

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE
March 3, 2020

AGENDA

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| I. Welcome and Introductions | All |
| II. Trouble Shooter Roster, Updates | Dara Vines |
| III. Review of Minutes | All |
| IV. DMH Updates | Jacquie Wilcoxon |
| V. Quality Assurance | Dara / David |
| <ul style="list-style-type: none">• QA Announcement: The QA Unit (previously Division) is in a new Division (previously Bureau), the "Quality, Outcomes and Training Division"• Quality Assurance Liaisons' Meeting Minutes, December 9, 2019 and January 13, 2019• General Documentation Training Schedule, Revised, February 6, 2020• IBHIS Documentation Training (Directly Operated Only)• Clinical Forms Bulletin, No 20-01, February 20, 2020• CalAIM is now "Medi-Cal Healthier California for All" https://www.dhcs.ca.gov/provgovpart/pages/medi-calhealthiercaforall.aspx• Annual LE QA Report and Written Process• QA Knowledge Assessment Survey - Update• Network Adequacy/Access to Care: Excel spreadsheets will no longer be accepted effective 3/1/20• CANS/PSC - Updates | Marc Borkheim |
| VI. Quality Improvement | Dara/David |
| <ul style="list-style-type: none">• Policy Bulletin, Number 20-01-DMH, January 31, 2020• ACCESS Center – Updates<ul style="list-style-type: none">○ Monthly Response Times Reports CY 2019• SA 5 Consumer Perception Survey Results - Item Level Presentation | Jen Regan, PhD |

VII. Next QIC Meeting

Dara/David

The next Service Area 5 Quality Improvement Committee Meeting will be held on Tuesday, May 5, 2020 from 9:00AM – 11:00AM, at 11303 W. Washington Blvd., Suite 200, Los Angeles, CA 90066.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes**

Type of Meeting	Quality Improvement Committee	Date:	March 3, 2020
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	Start Time:	9:00 AM
Chair Co-Chair	Dara Vines, DMH David Tavlin, Step Up On Second	End Time:	11:00 AM
Members Present	Dara Vines, DMH; David Tavlin, Step Up On Second; Jacquelyn Wilcoxon, DMH; Martha Andreani, Providence St. John's; Jorge Alfaro, Providence St. John's; Jennifer Regan, DMH QI; Marc Borkheim, DMH QA; Misty Aronoff, Step Up On Second; Araceli Barajas, UCLA Ties for Families; Danielle Price, The Help Group; Patrice Grant, Edelman (Child); Eloisa Ramos Robles, Exceptional Children's Foundation; Matthew Lyon, St. Joseph Center; Marina Eckhart, Didi Hirsch; Johanna Aguiluz, The People Concern; Caitlyn O'Hara, Alcott Center; Blair Ibarra, Exodus; Claudia Angel, Exceptional Children's Foundation; Angeline Loch, The People Concern; Maria Tan, OASOC; Kelly Delish, Family Service of Santa Monica / VDM; Stephanie Yamada, PACS; Michelle Matthews, Edelman (Adult); Christina Tuman, Clare Matrix; Libby Hartigan, SHARE!; Lance Lenford, DMH; Cheryl Carrington, Vista Del Mar;		
Excused/Absent Members	Sherry Nourian, Vista Del Mar; Renee Lee, QA – Medi-Cal Certification; Wendy Coloma, The People Concern; Mandy Sommers, St. Joseph Center; Jeanine Caro-Delavaille; Claudia Angel, Exceptional Children's Foundation; Filippo Forni, New Directions for Veterans; Anahita Saadatifaïd, Homes for Life; Kristine Santoro, Didi Hirsch, Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Deborah Gibson, Homes for Life Foundation; Sara Nouri, Alcott Center; Kristi Rangel, Alcott Center; Aminah Ofumbi, Didi Hirsch; Camille Dennis, SHARE!; Gaby Cardenas, St. Joseph Center; Trish Burkett, Exodus Recovery; Nilsa Gallardo, Edelman – Adult; Dennis Gennis, Clare/Matrix; Theodore M. Cannady, DMH;		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 AM.	Introductions were made	Dara QIC Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for January 7, 2020.	Final approved Minutes for November 5, 2020 were distributed	QIC Membership Dara
	The Trouble Shooter Roster was updated.		Dara
DMH Updates	<p>Jacque Wilcoxon provided SA5 and DMH updates: 1) Bridge Housing has opened in Venice with 150 beds for homeless adults and TAY youth. Additionally, the VA will be opening a homeless shelter on their grounds in West Los Angeles; 2) Eva Carrera, the SA5 Contracts Manager, has officially retired. 3) March 1st was the deadline for LEs to request additional funding or a shift in funds. If there are questions, please contact your Contracts Liaison. 3) Dr. Sherin is lobbying Sacramento in order to keep MHSA dollars in DMH. There are ongoing discussions at the State level to develop a different payer system and possibly move indigent fund mental health resources from DMH to the different Health Plans. 4) The DMH FSP model is undergoing revisions (led by Lisa Wong). It does not appear, however, that the contracts will be re-bid.</p>		Jacque Wilcoxon

