

**LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH**  
**Service Area II Program Administration**  
**Adult Quality Improvement Committee**  
**March 19, 2020**  
**San Fernando Mental Health Center**  
**10:00 am-12:00 pm**  
**Agenda**

Welcome- Introductions & Agency Updates	All
Review and Adoption of January 2020 Minutes*	All

**Quality Improvement**

Follow Up Item-Level Data from Spring 2019	Jennifer Regan, Ph.D. Office of Administrative Operations – Quality Improvement Division
CCC Updates*	Sandra Chang, Ph.D. Ethnic Svcs Mgr - Cultural Competency Unit
Compliance, Privacy & Audit Svcs Updates*	Office of Compliance
QI Updates/Announcements	Countywide QID/All
CPS May 2020	
Compliance Bridge	
QI Policy Discussion*	

**Quality Assurance**

Audits	All
Training & Operations	Countywide QA Train'g & Ops
Documentation Trainings*	
QA Policy Updates & Technical Asst	Countywide QA Policy & Tech Dev
CalAIM	
CANS/PCS	
Distribution Lists	
Svc Verification	
NACT/Access to Care	
Medi-cal Certification	Office of Administrative Operations - Certifications
HIM	
QA Announcements	All

**Other**

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

Sent Via Email\*

**Next Meeting for SA 2 Adult QIC: May 21, 2020 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>March 26, 2020</b>	
<b>Place</b>	<b>Via skype</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>	<b>APCTC - Tiger Doan</b> <b>Bridges – Cindy Luna</b> <b>Child &amp; Family Ctr – Lorena Chavez</b> <b>Didi Hirsch –Marina Eckart</b> <b>DMH Ofc Admin Ops QA – Ilda Aharonian</b> <b>DMH Ofc Admin Ops Countywide QID – Jennifer Regan</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 –</b> <b>ECDA –</b> <b>Hillview MHC – Stephanie Villasenor</b> <b>Hillview MHC – Maribel Najjar-Vargas</b> <b>IMCES –James Pelk</b> <b>Rancho San Antonio –Zeena Burse</b> <b>SFVCMHC, Inc. - Angela Khan</b> <b>Tarzana Tx Ctr - Karry Friedman</b> <b>Tarzana Tx Ctr – Nicole Calvento</b> <b>Tarzana Tx Ctr – Sherry Winston</b> <b>Topanga West Guest Home/ ACT Wellness Ctr – Megan McDonald</b>			
<b>Absent Members</b>	<b>DMH Ofc Admin Ops Cert – David Lee</b> <b>DMH Ofc Admin Ops Cultural Competency Unit –</b> <b>DMH PRO -</b> <b>DMH SA 2 HOME (AKA SB82) -</b> <b>El Dorado -</b> <b>JFS - Dora Escalante</b> <b>JFS – Linda Gingras</b> <b>Pacific Clinics –</b> <b>PACS-LA -</b> <b>SFVCMHC, Inc. - Leslie Di Mascio</b>			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions Recommendations Actions Tasks</b>	<b>Person Responsible</b>	
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 10:00 a.m.	Introductions were made	K. Salvaggio	

Review of Minutes	Review and Adoption of January 2020 Minutes		All
Agenda Item & Presenter	Discussion & Findings	Decisions Recommendations Actions Tasks	Person Responsible
<p><b>CPS DATA REVIEW</b></p> <p><b>CULTURAL COMPETENCY</b></p> <p><b>ACCESS CTR UPDATES</b></p> <p><b>Compliance, Privacy &amp; Audit SVCS Bureau</b></p> <p><b>Pt's Rights</b></p> <p><b>QI Updates &amp; Announcements</b></p>	<p style="text-align: center;"><b><u>QUALITY IMPROVEMENT</u></b></p> <p>Follow Up Item-Level Data from Spring 2019**</p> <ul style="list-style-type: none"> <li>• <u>Intelligence Campaign</u> <ul style="list-style-type: none"> <li>○ 3 dept collaboration</li> <li>○ Having the opportunity to discuss lead to seeing the whole person</li> <li>○ Better communication</li> <li>○ Improve acceptance</li> <li>○ Impact empathy and understanding on interactions</li> <li>○ Improving outcomes</li> <li>○ Sharing info with the 3 directors &amp; see abt releasing the program to all depts.</li> </ul> </li> <li>• <u>CC related P &amp;P's</u> <ul style="list-style-type: none"> <li>○ See handout – legal size**</li> </ul> </li> </ul> <p>Discussed list of clinics not taking clients &amp; factors impacting list</p> <p><b><u>Policy Updates</u></b></p> <ul style="list-style-type: none"> <li>• Policy updates – see handout**</li> <li>• DMH desktop link to internal portal for P &amp; P</li> <li>• Policy on policy see handout</li> <li>• Membership will provide feedback on QI policy via email to Kimber</li> </ul> <p><b><u>No Report</u></b></p> <p><b><u>QI Announcements/QID Updates</u></b></p> <p>Paperless CPS Discussion</p> <ul style="list-style-type: none"> <li>• CPS data reporting           <ul style="list-style-type: none"> <li>➤ Eqro wants the info more consumer friendly</li> </ul> </li> </ul>	<p style="text-align: center;"><b><u>QUALITY IMPROVEMENT</u></b></p>	<p>Provided by Jen Regan, Ph.D. – Ofc of Admin Ops QI</p> <p>Provided by Sandra Chang-reported by Kimber</p> <p>Provided by the Access Ctr/Discussed by All</p> <p>Provided by Compliance Unit-Reported by Kimber/All</p> <p>Reported by Countywide QID/All</p>

