

County of Los Angeles – Department of Mental Health SA2 Children's QIC

October 18, 2018

Agenda

- 1:30 – 2:15 CPS Training for November 2018 Surveys
2:15 – 3:25 Introductions/Announcements..... Michelle Rittel
3:35 – 3:50 Report from DMH QI/QA..... Michelle Rittel

QI

- Clinical QI/Office of the Medical Director Report – No Update
- Patients' Rights Office – No Update
- Cultural Competency Updates
- Policy Updates
- QI Work Plan Evaluation CY 2017 and Goals CY 2018
- VANS/SRTS/Access to Care – Updates
- CAPP (Parent Partner meeting)

QA

- Audits
- Medi-Cal Certification Section – No Update
- State DHCS Updates – No Update
- Training Schedule
- Network Adequacy
- QA Policy Updates
- Access to Care Updates
- State System Review

3:20 – 3:30 Suggestions for Next Meeting/Host for Next Meeting

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Next Meeting:
Thursday, February 21, 2019
Location: TBA

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 Service Area 2 Children’s QIC Meeting
 QUALITY IMPROVEMENT COMMITTEE MINUTES**

Type of Meeting	SA 2 Children’s QIC	Date	October 18, 2018
Place	Phoenix House	Start Time	1:30pm
Chairperson	Michelle Rittel	End Time:	3:30pm
Co-Chairs	Alex Medina and Angela Kahn		
Members Present	Alex Medina, Amy Nearhoof, Sheryl Morehouse-Smith (for Angela Kahn), Genesis Gomez (for Angie Sanchez), Danielle Price, Ingrid Rey-Balbuena, Lorena Chavez (for Jennifer Roecklein), Jenny Sanchez, Analysa Chavez (for Karla Mayorga), Larisa Cazacioc, Lynetta Shonibare, Michelle Rittel, Patricia Lopez, Tim Petersen, Victoria Shabanzadeh, Vicky Rivera, Morgan Wallace, James Walters, Orlando Villazevallos, Michelle Silvestre, Daiya Cunnane, Diana Palomarez, Zeena Burse		
Absent Members	Adik Parsekhian, Anabel Aispuro, Aminah Ofumbi, Cheryl Davis, Christine Ponec, Danielle Norman, Eva Carrera, Colin Xie, Gina Leggio, Gurudarshan Khalsa, James McEwen, James Pelk, Judy Cardona, Kameelah Wilkerson, Karina Krynsky, Kathleen Kim, Kaylee Devine, Kristin Malka, Mark Rodriguez, Martha Basmadjian, Michele Burton, Nely Meza Phachara Sujirapanya, Samuel Pina, Sandra Chang Ptasinski, Sora Choi, Stephanie Yamada, Tiger Doan, Wil Lau		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order Introductions and Announcements: Michelle Rittel	Meeting called to order at 1:30pm to start the survey training. Thank you to Phoenix House for hosting our meeting this month. QIC Meeting started at 2:30pm. Introductions were made. Everyone was requested to review the sign in sheet to update information or remove names of people that don’t attend the meeting.		
Review of Minutes: Michelle Rittel	Minutes from August 16, 2018 meeting will be emailed for review and approval.		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
<p>Fall 2018 CPS Training: Lynetta Shonibare & Daiya Cunnane</p> <p>DMH QIC Meeting Report: Michelle Rittel</p>	<p>Training presentation by Lynetta Shonibare and Daiya Cunnane from DMH QI. Power point presentation was also handed out, along with other survey materials.</p> <p>Clinical QI/MD Report: There were no updates from DMH QI.</p> <p>Patient’s Rights Office: Change of Provider – There are no updates, but thank you to everyone for submitting “missing” logs. Some were actually just errors or on the wrong form. This will no longer happen once the online system is in place.</p> <p>Cultural Competence Updates: Cultural Competency plan has a requirement for annual training. The State review will mirror EQRO with a desk review one month prior to their visit. The Provider Directory needs to be updated with your latest information. It will be updated every month and will include a list of staff receiving training. You need to include descriptions of specialty services like LGBTQI, CSEC, etc. Tracking of Completed CC Training Reports is not a new issue. At 2016 Review, they liked the variety of trainings and availability of particular trainings, but were negative about how we track. DMH has attestation to be completed, but only 300 were received last year. A report will be coming out that will have the provider numbers and be for specific Service Areas. For new hires who need to be trained, but haven’t yet, make sure you document.</p>		

