

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

February 21, 2019

Agenda

- 1:30 – 1:35 Introductions/Announcements..... Michelle Rittel
1:35 – 1:40 Review of Minutes from June 20, 2019..... Michelle Rittel
1:40 – 3:20 Report from DMH QI/QA..... Michelle Rittel

QI

- Clinical Risk Management – Safety Intelligence Update
- Patients' Rights Office – COP Update
- Cultural Competency Updates
- Policy Updates
- DMH QID Updates – CPS, QI Workplan & Eval, PIPs and EQRO
- ACCESS Test Calls
- CAPP (Parent Partner meeting)

QA

- Audits
- Medi-Cal Certification Section – No Update
- State DHCS Updates
- Training & Operations – Training Schedule & New QA Website
- Policy & Technical Development – Access to Care/Network Adequacy Updates, Policy Updates, ADHD Dx, System Review, PERM Review, QA Bulletins, Clinical Forms Bulletin CANS & PSC and Guide to Procedure Codes Updates

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

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Next Meeting:
Thursday, October 17, 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	February 21, 2019	
Place	Pacific Lodge	Start Time	1:30pm	
Chairperson	Michelle Rittel	End Time:	3:30pm	
Co-Chairs	Alex Medina and Angela Kahn			
Members Present	Alex Medina, Amy Nearhoof, Claudia Pena, Cheryl Davis, Danielle Norman, Danielle Price, Ingrid Rey-Balbuena, James McEwen, Jennifer Roecklin, Jenny Sanchez, Kaylee Devine, Lynetta Shonibare, Michele Burton, Michelle Rittel, Patricia Lopez, Samuel Pina, Time Petersen, Vicky Shabanzadeh, Vicky Rivera, Zeena Burse, Marc Borkheim, Cindy Luna, Wendy Salazar			
Absent Members	Adik Parsekhian, Anabel Aispuro, Angela Kahn, Angie Sanchez, Aminah Ofumbi, Christine Ponec, Daiya Cunnane, Diana Palomarez, Eva Carrera, Gina Leggio, Gurudarshan, Khalsa, James Pelk, Judy Cardona, Kameelah Wilkerson, Karina Krynsky, Karla Mayorga, Kathleen Kim, Kristin Malka, Larisa Cazacioc, Mark Rodriguez, Martha Basmadjian, Michelle Silvestre, Morgan Wallace, Nely Meza, Sandra Chang Ptasinski, 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. Thank you to Specialized Foster Care for hosting our meeting this month. 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 October 18, 2018 meeting were previously reviewed and approved through email.			

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
<p>Departmental QIC Meeting Report: Michelle Rittel</p>	<p>Clinical QI/MD Report: No Updates</p> <p>PRO: Change of Provider – No Updates</p> <p>Cultural Competency Updates: Language Translation & Interpretation Services Policy is being revised. The Annual Cultural Competence Training Plan, FY 18-19 was handed out and reviewed. All staff are to be trained annually and information and suggestions regarding training are included in the handout.</p> <p>Compliance, Policy & Audit Services: Policy Update handouts were reviewed.</p> <p>Front Office Customer Service Training: There is a revised bulletin coming soon. Trainings are filling up and have wait lists.</p> <p>VANS/SRTS/ACCESS to Care: There have been problems with VANS recently and rumors that VANS is “going away. Providers need to continue to update their information daily.</p> <p>CAPP: There has been a schedule change. The meeting is now on the 3rd Thursday of the month. Please make supervisors of Parent Partners aware of the change.</p> <p>Presentation: CPS Data 11/17, Open Ended Comments Report 11/17, Clinical & Non-Clinical PIPS and QI Work Plan Evaluation CY 2017 & Goals CY 2018 – Lynetta Shonibare from DMH QI – Handouts were reviewed and discussed.</p>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Assurance (QA)			
<p>Departmental QA Meeting Report: Michelle Rittel</p>	<p>Presentation: QA Knowledge Assessment - Marc Borkheim from DMH QA. Introduction to QA Quiz's handout was reviewed and discussed.</p> <p>Audits: None for SA2</p> <p>Medi-Cal Certification Section:</p> <p>State DHCS Updates: The System Review is over and the report should be coming in about 90 days. It was a hybrid review – documents were sent to the state for review and then reviewers came to DMH to complete review. Handout – Reasons for Recoupment 2015-2016 Review was reviewed and discussed. During the just completed review, DSM V Dx was an issue. Providers have not been using DSM V criteria when diagnosing. DMH QA believes that the state is giving the benefit of the doubt to clinicians, but that will likely change by the next review.</p> <p>Training and Operations: Documentation Training Schedule - Schedule was handed out and reviewed. Annual QA Report – the reports were due at the end of January. Thank you to everyone that sent them in.</p>		

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Quality Assurance (QA)			
<p>Departmental QA Meeting Report, contd: Michelle Rittel</p>	<p>Policy & Technical Development: Access to Care/Network Adequacy – Thank you for submitting your updates. Please continue to do so. If you are not getting the emails regarding Network Adequacy, please contact Howard Washington at hwashington@dmh.lacounty.gov and request to be added to the distribution list. Upcoming Assessment Form Updates – All Assessment forms are being updated to simplify them. More information to come. Upcoming QA Bulletin – Psychological testing Procedure Code – the bulletin is in draft form and on hold until everything is set up in the system. There are 4 new codes that have add-ons coming and 7 codes are being deactivated.</p>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
NEXT MEETING:	Thursday, April 18, 2019 1:30-3:30pm Location: Optimist/Pacific Lodge		

Respectfully submitted,



Michelle Rittel, LCSW