	<ul style="list-style-type: none"> <li>➤ New reporting next round</li> <li>• Spring 2020 CPS             <ul style="list-style-type: none"> <li>➤ Looked at how pulled – 85% pulled</li> <li>➤ May do a 60%</li> <li>➤ Goal to not have them do 2 times consecutively but yearly</li> <li>➤ Date TBA</li> <li>➤ Draft provider list to be sent in next 2 weeks</li> <li>➤ 2 centralized trainings in April – 2<sup>nd</sup> live webinar – SOP</li> <li>➤ Field based pilot volunteers when notice sent out</li> <li>➤ Field based trainings avail webinar should be avail</li> <li>➤ Mandatory training</li> <li>➤ <b>Changes:</b></li> <li>➤ No delivery to CIOB it will go to QID staff</li> <li>➤ Small changes in training – send 2 people</li> </ul> </li> </ul>		
<p><b>Audits</b></p> <p><b>Medi-Cal Certification</b></p> <p><b>State DHCS Updates</b></p> <p><b>Training &amp; Operations</b></p>	<p style="text-align: center;"><b><u>QUALITY ASSURANCE</u></b></p> <p>None noted or reported</p> <p>No Report</p> <ul style="list-style-type: none"> <li>• CANS/PCS Survey - will be sent out to providers abt work flow – how long to complete – what info are you getting- is there a collaborative process -how is data submitted - epsdt oma</li> <li>• Distribution lists: will switch to gov list serve – self subscribe</li> <li>• System/chart review findings</li> <li>• tcm eval workgroup –what form com func as a base –4-13</li> <li>• Service verification reports will be sending out abt 1000 – random – FFS/In-Pt/LE/DO Services- clt to call CWQA if there’s a question</li> </ul> <p>See Handout/Email Sch’d of DO and LE ibhis trainings**</p>	<p style="text-align: center;"><b><u>QUALITY ASSURANCE</u></b></p>	<p>Provided by Brad Bryant/J. Hallman - reported by Kimber</p> <p>Provided Nikki Collier– reported by Kimber</p>

<p><b>QA Policy Updates &amp; Technical Asst.</b></p> <p><b><u>HIM</u></b></p>	<p><b><u>Network Adequacy/Access to Care</u></b></p> <ul style="list-style-type: none"> <li>• NACT/access to care – provider review report – checklist from the state with errors from our last submission – accepting new beneficiaries up to date – access ctr list not the same – provider directory discussion</li> </ul> <p><b><u>HIM</u></b></p> <ul style="list-style-type: none"> <li>• For DO's centralizing release of records</li> <li>• While verifying client id – be responsive to community needs – services for PEH, etc integrity/accuracy of record – certify client id as much as possible-people who do reviews will ask for process</li> </ul>		<p>Provided J. Hallman - reported by Kimber</p> <p>Report by HIM staff-reported by Kimber</p>
<p><b>Announcements</b></p>	<p>None noted</p>		
<p><b>Handouts</b> **Via Email</p>	<ul style="list-style-type: none"> <li>➤ Draft of January 2020 Meeting Minutes</li> <li>➤ CC P&amp;P's At Glance</li> <li>➤ DMH Policy Bulletin 1-31-20</li> <li>➤ DMH Policy Bulletin 2-28-20</li> <li>➤ DMH QI Program P&amp;P</li> </ul>		
<p><b>Next Meeting</b></p>	<ul style="list-style-type: none"> <li>➤ <b>May 21, 2020</b></li> </ul>		

Respectfully Submitted,

Kimber Salvaggio  
Electronically Signed