Departmental QIC Meeting Report, contd.:
Michelle Rittel

Cultural Competence Updates, cont'd: Cultural Competence Organizational Assessment Project participation is required. Consultants have been hired from Davis & Associates and a tool has been developed for DO and LE which gathers information on staff perspectives on CC. It is an electronic survey, a Likert scale and will take about 20 minutes to complete. The questions will be about future trainings or needs and gaps.

Compliance, Policy & Audit Services: Policy Update – Review of handout.

QI Work Plan Evaluation CY 2017 and Goals CY 2018: Handout was reviewed. Of 20 goals, we met 19. We previously struggled with the first 2 goals. Our Latino population decreased and more clients are reporting more than one race/dual races. The number of clients served went up and service delivery capacity will remain the same.

Summary: 2018 EQRO Timeliness Self-Assessment: Handout was reviewed.

VANS/SRTS/ACCESS to Care: There have been recent problems with VANS and rumors about VANS “going away”. There is no official information about this, so daily updates to VANS information needs to continue.

MHSIP Open Ended Comments Survey & May 2018 Surveys:

CAPP: Our CAPP meeting is usually dark in November, but they will be having a tour of Phoenix House the second Tuesday in November on 11/13/18 at 11am. CAPP will be dark in December.

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Quality Assurance (QA)			
<p>Departmental QA Meeting Report: Michelle Rittel</p>	<p>Audits: None scheduled.</p> <p>Medi-Cal Certification Section: No updates</p> <p>State DHCS Updates: No updates.</p> <p>Training and Operations: Training Schedule was handed out and reviewed. QA is looking for training locations for 2019. If you have room for 50+ people and parking and would like to volunteer, you should contact Nikki Collier. Host agencies will get more slots for the training.</p> <p>Policy and Technical Development: Network Adequacy – Thank you to everyone for submitting your updates. The last update I received indicated that the information for the provider directory and percentage of all staff trained for Cultural Competence would be added to Network Adequacy. This has not happened yet. When it does, you won't have to do a separate attestation. You need to make sure to train anyone who may come into contact with a client, even if not paid through DMH funding. Associate fields for LPCC, MFT, MSW have been added for unlicensed staff (previously in Licensed section) and includes whether or not the staff person is accepting new beneficiaries – a yes/no box with yes as the default – and a drop down menu for specializations.</p> <p>Access to Care Updates: There was a recent webinar and SA2 meeting with Jennifer Hallman. The webinar will continue to be available online. For SBMH, the clock starts when the parent consents to services, not when school gives referral.</p>		

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Quality Assurance (QA)			

<p>Departmental QA Meeting Report: Michelle Rittel</p> <p>Suggested Items for Next Meeting:</p> <p>Handouts:</p>	<p>State System Review: The chart review is coming in February.</p> <p>There were no suggestions.</p> <p>Quality Improvement Work Plan Evaluation Summary – CY 2017 & Quality Improvement Work Plan Goals Summary – CY 2018</p> <p>Summary: 2018 EQRO Timeliness Self-Assessment</p> <p>Policy Procedure Update – September 10, 2018</p> <p>Documentation Training Schedule – 9/10/2018</p> <p>Quality Assurance Division Policy Updates</p> <p>Consumer Perception Survey Data Collection Power Point</p> <p>Survey Instructions Packet</p>		
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NEXT MEETING:	Thursday, February 21, 2019 1:30-3:30pm Location:		

Respectfully submitted,



Michelle Rittel, LCSW