodd</i></td> <td><i>SHIELDS</i></td> <td><i>Jessica Palma</i></td> <td><i>DMH</i></td> </tr> <tr> <td><i>Valencia Dunn</i></td> <td><i>PIC</i></td> <td><i>Ashanti Parker</i></td> <td><i>DMH-SFC</i></td> </tr> <tr> <td><i>Elizabeth Echeverria</i></td> <td><i>SCHARP & BFA</i></td> <td><i>Lauren Permenter</i></td> <td><i>El Centro Del Pueblo</i></td> </tr> <tr> <td><i>Graciela Sanchez</i></td> <td><i>Amanecer</i></td> <td><i>Jenny Quach</i></td> <td><i>Tessie Cleveland CSC</i></td> </tr> <tr> <td><i>Michael Silverman</i></td> <td><i>DMH SFC</i></td> <td><i>Demitri Richmond</i></td> <td><i>1736 Family Crisis Center</i></td> </tr> <tr> <td><i>Sharon Chapman</i></td> <td><i>West Central</i></td> <td><i>Mark Shokair</i></td> <td><i>CA Mentor</i></td> </tr> <tr> <td><i>Lummy Galbusera</i></td> <td><i>Alafia MHI</i></td> <td><i>Jocelyn Bush Spurlin</i></td> <td><i>UMMA</i></td> </tr> <tr> <td><i>Socorro Gertmenian</i></td> <td><i>LACGC</i></td> <td><i>Pat McKnight</i></td> <td><i>CMMD</i></td> </tr> <tr> <td><i>Kia Glymph</i></td> <td><i>CMMD</i></td> <td><i>Marietta Watson</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Chloe Gomez</i></td> <td><i>JWCH</i></td> <td><i>Mariko Yamada</i></td> <td><i>St. Francis</i></td> </tr> <tr> <td><i>Adriana Guerrero</i></td> <td><i>Drew CDC</i></td> <td><i>Shantele Blackmon</i></td> <td><i>SSG Weber</i></td> </tr> <tr> <td><i>Leah Gutierrez</i></td> <td><i>The Guidance Center</i></td> <td></td> <td></td> </tr> <tr> <td><i>Janelle Deat</i></td> <td><i>CII</i></td> <td></td> <td></td> </tr> <tr> <td><i>Jonna Howard</i></td> <td><i>SSG/Weber</i></td> <td></td> <td></td> </tr> </table>			<i>Sarah Barakat</i>	<i>Bayfront</i>	<i>Bertrand Levesque</i>	<i>DMH</i>	<i>Maria Alonzo</i>	<i>Hathaway-Sycamores</i>	<i>Jenn Ma-Pham</i>	<i>WLCAC</i>	<i>Michele Burton</i>	<i>Aviva</i>	<i>Martin McDermott</i>	<i>Bayfront</i>	<i>Melissa Banales</i>	<i>Eggleston Youth Center</i>	<i>Jessica Loaiza</i>	<i>WLCAC</i>	<i>Bosco Ho</i>	<i>SSG APR</i>	<i>Patricia Burkert</i>	<i>Exodus Recovery</i>	<i>Yovette Roldan</i>	<i>Amanecer</i>	<i>Aminah Ofumbi</i>	<i>Didi Hirsch</i>	<i>Sara Dodd</i>	<i>SHIELDS</i>	<i>Jessica Palma</i>	<i>DMH</i>	<i>Valencia Dunn</i>	<i>PIC</i>	<i>Ashanti Parker</i>	<i>DMH-SFC</i>	<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>	<i>Graciela Sanchez</i>	<i>Amanecer</i>	<i>Jenny Quach</i>	<i>Tessie Cleveland CSC</i>	<i>Michael Silverman</i>	<i>DMH SFC</i>	<i>Demitri Richmond</i>	<i>1736 Family Crisis Center</i>	<i>Sharon Chapman</i>	<i>West Central</i>	<i>Mark Shokair</i>	<i>CA Mentor</i>	<i>Lummy Galbusera</i>	<i>Alafia MHI</i>	<i>Jocelyn Bush Spurlin</i>	<i>UMMA</i>	<i>Socorro Gertmenian</i>	<i>LACGC</i>	<i>Pat McKnight</i>	<i>CMMD</i>	<i>Kia Glymph</i>	<i>CMMD</i>	<i>Marietta Watson</i>	<i>Pacific Clinics</i>	<i>Chloe Gomez</i>	<i>JWCH</i>	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Adriana Guerrero</i>	<i>Drew CDC</i>	<i>Shantele Blackmon</i>	<i>SSG Weber</i>	<i>Leah Gutierrez</i>	<i>The Guidance Center</i>			<i>Janelle Deat</i>	<i>CII</i>			<i>Jonna Howard</i>	<i>SSG/Weber</i>		
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Call to Order & Introductions	Dr. Socorro Gertmenian called the meeting to order at 9:00a.m and followed with self-introductions.																																																																																		
Review of Minutes	Minutes from the August 2018 QIC minutes were reviewed and presented. Lauren Permenter																																																																																		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	approved the minutes, and Jocelyn Bush Spurlin seconded the motion.		
Discussion of October, November, and December Meetings	Socorro explained that there will not be an October Meeting as there will be no QA/QI Liaison meetings. Socorro asked for an approval for the dates of November 15 and December 19 as the next two meetings dates because SA 6 QIC falls on holidays in those months.	Committee by way of vote, approved November 15 and December 19. SA 6 Chairs to send a reminder to QIC members.	
Safety Intelligence	Reviewed with QIC the importance of submitting and completing reports online. If people need help to contact the HELP Desk (213-351-1335) and Socorro reminded everyone to make sure they have a designated person with a C# at their agency.	No questions	
Language Interpretation Services	Briefly discussed that if anyone had questions to contact Dr. Chang Ptasinski. Informed the QIC that the Language policy has been posted.	SA Chairs to send out Dr. Chang Ptasinski email address.	
Cultural Competency Updates	<ul style="list-style-type: none"> • Reviewed the requirement of Staff who are required to receive Cultural Competency Training. Difference between QA Plan and annual requirement versus the Network Adequacy, Medi-Cal provider's requirements. Briefly spoke about the importance of all being trained. • Attestations for Cultural Competency: The county as a whole need's to receive everyone's and it appears as if not enough agencies submitted theirs. • Reminded everyone of the System Review that is taking place in Feb 2019 • Importance of maintaining up-to-date Provider Directories. 	<p>SA 6 Chairs to send reminder email of who to send the CC Attestation to the QIC members.</p> <p>If updates to the Provider Directories is needed, QIC members need to contact:</p>	

