

Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
July 25, 2019
AGENDA



Welcome and Introductions
Minutes from June

Presentation/Training

Quality Improvement

- I. Compliance, Privacy, & Audit Services Bureau Policy Updates **see attachment*
- II. Cultural Competency Updates
 - a) 2019 Cultural Competency Plan **DRAFT*
 - b) Language Interpretation Request for Meetings and Conferences
 - c) Cultural Competency Webpage
- III. QID Updates
 - a) Annual Test Calls Study Survey Form – Question #10
 - b) Spring 2018 Open Ended Comments Summary Report
 - c) QI Evaluation Report Summary for CY 2018

Quality Assurance

- I. Recent/Upcoming Audits
- II. State DHCS Updates
- III. Training and Operations
 - a) Schedule of Training and Presentations **see attachment*
 - b) Service Area Coverage
 - c) QA Website
 - d) LE Chart Review Process Forms
 - e) QA Knowledge Assessment **see email*
- IV. Policy & Technical Development
 - a) Network Adequacy Updates
 - Access to Care/Network Adequacy Webinar, Tuesday 7/9 – Contact Howard – hwashtington@dmh.lacounty.gov
 - b) FINAL QA Bulletin 19-03: CANS and PSC Updates **see attachment*
 - c) CANS and PSC FAQs **see attachment*
 - d) Final Clinical Forms Bulletin 19-04: Assessment Form Revisions **see attachment*
 - e) Guide to Procedure Codes Updates
 - f) COD Services – QA Bulletin coming
 - g) Parolees and AB109 – QA Bulletin coming

Announcements

Next Meeting: Thursday, August 22nd, 9am – 11am
11833 S. Wilmington Ave., Los Angeles, CA 90059, Community Education Room
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, socorro@lacgc.org

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

Type of Meeting	Service Area 6 QIC	Date	07/25/2019	
Place	MLK Center for Public Health 11833 So. Wilmington Ave, Los Angeles, CA 90059 Community Engagement Conference Room.	Start Time:	9:00 am	
Chairperson Co-Chair	Dr. Erica Melbourne Dr. Socorro Gertmenian	End Time:	10:30 am	
Members Present	<i>Shaun Allen</i>	<i>Kedren</i>	<i>William Barreto</i>	<i>DMH Contract Agency</i>
	<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Evelyn Gutierrez</i>	<i>Dignity Health CBHC</i>
	<i>Sarah Barakat</i>	<i>Bayfront Youth & Family Services</i>	<i>Kathy Saucedo</i>	<i>Starview</i>
	<i>Michele Burton</i>	<i>Aviva Children & Family</i>	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>
	<i>Jamie Chess</i>	<i>Exodus Recovery</i>	<i>Barbara Linares</i>	<i>Kedren</i>
	<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Andy Vigil</i>	<i>Drew CDC</i>
	<i>Julie Elder</i>	<i>SCHARP & BFA</i>	<i>Brittany White</i>	<i>Personal Involvement Center</i>
	<i>Laurel Fox</i>	<i>SHIELDS for Families</i>	<i>Mariko Yamada</i>	<i>St. Francis</i>
	<i>Socorro Gertmenian</i>	<i>Wellnest (LACGC)</i>	<i>Roshni Patel</i>	<i>Kedren</i>
	<i>David Grams</i>	<i>PIC</i>	<i>Erika Wilson</i>	<i>DMH-AFH</i>
	<i>Chloe Gomez</i>	<i>JWCH Institute</i>	<i>Roberto Dominguez</i>	<i>Kedren</i>
	<i>Lani Espinas</i>	<i>Crittenton</i>	<i>Melissa Montilla</i>	<i>Kedren</i>
	<i>Leah Gutierrez</i>	<i>The Guidance Center</i>	<i>Iling Wang</i>	<i>DMH</i>
	<i>“Coco” Satoko Luce</i>	<i>DMH/WCMH</i>		
	<i>Kanisha McReynolds</i>	<i>CCS</i>		
	<i>Stephanie Castillo</i>	<i>SSG HOPICS</i>		
	<i>Erica Melbourne</i>	<i>DMH-SA6 Admin</i>		
	<i>Aminah Ofumbi</i>	<i>Didi Hirsch</i>		
	<i>Nisaa Madyun</i>	<i>DMH Compton</i>		
	<i>Alejandra Ramos</i>	<i>Tessie Cleveland TCCSC</i>		
<i>Demitri Richmond</i>	<i>1736 FCC</i>			
<i>Yovette Roldan</i>	<i>SCHARP & BFA</i>			
<i>Donna Dorty</i>	<i>Kedren</i>			
<i>Jessica Palma Stephanie Stevens-Hicks</i>	<i>DMH Kedren</i>			
<i>Beatrice Perez</i>	<i>1736 FCC</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 9:00a.m and followed with self-introductions.		
Review of Minutes	It should reflect in the minutes that Alejandro Ramos and Melissa Montilla works for Tessie Cleveland. Aminah Ofumbi will be leaving Didi Hirsch.	Lisa makes a motion to accept the minutes with the corrections. Mariko seconds the motion.	
Quality Improvements	<p><i>Compliance, Privacy, & Audit Services Bureau Policy Updates.</i></p> <ul style="list-style-type: none"> • There was an updated Policy Procedure form handed out. You can also find updated policies online. <p><i>Cultural Competency Updates.</i></p> <ul style="list-style-type: none"> • The 2019 Cultural Competency plan is being worked on. • There is an EQRO coming up in September. <p><i>QID Updates.</i></p> <ul style="list-style-type: none"> • Regarding the test calls going further, Question # 10 will be revised. • Open Ended Comment Summary Reports needed to be completed so our numbers can continue to increase. 		

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<p>Quality Assurance</p>	<p><i>Recent/Upcoming Audits.</i></p> <ul style="list-style-type: none"> • None <p><i>State DHCS Updates.</i></p> <ul style="list-style-type: none"> • More information on DHCS is available on the website. A handout was not present at meeting. <p><i>Training and Operations.</i></p> <ul style="list-style-type: none"> • Schedule of trainings and presentations were emailed out. Dr. Erica will re-send out the training schedules. • Any trainings that has Bertrand's name attached to it, have been canceled. • Patricia Lopez has been assigned to this SA as the new QA Lead, and will meet with members in August. • There will be a QA Website available in August. <p><i>Policy & Technical Development.</i></p> <ul style="list-style-type: none"> • Service request calls should always be logged in. This is a State requirement. • The goal for October is to be in 100% compliance in updating your information on the Network. • Howard Washington has a Webinar every 2nd Tuesday of the month. • CANS and PSC information was emailed out to members, please let Dr. Erica know if you have not receive it. • Guide to Procedure Code is not finalized yet. A copy will be emailed out once it is completed. There will be new trainings following the release of the Codes. 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Announcements	<ul style="list-style-type: none"> • There will be a QIC meeting in November, and will be dark for December. The meeting location for November is TBD. Dr. Erica asked if any agency could host the November 21, 2019 meeting at their location. • Bertrand Levesque is retiring and will no longer be the QA Lead. 		
Next Meeting	Next Meeting is August 22 th , 2019 (9am – 11am) at the MLK Public Health Building. 11833 S. Wilmington Ave., Los Angeles, CA 90059		

Respectfully Submitted, Erika Wilson