

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

May 20, 2020
9:30 am – 11:30 am

AGENDA

- | | |
|-------------------------------------|----------------|
| 1. Welcome and Introductions | Kristin Gray |
| 2. Review/approval of the Minutes** | All |
| 3. MAT Process Evaluation | Gassia Ekizian |

Quality Improvement

- | | |
|---------------------------------------|--------------|
| 1. Consumer Perception Survey Updates | Kristin Gray |
| 2. Test Calls Updates | |

Quality Assurance

- | | |
|--|---------------|
| 1. Medi-Cal Certification Bulletin 20-01 | Renee Lee |
| 2. Provision of Services During COVID-19 | Kristin Gray |
| a. QA Bulletin 20-01 (Revised 4/17/2020) | |
| b. CBO NGA Bulletin 20-005 for LE Providers | |
| c. Update RE: Location of Services (DO only) | |
| d. Procedure Code Modifiers | |
| e. IBHIS Updates | |
| f. Clinical Guidance for Psych Testing during COVID-19 | |
| 3. Network Adequacy/ACCESS to Care Updates | Margaret Faye |

Other Issues

- | | |
|------------------|-----|
| 1. Announcements | All |
|------------------|-----|

***Handouts**

**** e-mailed**

Next Meeting: June 17, 2020

Location: TBD

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

Type of Meeting	Service Area 3 QIC	Date	05/20/2020	
Place	Skype Webinar	Start Time:	9:30 am	
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	10:30 am	
Members Present	<i>Lisa Ngo</i>	<i>Alma Family Services</i>	<i>Erika Frausto</i>	<i>Enki</i>
	<i>Cynthia Concepcion</i>	<i>Almansor MH</i>	<i>Kim Tran</i>	<i>Ettie Lee</i>
	<i>Lan Chawkins</i>	<i>Asian Pacific Counseling and Treatment Centers</i>	<i>Windy Luna</i>	<i>Ettie Lee</i>
	<i>David Palmer</i>	<i>Boys Republic</i>	<i>David Felix</i>	<i>Five Acres</i>
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Jennifer Butler</i>	<i>Five Acres</i>
	<i>Alma Reyes</i>	<i>California Mentor</i>	<i>Cheri Noone</i>	<i>Five Acres</i>
	<i>Leslie Shrager</i>	<i>Children's Bureau</i>	<i>Gassia Ekizian</i>	<i>Foothill Family</i>
	<i>Esther Lee</i>	<i>DMH</i>	<i>Margaret Faye</i>	<i>Hathaway Sycamores</i>
	<i>Frances Liese</i>	<i>DMH</i>	<i>Nicole Unrein</i>	<i>Healthright 360</i>
	<i>Jacqui Cheng</i>	<i>DMH</i>	<i>Sabrina Ullah</i>	<i>Healthright 360</i>
	<i>Jennifer Regan</i>	<i>DMH</i>	<i>Grace Kim</i>	<i>Heritage Clinic</i>
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>	<i>Beth Foster</i>	<i>Hillsides</i>
	<i>Kristin Gray</i>	<i>DMH</i>	<i>Andrew Catalano</i>	<i>Hilsides</i>
	<i>Mira Kim</i>	<i>DMH</i>	<i>Tara Farazian</i>	<i>Homes for Life Foundation</i>
	<i>Elizabeth Mota</i>	<i>DMH</i>	<i>Rebecca Schaal</i>	<i>Leroy Haynes</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Sybil Chacko</i>	<i>Maryvale</i>
	<i>Darlene Medina</i>	<i>DMH</i>	<i>Cynthia Lopez</i>	<i>Maryvale</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Gabriela Rhodes</i>	<i>McKinley</i>
	<i>Marina Barrios</i>	<i>DMH</i>	<i>Leana Olague</i>	<i>Pacific Clinics</i>
	<i>Maken Emadi</i>	<i>DMH</i>	<i>Liz Boerkoel</i>	<i>Prototypes</i>
	<i>Yesenia Ruiz</i>	<i>D'Veal</i>	<i>Dawn Dades</i>	<i>Social Model</i>
	<i>Ariana Zepeda</i>	<i>D'Veal</i>	<i>Irene Inzunza</i>	<i>Spiritt</i>
	<i>Danielle Milinovich</i>	<i>D'Veal</i>	<i>Ivette Sanchez</i>	<i>Spiritt</i>

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
-------------------------	-------------------------	--	-------------------------------

	<i>Keri Zehm</i>	<i>Tri-City Mental Health</i>	<i>Joseph Bologna</i>	<i>Trinity</i>
	<i>Rocio Bedoy</i>	<i>Tri-City Mental Health</i>	<i>Frank Sabado</i>	<i>Trinity</i>
	<i>Adrienne Bruce</i>	<i>Trinity</i>	<i>Renzo Roel</i>	<i>Victor Treatment Centers</i>
	<i>Jim Adams</i>	<i>Trinity</i>		
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		Kristin Gray	
Review of Minutes	Motion to approve the minutes by Mark Rodriguez and seconded by Leslie Shrager with correction to make Renee Lee the contact for SA3 Emergency 1135 Waiver questions.		Please see handout.	
MAT Process Evaluation	LA County Office of Child Protection (OCP) is conducting a process evaluation of the Multidisciplinary Assessment Team (MAT). Will engage stakeholders and subject-matter experts (e.g. MAT providers) during the evaluation process in 2020. Can reference ocp.lacounty.gov for progress updates. Contact: Bspyrrou@ocp.lacounty.gov			
Information from QI division				
Spring Consumer Perception Survey	Spring CPS period will take place between June 22nd and June 26. List of selected providers reviewed. CPS will be electronic and paper, depending on site needs/preferences.		List of selected providers emailed.	
Test Calls Updates	Still as scheduled. Promotores assisting with the test calls.			

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Assurance			
Medi-Cal Certification/ Recertification**	Bulletin 20-01 COVID-19 Emergency Enrollment 1135 Waiver reviewed. SA3 contact is Renee Lee at RMLee@dmh.lacounty.gov	Please see handout.	
	<p>QA Bulletin 20-01 Revised 4/17/2020: Provision of Services during COVID-19. Reviewed updates to location of services; please see CBO NGA Bulletin 20-005 for LE Providers and Update RE: Location of Services (DO only). Reviewed update to consent for telehealth; please refer to the "Temporary Suspension of Consent for Telehealth" document posted on the QA COVID-19 site.</p> <p>Reviewed additional forms, updates and guidelines posted on the QA COVID-19 Webpage: Procedure Code Modifiers (Updated 5/1/20); IBHIS Template Form and IBHIS Consent/Acknowledgment Form for COVID-19; Clinical Guidance for Psych Testing During COVID-19.</p>	<p>Refer to QA COVID-19 Webpage</p> <p>https://dmh.lacounty.gov/qa/qa-covid-19-info/</p>	
Network Adequacy/Access to Care	In the process of moving PRM into NACT. Continue to ensure availability for specialty mental health services. Make sure contact information is up to date for at least 2 designated representatives. Update NACT monthly and/or when there is a significant change to your capability.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Other Issues	No additional announcements made. QA Lead Robin Washington assisted in answering provider specific questions.		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: March, 2020 3. Power Point 	emailed	
Next Meeting	Next Meeting is June 17, 2020		

Respectfully Submitted, Darlene Medina, Department of Mental Health