



Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
April 23, 2020
AGENDA

Welcome, Introductions & COVID-19 Check In
Minutes from November 2019, January 2020, February 2020 & March 2020

Presentation/Training

- I. QA Knowledge Assessment – Dr. Marc Borkheim (15 mins)

Quality Improvement

- I. Quality Improvement
 - a) CPS Survey, Spring 2020 ~ Dr. Daiya Cunnane
- II. ACCESS Center Updates
 - a) Test Calls
- III. Grievances & Change of Provider
- IV. Quality Improvement Meetings
- V. Health Information Management (HIM/DO's only)

Quality Assurance

- I. Recent/Upcoming Audits & Reviews
- II. Training and Operations
 - a) General Documentation Training Schedule
 - b) LE Chart Reviews
 - c) Technical Assistance
- III. Policy & Technical Development
 - a) Chart Reviews
 - b) IBHIS Trainings
 - c) Upcoming Webinars
 - Network Adequacy/Access to Care: 2nd Thursday of every month
 - Error Correction ~ DO's Only
 - d) Network Adequacy/Access to Care Updates
 - SRTS
 - e) QA Documents related to COVID-19
- IV. Medi-Cal Certification
 - a) Site Visits
 - b) Waivers

Announcements

Next Meeting: Thursday, May 28, 2020, 9am, at Compton Family Mental Health Clinic, G-7, basement (921 E. Compton Blvd., Compton, CA 90221) or via Skype
Please send in questions ahead of time so we can answer them as a group!
Dr. Erica Melbourne, Chair, emelbourne@dmh.lacounty.gov
Dr. Socorro Gertmenian, Co-Chair, socorrog@wellnestla.org

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

Type of Meeting	Service Area 6 QIC	Date	04/23/2020	
Place	VIA SKYPE	Start Time:	9:00 am	
Chairperson Co-Chair	Dr. Erica Melbourne Dr. Socorro Gertmenian	End Time:	11:00 am	
Members Present	<i>Shaun Allen</i>	<i>Kedren</i>	<i>William Barreto</i>	<i>DMH Contract Management and Monitoring Division</i>
	<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Erika Wilson</i>	<i>DMH-AFH</i>
	<i>Socorro Gertmenian</i>	<i>Wellnest (LACGC)</i>	<i>Daiya Cunnane</i>	<i>DMH QI</i>
	<i>Carl Levinger</i>	<i>DMH-SFC-Wateridge SA6</i>	<i>Patricia Lopez</i>	<i>DMH QA</i>
	<i>Robin Moten</i>	<i>Barbour & Floyd Medical Associates</i>	<i>Frances Ohaeri</i>	<i>DMH-AFH</i>
	<i>Christine Pina</i>	<i>Aviva Family and Children's Services</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>
	<i>Rocio Favela- Rodriguez</i>	<i>Bayfront Youth and Family services</i>	<i>Jamie Chess</i>	<i>Exodus Recovery Inc.</i>
	<i>Erika Flores</i>	<i>Alafia Mental Health Institute</i>	<i>Leah Gutierrez</i>	<i>The Guidance Center</i>
	<i>Janine Solano</i>	<i>Star View Community Services</i>	<i>Carina Hernandez</i>	<i>Star View Community Services</i>
	<i>Erica Melbourne</i>	<i>DMH-SA6 Admin</i>	<i>Geraldine Tinson</i>	<i>SFC Carson/Compton</i>
	<i>Buki Akinyemi</i>	<i>St. Joseph Center</i>	<i>LaShawn Smith</i>	<i>SSG</i>
	<i>Jocelyn Bush Spurlin</i>	<i>UMMA Community Clinic</i>	<i>Evelyn Gutierrez</i>	<i>Dignity Health</i>
	<i>Cheyla Bellamy</i>	<i>Masada Homes</i>	<i>Chloe Gomez</i>	<i>JWCH Institute</i>
	<i>Christina Perez</i>	<i>Weber Community Center</i>	<i>Marina Eckart</i>	<i>Didi Hirsch Mental Health Services</i>
	<i>Victoria Rodriguez</i>	<i>Wayfinder Family Services</i>		
<i>Yovette Roldan</i>	<i>SCHARP</i>			
<i>Marc Borkheim</i>	<i>DMH QA</i>			
<i>Ashlei Sullivan</i>	<i>Olive Crest</i>			
<i>Kanisha McReynolds</i>	<i>Amanaecer CCS</i>			
<i>Lee Gossett</i>	<i>Wayfinder Family Services</i>			
<i>Carissa Delgado</i>	<i>Tessie Cleveland</i>			
<i>Rasean Jones</i>	<i>DMH Contract Management</i>			
<i>Andy Vigil</i>	<i>DREW CDC</i>			
<i>LaShawn Smith</i>	<i>HOPICS</i>			
<i>Victoria Kim</i>	<i>DMH</i>			
<i>Shantele Blackmon</i>	<i>Weber Community Center</i>			

