

**LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH**  
**Service Area II Program Administration**  
**Adult Quality Improvement Committee**  
**September 19, 2019**  
**San Fernando Mental Health Center**  
**10:00 am-12:00 pm**  
**Agenda**

Welcome- Introductions & Agency Updates	All
Review and Adoption of July 2019 Minutes*	All

**Quality Improvement**

Policy Updates*	Office of Compliance
PRO	Pts Rights Office
Cultural Competency Committee	Cultural Competency Unit
QI Updates/Announcements	Countywide QID/All
Test Calls	
PIPs	
Improve the CPS Discussion	
Customer Service Training Update	

**Quality Assurance**

Audits	All
SDHCS Updates	Countywide QA Train'g & Ops
Medi-cal Certification Unit	Countywide QA PSB Cert Unit
Training & Operations	Countywide QA Train'g & Ops
Documentation Trainings**	
QA Website**	
QA Policy Updates & Technical Asst	Countywide QA Policy & Tech Dev
NACT/Access to Care	
Included Dx	
Final CFB 19-04/Updates to Codes Manual**	
Continuity of Care	
HIM P & P 300.01*	
QA Announcements	All

**Other**

How is this information disseminated in your agency	All
Future Agenda Items & Adjournment	All

Handout\*  
Sent Via Email\*\*

**Next Meeting for SA 2 Adult QIC: November 21, 2019 at 10-12 pm**

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH**  
**Service Area 2 Adult**  
**QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

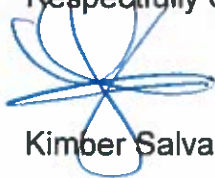
<b>Type of Meeting</b>	<b>Service Area 2 Adult Quality Improvement Committee</b>	<b>Date:</b>	<b>September 19, 2019</b>
<b>Place</b>	<b>10605 Balboa Ave 2<sup>nd</sup> fl Conference Room</b>	<b>Start Time:</b>	<b>10:00 a.m.</b>
<b>Chair</b>	<b>Kimber Salvaggio</b>	<b>End Time:</b>	<b>12:00 p.m.</b>
<b>Co-Chair</b>	<b>None</b>		
<b>Members Present</b>	<p><b>Child &amp; Family Ctr – Lorena Chavez</b>  <b>Didi Hirsch – Aminah Ofumbi for Marina Eckart</b>  <b>DMH O &amp; E – Pauline Barrera</b>  <b>DMH SB 82 - Ramona Casupang</b>  <b>DMH SCVMHC - Katy Ihrig</b>  <b>DMH SFMHC – Diana Garcia</b>  <b>DMH WVMHC – Denisa Suciu</b>  <b>DMH Urgent Care – Amy Kress</b>  <b>ECDA – Bernice Betancort for Angie Sanchez</b>  <b>El Dorado – Anthony Sykes</b>  <b>Hillview MHC –Julie Jones</b>  <b>IMCES –James Pelk</b>  <b>JFS - Dora Escalante</b>  <b>Rancho San Antonio – Harmony Vezina for Zeena Burse</b>  <b>SFVCMHC, Inc. - Angela Khan</b>  <b>SFVCMHC, Inc. - Leslie Di Mascio</b>  <b>SFVCMHC, Inc. CFL –Anthony Gonzalez</b>  <b>SFVCMHC, Inc. Consumer Wellness Ctr – Ruth Nixon</b>  <b>SFVCMHC, Inc. CRC – Sandee Leibson</b>  <b>SFVCMHC, Inc. – Sara Guerrero</b>  <b>SFVCMHC, Inc. – Michael Shannen</b>  <b>SFVCMHC, Inc. – Tina Martinez</b>  <b>SFVCMHC, Inc. Victory Wellness - Jennifer Yates</b>  <b>SFVCMHC, Inc. – Marcus Hailey</b>  <b>SFVCMHC, Inc. – Trina J. Conley</b>  <b>Tarzana Tx Ctr - Karry Friedman</b>  <b>Tarzana Tx Ctr – Sherry Winston</b>  <b>Topanga West Guest Home/ ACT Wellness Ctr – Megan McDonald</b>  <b>Topanga West Guest Home/ ACT Wellness Ctr – Amani Williams</b></p>		
<b>Absent Members</b>	<p><b>APCTC - Tiger Doan</b>  <b>DMH PRO -</b>  <b>DMH PSB Cert – David Lee</b>  <b>DMH PSB Countywide QA – Patricia Lopez</b>  <b>DMH PSB Countywide QID – Jennifer Regan</b>  <b>DMH PSB Cultural Competency Unit –</b>  <b>Pacific Clinics –</b>  <b>PACS-LA -</b></p>		