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		Dr. Farias for LE/Dr. Shields for DO. Please cc Dr. Erica Melbourne.	
Compliance, Privacy & Audit	There are 24 Policies currently in process of being updated. 3 of the 24 policies have already been sent to HR for Union review. Reminder that they are still pending final approval and new format.		
Access Updates	Reviewed Access Department's review of their process and program. Discussed that referrals they provide are being sent back to them. Stressed importance of updated Provider Directories, Access to Care standards, timeliness of handling referrals, and the importance of accommodating the client as much as possible for potential clients are bouncing around without services.		
PMRT	Provided brief update on PMRT's review of their services for 2016-2017.		
QID Updates	More updates related to QID will be provided in November Meeting by QI Department. QI Work Plan Goals Evaluation CY 2017 & QI Work Plan 2018 Goals EQRO Timeliness of Self-Assessment Survey		
QA Reviews – QA and Contract Monitoring	As QA Reviews continue to move forward with agencies, they will be collaborating with Contract Monitoring. At the time of the review, expenditures, services provided, and documentation of services will be reviewed.	Per Bertrand this is not yet happening, but a future plan/ goal.	
QA Notifications	Bulletins will be coming to providers via a new email. If Members want to be added to that email group, (if they are not getting emails now from	DCrain@DMH.LACounty.org	

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	Jen Hallman) they need to reach out to David Crain and asked to be included on the outgoing bulletin emails.		
Training Schedule	Brief reminder of the trainings, referring to the handout emailed for this meeting.		
Policy & Technical Development	<ul style="list-style-type: none"> • Network Adequacy: Socorro asked if anyone had any questions regarding the latest entry. Discussed that there were new items to enter and commented that during the next round there may be more updates needed as we fine-tune the process and system. • Access to Care Webinar: Discussed the webinar, asked if there were any questions. Some asked if other agencies were changing their system to account for calls coming in. • SRL: Reminded providers that the Service Request Log has new data points. 	Hathaway Sycamore explained that they are centralizing their referral process with one email, fax, and phone line being monitored by a point team. QIC reviewed how to handle it when calls come in for services they may not provide. Question around timelines, Socorro referred back to the grid that was provided around timelines. Question: when do we need to implement new data points, per Bertrand, immediately.	
Presentation /Training	There was a planned VANS training, unfortunately the training did not take place.		
Announcements	<ul style="list-style-type: none"> • COP Logs: make sure CC Dr. Erica Melbourne • QI will come to the November meeting to present. • Community Listening Sessions announcement from SAAC 6. Regarding Measure H. 		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: August 23, 2018 3. Cultural Competence Training Attestation 4. Monitoring Accessibility of Services 5. Service Request Log 6. Access Service Level Report 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	7. QA Work Plan Evaluation Summary FY 2017 and Goals for 2018 8. EQRO Timeliness Self-Assessment Summary 2018		
Next Meeting	Next Meeting is November 15, 2018 (9:00a.m. – 11:00 a.m.) at MLK Interns & Residents Bldg., 1670 E. 120 th St., Los Angeles, CA 90059.		

Respectfully Submitted, Socorro Gertmenian, PhD