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Erica Melbourne called the meeting to order at 9:06a.m and members introduced their self via chat box and email.		
Review of Minutes	Minutes from Nov 2019, Jan, Feb & March 2020- were approved by Shantele Blackmon with the necessary name changes and/or additions. Jamie Chess from Exodus seconded the motion.		
Presentation	Dr. Marc Borkheim presented on – QA Knowledge Assessment Survey.	A slideshow was made available to members.	
Quality Improvements	<p><i>CPS</i></p> <ul style="list-style-type: none"> • <i>Spring 2020 CPS will be postponed until June 22nd-26th</i> • <i>The pilot for the new survey is pending.</i> • There may be a possible webinar in May for the surveys. <p><i>ACCESS Center</i></p> <ul style="list-style-type: none"> • Test Calls still need to be done. The number of test calls will be reduced to 6 per month. <p>Grievances & Change of Provider</p> <ul style="list-style-type: none"> • Has been suspended at this time, but people should still send in reports from previous months by the 10th of every month. <p>Quality Improvement Meetings</p> <ul style="list-style-type: none"> • These meetings are only required quarterly, but we will still have these meetings on a monthly basis unless members agree to quarterly. 		

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	<p>Health Information Management (HIM/DO's only)</p> <ul style="list-style-type: none"> • For – Release of records request, verbal authorizations for record disclosure – Call Yvonne Mijares at 213.251.6808 or Heather McDonald at 213.251.6508 • For – Conflict disclosure concerns regarding client records, subpoenas, or if a clinician has been subpoenaed to appear at court – Call Charles Onunkwo at 213.251.6722 		
<p>Quality Assurance</p>	<p><i>Recent/Upcoming Audits & Reviews</i></p> <ul style="list-style-type: none"> • <i>El Centro del Pueblo's MR Grant is scheduled for May 2020, but it may be put on hold</i> <p><i>Training and Operations</i></p> <ul style="list-style-type: none"> • <i>All trainings have been put on hold/</i> • <i>Chart Reviews are on hold.</i> <p><i>Policy & Technical Development</i></p> <ul style="list-style-type: none"> • <i>IBHIS Trainings may be online.</i> • <i>Any technical assistance, training and operations questions – Email qa@dmh.lacounty.gov or Dr. Erica Melbourne (Please CC Dr. Melbourne if you use the QA email)</i> • <i>NACT still needs to be updated.</i> • <i>NACT monthly calls are still taking place.</i> • <i>Next NACT Webinar call – May 12th at 9am.</i> • <i>An Error Correction call takes place during the NACT Webinar call.</i> • <i>Any Questions regarding the NACT – Email hWashington@dmh.lacounty.gov</i> 		

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	<ul style="list-style-type: none"> • <i>SRTS is being moved to a Dynamic application, but for now SRTS is still required for referrals.</i> • <i>Access Center is now offering a Warm/Helpline – Information will be emailed out.</i> • <i>Several QA documents related to COVID-19 has been emailed out. Dr. Melbourne discussed some of the updated bulletins with members.</i> • <i>Dr. Melbourne showed members where to find updated bulletins related to COVID-19 on DMH’s website.</i> <p><i>Medi-Cal Certification</i></p> <ul style="list-style-type: none"> • <i>Site certifications & visits are on hold as of now.</i> • <i>We are waiting for update from State on how certifications will be processed.</i> • <i>Waivers process has not changed. Waivers are still being processed.</i> 		
Announcements	<ul style="list-style-type: none"> • Webinars will still take place. 		
Next Meeting	<p>Next Meeting is May 28th, 2019 (9am – 11am) VIA Skype +13237766996 (Dial-In Number) Conference ID: 572837193</p>		

Respectfully Submitted, Erika Wilson