<p><b>QI Updates &amp; Announcements</b></p>	<ul style="list-style-type: none"> <li>○ Non-direct track through paper attestation</li> </ul> <p><b><u>QI Announcements/QID Updates</u></b>  <b><u>PIP's</u></b>  <b><u>Non-Clinical PIP:</u></b></p> <ul style="list-style-type: none"> <li>● Peer Resource Center; how to build capacity and strengthen skills of peer workers</li> <li>● What does our Service Area do to support Peers -Use of Peer Coach Mentors</li> <li>● How to network with other agency peer staff. CAPP (Consortium for Advocates and Parent Parents) meetings for Parent Partners in each SA</li> <li>● Variety of job responsibilities for peers</li> <li>● Training for other team members who work with a peer</li> <li>● Compassion fatigue training</li> <li>● How are training needs assessed?</li> <li>● Client Advisory Committees - a way to elicit feedback from consumers</li> <li>● SA8 has a Peer Workgroup, established and led by peers through the SAAC</li> <li>● CCU has provided input including peers' need to connect with management</li> <li>● CCU is a good source of input from peers</li> <li>● Parent Partner training academy is available through DMH</li> </ul> <p><b><u>Clinical PIP:</u></b></p> <ul style="list-style-type: none"> <li>● Substance use services - chart review and anecdotal data: lack of integrated, co-occurring disorder treatment</li> <li>● Supporting COD services - consumers receiving services from Substance Use Counselors in Adult DO Clinics</li> <li>● Will use Seeking Safety as introductory training</li> <li>● Addressing myths of what SU Counselors can and can't do</li> <li>● This was identified as a major need</li> <li>● Not being able to document anything related to 12 steps</li> </ul>		<p>Reported by          Countywide          QID/All</p>
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<p><b>State DHCS Updates</b></p>	<p><u>Access to Care and Network Adequacy:</u></p> <ul style="list-style-type: none"> <li>• Submitting 60-70% - want to be more complete</li> <li>• Pulling out data that looks inaccurate</li> <li>• NACT site redesigned. NACT 2.0 is available</li> <li>• SRL fields in web-service updated to assist with CSI</li> <li>• See new policies 302.07 and 302.14</li> <li>• Possibly adding pop-up message when the referral comes from a jail, juvenile justice facility requiring a quicker time period</li> <li>• How to screen/triage when an initial apt is missed - attempts to contact</li> </ul>		<p>Provided by Brad Bryant/PSB-QA staff reported by Kimber</p>
<p><b>Training &amp; Operations</b></p>	<p>Sch'd of DO and LE ibhis trainings** QA Website**</p>		<p>Provided Nikki Collier– reported by Kimber</p>
<p><b>QA Policy Updates &amp; Technical Asst.</b></p>	<p><b>Network adequacy/access to care</b></p> <ul style="list-style-type: none"> <li>• apologies for not being able to accommodate all that wanted to attend</li> <li>• Use the skype call instead of having it call you (counts as 2 attendees)</li> <li>• Use the new 2.0 link</li> </ul> <p><b>Included Diagnosis List</b></p> <ul style="list-style-type: none"> <li>• No difference between adult and child</li> <li>• ADHD is an included diagnosis for adult</li> <li>• Medication formulary is an issue for adult clients</li> <li>• There is a process to request these meds</li> </ul> <p><b>QAB 19-04 codes**</b></p> <ul style="list-style-type: none"> <li>• New guide posted</li> <li>• Structure of the guide changed</li> <li>• Using collateral as a service not a person significant support person – change in the way we think</li> <li>• Service function code impt for cost rept</li> <li>• Allowable discipline- who can use? Page 6</li> <li>• State allows more than psychiatrists</li> <li>• We do smhs so lac thinks we need psychiatrist but we can review and determine if appropriate to allow</li> </ul>		<p>Provided J. Hallman - reported by Kimber</p>

<b>HIM</b>	Reminder scan client id info ibhis following P & P 300.01 - Supporting doc required to justify core demographic chgs		
<b>Announcements</b>	None noted		
<b>Handouts</b>	<ul style="list-style-type: none"><li>➤ Draft of July 2019 Meeting Minutes</li><li>➤ August &amp; September 2019 Policy Updates</li><li>➤ Screen shot of New QA Website</li><li>➤ Policy 300.01</li><li>➤ IBHIS Screen Shots for Co-Practitioner Interim Plan</li></ul>		
<b>Next Meeting</b>	➤ <b>November 21, 2019</b>		

Respectfully Submitted,



Kimber Salvaggio