

July 23, 2019 2:00 to 4:00 p.m.

1. Welcome/Introductions

DEPARTMENT MENTAL HEAL

- 2. Review of June 2019 minutes
- 3. Quality Improvement: 2:00 to 3:00 pm
 - a. Clinical Risk Management
 - i. Inactive Accounts in Safety Intelligence
 - b. Policy Updates (Handout)
 - c. Cultural Competency Updates
 - i. 2019 Cultural Competence Plan
 - ii. Language Interpretation Request for Meetings and Conferences
 - iii. Cultural Competency Webpage
 - d. QI Division Updates:
 - i. Spring 2018 Open Ended Comments Summary Report
 - ii. QI Evaluation Report Summary for CY 2018
- 4. Quality Assurance: 3:00 pm to 4:00 pm
 - a. Medi-Cal Certification Updates
 - b. MR Grants or Audits (Notifications)
 - c. State DHCS Information Notice: None
 - d. Training and Operations
 - i. Schedule of Trainings and Presentations
 - ii. QA Website
 - iii. QA Knowledge Assessment
 - e. Policy and Technical Development
 - i. NACT/Access to Care Updates
 - ii. CANS and PSC FAQS
 - iii. COD Services
 - iv. Guide to Procedure Codes Updates
 - v. Parolees and AB109 (QA Bulletin coming)

Next Quality Improvement/Quality Assurance Meeting

August 2019 meeting - Cancelled

Greg Tchakmakjian Ph.D Chair	(213) 639-6733	gtchakmakjian@dmh.lacounty.gov
Caesar Moreno, LCSW Co Chair	(562) 692-0383 x 236	cmoreno@thewholechild.org
Susan Lam, LMFT, PPSC – Co Chair	(323) 526-41 16 x 217	susanl@almafamilyservices.org



Caesar Moreno, LCSW

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Greg Tchakmakjian, Ph.D. Daiya Cunnane, PsyD

Joel Solis, RN

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH SERVICE AREA 7 QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes

Type of Meeting:	SA 7 QIC	Date:	07/23/2019	
Place:	Alma Family Services 910 Whittier Blvd Pico Rivera, CA 90660	Start Time:	2:01PM	
Chairpersons:	Greg Tchakmakjian (Chair) Caesar Moreno (Co-Chair) – not present Susan Lam (Co-Chair) Rosa Diaz (Interim-Co-Chair)	End Time:	3:00PM	
Members Present:	Laura Solis, Donetta Jackson, Cara Jenson, Celeste Rix, Gwen Lo, Wendy Mielke, Erik Escareno, Beth Reisler, Nicole Santamaria, Jenny Silver, Jennifer Mitzner, Elizabeth Hernandez, Arlene Contreras, Irene Jaregui, Cinthia Sanchez, Priscilla Gonzalez, Robin Washington, Daiya Cunnane, Javier Nevarez, Michelle Bilotta-Smith, Silvia Rowe, Gloria Guevara, Loan Le, Grace Guzman, Lucero Garcia, Denise Smith, Denice Palacios, Violeta Kim, Addison O'Connor, Natalie Gowern			
Agenda Item	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome & Introductions	Meeting was called to order at 2:01PM		ntroductions made and new nembers were welcomed	Susan Lam
Review & Approval of Minutes	Minutes from June 2019 were reviewed	(Ainutes were approved by: Gloria Guevara Elizabeth Hernandez	Susan Lam
Quality Improvement Updates	 <u>Clinical Risk Management</u> To avoid inactive accounts user mus 90 days In the event you are logged out you v create a heat ticket which may take u hours to resolve #213-357-1335. Use Ly Ngo at 213-351-6673 lyngo@dmh 	would have to up to 24 to 72 er can also call		Dr. Greg Tchakmakjian