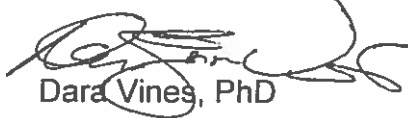
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> • QIC Announcement: The QA Unit (previously Division) is in a new Division (previously Bureau), the "Quality, Outcomes and Training Division" QA and QI are working on developing ways to integrate the work of these two units. • Quality Assurance Liaisons' Meeting Minutes, December 9, 2019 and January 13, 2020. • Quality Assurance Documentation Training Schedule, Revised, February 6, 2020 Providers can access Training Bulletins via the LACDMH website. • IBHIS Documentation Training (Directly Operated Only) • Clinical Forms Bulletin, No 20-01, February 20, 2020 Reviewed the following clinical forms: MH737 – Walk-in Request for Services; MH738 – Disclosure of Physical Probation Status; MH645- Infancy, Childhood, & Relationship Enrichment Initial Assessment Care (ICARE) 	<p>Copies of the QA Liaisons' Meeting Minutes for 12/9/19, and 1/13/20 were distributed to providers</p> <p>Copies of the QA Documentation Training Schedule for 2/6/20 were distributed to providers</p> <p>Copies of the IBHIS Documentation Training schedule were distributed to providers</p> <p>Copies of the Clinical Forms Bulletin No. 20-01 were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p>

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Quality Assurance	<ul style="list-style-type: none"> • CalAIM is now "Medi-Cal Healthier California for All" https://www.dhcs.ca.gov/provgovpart/pages/medi-calhealthiercaforall.aspx • Annual LE QA Report and Written Process The Annual LE QA Report and Written QA Process was due January 31, 2020. LE providers that have not submitted their QA Report should contact the QA Unit as soon as possible. • QA Knowledge Assessment Survey - Update Marc Borkheim (QA Liaison) discussed with SA5 QIC membership how they have experienced and used the QA Knowledge Assessment surveys thus far. He offered suggestions/examples on how the survey data could be used to promote learning. Additionally, he went over data from one of the responses from Survey #2 regarding TCM and clarified common TCM misconceptions. • Network Adequacy/Access to Care: Excel spreadsheets will no longer be accepted effective 3/1/20 		<p>Providers</p> <p>Providers</p> <p>Marc Borkheim, PhD Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	<ul style="list-style-type: none"> • CANS/PSC Update The QA Unit will be developing a monitoring plan to insure that providers are submitting CANS and PSC results as required. They are also developing a webinar for providers to address questions regarding CANS training, recertification and other issues. Send suggestions for topics to Kara Taguchi and Jen Hallman. • Policy Bulletin, Number 20-01-DMH, January 31, 2020 The Bulletin lists 2 New and 16 revised DMH policies. Providers were encouraged to review each of the relevant policies via the DMH Compliance Bridge website. • ACCESS Center – Updates <ul style="list-style-type: none"> ○ Monthly Response Times Reports CY 2019 ○ • SA 5 Consumer Perception Survey Item Level Review- Spring 2019 Collection Period Jen Regan, PhD (QI Liaison) presented a PowerPoint examining SA5 CPS item data (Spring 2019) from each of the different age groups. Engaged providers in a discussion of trends suggested by the data as well as possible interventions to improve those trends. Examples of interventions such as trainings, resources and other tools. 	<p>Copies of Policy Bulletin No. 20-01 were distributed to providers.</p> <p>Copies of the Monthly Response Times Reports CY 2019 were distributed to providers.</p> <p>Copies of the PowerPoint handout "Service Area 5 CPS Item Level Data Review" were distributed to providers.</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Jen Regan, PhD Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 5, 2020 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM.		

Respectfully Submitted,



Dara Vines, PhD