

County of Los Angeles – Department of Mental Health *Service Area 3*  
Quality Improvement/Quality Assurance Committee Meeting

June 19, 2019

9:30 am – 11:30 am

**AGENDA**

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|-----------------------------------|--------------------|
| 1. Welcome and Introductions      | Rosalba Trias-Ruiz |
| 2. Review/approval of the Minutes | All                |

**Quality Improvement**

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| 1. QID Updates                                     | Daiya Cunnane  |
| o CPS data for CY 2018-handouts                    |                |
| o Spring 2019 CPS Return rate- preliminary results |                |
| o Test calls response forms                        |                |
| 2. Policy/procedure updates                        | Gassia Ekizian |
| o Handout  |                |

**Quality Assurance**

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| 1. DHCS Audits of NACT Data (e-mail sent out June 10 <sup>th</sup> )                                       | Rosalba Trias-Ruiz |
| o Network Adequacy Webinar (June 11 <sup>th</sup> )  |                    |
| o Contact Howard Washington <a href="mailto:hWashington@dmh.lacounty.gov">hWashington@dmh.lacounty.gov</a> |                    |
| 2. QA Bulletin No 19-02: (handout)   | Gassia Ekizian     |
| o CANS IP & PSC-35   |                    |
| o Upcoming Trainings   |                    |
| • Online   |                    |
| • In Person-Train the trainer (June 19 <sup>th</sup> and June 27 <sup>th</sup> )                           |                    |
| o EPSDT OMA authorization request/Guide to request access  |                    |
| o Age, timelines, use of other providers/DCFS CANS & PSC, billing  |                    |
| o Questions to <a href="mailto:QualityAssurance@dmh.lacounty.gov">QualityAssurance@dmh.lacounty.gov</a>    |                    |
| 3. Updates to Guide to Procedure Codes-DRAFT   | Rosalba Trias-Ruiz |
| 4. Revised Adult Full Assessment/AAA and Child MSE   |                    |
| 5. Katie A. Subclass Membership Verification (handout)   |                    |
| 6. Schedule of Trainings (handout) Change of location for July 18th  |                    |

**Other Issues**

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| 1. Announcements | All |
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**Next Meeting: July 17, 2019**

**Location: Enki, 3208 Rosemead Blvd, 2<sup>nd</sup> Floor, El Monte, CA 91731**

**Parking at lower level only**

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

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>	<b>Date</b>	<b>6/19/2019</b>	
<b>Place</b>	<b>ENKI - 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731.</b>	<b>Start Time:</b>	<b>9:30 am</b>	
<b>Chairperson Co-Chairs</b>	<b>Dr. Rosalba Trias-Ruiz Mrs. Gassia Ekizian Dr. Margaret Faye</b>	<b>End Time:</b>	<b>11:00 am</b>	
<b>Members Present</b>	<i>Lisa Ngo</i>	<i>Alma</i>	<i>Margaret Faye</i>	<i>Hathaway Sycamores</i>
	<i>Cynthia Concepcion</i>	<i>Almanson MH</i>	<i>Dianna England</i>	<i>Healthright 360 Prototypes</i>
	<i>David Palmer</i>	<i>Boy's Republic</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>
	<i>Davis Truong</i>	<i>Bridges</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>
	<i>Alma Reyes</i>	<i>California Mentor</i>	<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>
	<i>Rebecca Schaal</i>	<i>David and Margaret</i>	<i>Sally Corona</i>	<i>McKinley Children's Center</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Gabriela Rhodes</i>	<i>McKinley Children's Center</i>
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Kaitlyn Lopez</i>	<i>Pacific Clinics</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Natasha Stebbins</i>	<i>PUSD</i>
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>
	<i>Yessenia Madera</i>	<i>D'Veal Corporation</i>	<i>Irene Insunza</i>	<i>SPIRITT Family Services</i>
	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Ivette Sanchez</i>	<i>SPIRITT Family Services</i>
	<i>Alben Zatarain</i>	<i>ENKI</i>	<i>Lucero Garcia</i>	<i>Starview</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Tobi Nishikawa</i>	<i>Etti Lee Homes</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Tiffany Tran</i>	<i>Five Acres</i>	<i>Joe Bologn</i>	<i>Trinity</i>
	<i>Lora Cofield</i>	<i>Five Acres</i>	<i>Renzo Roel</i>	<i>Victor Treatment</i>
	<i>Cheri Noone</i>	<i>Five Acres</i>	<i>Donna Lozano</i>	<i>Victor Treatment</i>
	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions.		
<b>Review of Minutes</b>	Motion to approve the minutes by Rocio Bedoy and seconded by Lisa Rueda.	Please see handout.	
<b>QID Updates</b>	Results from the Spring and Fall 2018 CPS surveys were reviewed. Discussion about how to use these results and PIP ideas. Preliminary discussion regarding this Spring's surveys. Feedback and questions regarding Providers not included to be taken back to QID by Daiya. Changes to Test Call feedback form discussed	Please see handouts.	Daiya to take back to QID feedback and follow up on providers not included in the data reports.
<b>Policy/Procedure Updates</b>	The first three are submitted for posting to the DMH Policies and Procedures website.	Please see handout.	
<b>DHCS Audits of NACT Data/Network Adequacy Webinar</b>	Data need to be submitted. Questions, especially those regarding FTEs can be directed to Howard Washington: <a href="mailto:hwashington@dmh.lacounty.gov">hwashington@dmh.lacounty.gov</a> Access to Care, the timeliness of appointment is very important. SRLs need to be finalized. All updates due by June 20 <sup>th</sup> .		
<b>QA Bulletin NO 19-02</b>	CANS is only in English because the provider completes it. DMH is working on the PSC-35 in other languages. It will be available in about two months. Other languages can be found online. Staff need to be trained and certified to administer the CANS. The initial CANS claiming can be part of the assessment or plan development. For the six month, it can be part of plan development.	Please see handout.	
<b>Updates to Guide to Procedure Codes-DRAFT</b>	Updates should be available soon.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Revised Adult Full Assessment/AAA and Child MSE</b>	Changes should be ready soon, it will be sent out when it is ready.		
<b>Katie A Subclass Membership Verification</b>	Clarification of when to include the client in the Katie A. subclass.	Please see handout.	
<b>Schedule of Trainings</b>	Revision regarding location for July 18 <sup>th</sup> training	Please see handout.	
<b>Announcements</b>	Renee Lee announced that there is a revised Medi-Cal Certification Checklist. She will forward a copy that can be distributed. She also announced that there is an updated policy for 106.04 (updated sanction screening list of seven websites).		
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: May 15, 2019</li> <li>3. CPS – Spring 2018 and Fall 2018</li> <li>4. Policy/Procedure Update</li> <li>5. Bulletin 19-02: CANS and PSC Implementation</li> <li>6. Katie A. Subclass Membership Verification</li> <li>7. Documentation Training Schedule</li> </ol>		
<b>Next Meeting</b>	Next Meeting is July 17, 2019 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.		

Respectfully Submitted, Dr. Keri Zehm, Tri-City Mental Health