Policy Updates	24 new policy updates	Refer to handout	Dr. Greg Tchakmakjian
Cultural Competency Updates	 2019 Culutral Compentency Plan Enhance culturally compentent services Language Interpretation Request for Meetings and Conferences When this service is needed for a meeting, you can contact Ms. Elizabeth Ceniceros (213) 251-6743, ecinceros@dmhlacounty.gov, inform her 1-2 weeks ahead of time in order for her to assist on arranging these services. This services is available for contracted agencies as well Cultural Competency Webpage Go to DMH county website → Providers → Administrative Tools → scroll down to Cultural Competency Unit 		Dr. Greg Tchakmakjian
QID Division Updates	 Spring 2018 Open Ended Comments Summary Report Dr. Daiya Provider level data is available for the last two survey periods and is able to go over it next time if members would like Summary report for May 2018 the number of comments returned for each service area SA1 421, SA2 1927, SA3 486, SA4 786, SA5 554, SA6 0, SA7 351, SA8 884 = TOTAL 5409 Consumers reported feeling that staff were supportive to both caregivers and parent, and experienced positive treatment. Concerns about staff turn over, limited appt. availability, unpleasant interactions with front office staff (being unprofessional & speaking loudly about private information) Recommendations: hiring additional staff to increase availability of appointments, increasing locations, access to snacks, having television in waiting area, having weekend appt availability. 		Dr. Daiya Cunnane

QID Division Updates	OVERALL- reported they were cared for and well respected, and pleased with services and felt positive outcomes overall. Concerns: understaffing, staff turn over, limited bilingual and male staff, difficulties making appts due to limited scheduling, and parking was an issue, recommended evening and weekend availability and more male psychotherapists, accessibility of snacks General comments were discussed among members This information will be including in upcoming EQRO.		Dr. Daiya Cunnane
	Two questions were reviewed and it was noted that they are considering taking these questions (from the open ended comments form) off. <u>QI Work Plan Evaluation Summary for Calendar Year 2018</u> (Dr. Daiya) In service Delivery Capacity In Section 1 Did not meet goal #1, only got 50% (suspected reason may be due to current political climate for Latino population). It was commented that language barriers may be an issue too. In Section 2 for #1 did not meet that goal Majority of calls are 5- 7 PM Section 3 3b was not rated, and will likely be carried over, it was noted that we did "pretty well" on those goals in this section in general.	Refer to Handout	Dr. Daiya Cunnane

Quality Assurance	Medical Certifiation Updates (None) MR Grants or Audits (Notifications) State DHCS Information Notice (none) Tranining and Operations - Two trainings have been canceled COS training Sept 12th and Housing training in Oct. 12th	Refer to Handouts	Dr. Greg Tchakmakjian
	Policy and Technical Development - QA website is in working progress and has not gone live yet.		
	 NACT/Access to Care Updates QA division reported that there were three months of data collected 26,440 this data was submitted to the state by QA division. QA will look into very closely of those providers not submitting data on a timely basis, and those that appointments were not given to clients on a timely manner. The telephone calls are not recorded when talking to clients 		
	CANS and PSC FAQs	Refer to Handouts	
	 Frequently asked questions (handout) Bulletins were sent out through email as well (by Greg) Quality Assurance is requesting additional information from DHCS related to claiming for time spent providing CANS- IP and PSC-35 and additional guidance will be provided when there is confirmation from DHCS. Members discussed CANS 	Robin Washington will clarify with DMH in regards to whether it is	
	COD Services - QA division will issue a COD bulletin (shortly) which will specifically go over COD activities and what kind of services you can bill for (Have to have a MH component on the services in order to be able to bill for COD services)	expected to complete a CANS for a client whom drops out during the intake phase.	

Guide to Procedure Codes Updates - It is still under revision and it is not yet finalized August Meeting : DARK Parolees and AB109 (QA Bulletin Coming) August Meeting : DARK		revision and it is not yet finalized	August Meeting : DARK	
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Respectfully Submitted, Susan Lam, LMFT