

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

September 16, 2020

9:30 am – 11:00 am

AGENDA

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| 1. Welcome and Introductions | Kristin Gray |
| 2. Review/approval of the Minutes** | All |

Quality Improvement

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| 1. Test Calls 2020 | Kristin Gray |
| 2. EQRO | |
| 3. Fall 2019 Consumer Perception Survey Results** | Daiya Cunnane |
| 4. Policy Updates | Kristin Gray |
| a. Bulletins 20-06, 20-07, and 20-08 | |

Quality Assurance

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| 1. Clinical Forms Bulletin 20-04** | Kristin Gray |
| 2. QA Updates – ICC Eligibility Form & Pre-authorization | |
| 3. Network Adequacy/Access to Care Updates | Gassia Ekizian |

Other Issues

- | | |
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| 1. Announcements | All |
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***Handouts**

**** e-mailed**

Next Meeting: October 21, 2020

Location: Microsoft TEAMS

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

Type of Meeting	Service Area 3 QIC	Date	09/16/2020	
Place	Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390#	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</i>	<i>Michele Galloway</i>	<i>Eggleston</i>
	<i>Susan Lam</i>	<i>Alma</i>	<i>Janise Carmichael</i>	<i>Eggleston</i>
	<i>Cynthia Concepcion</i>	<i>Almansor</i>	<i>Michael Olsen</i>	<i>ENKI</i>
	<i>Lan Chawkins</i>	<i>APCTC</i>	<i>Kim Tran</i>	<i>Ettie Lee</i>
	<i>David Palmer</i>	<i>Boy's Republic</i>	<i>David Felix</i>	<i>Five Acres</i>
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Jennifer Butler</i>	<i>Five Acres</i>
	<i>Leslie Shrager</i>	<i>Children's Bureau</i>	<i>Cheri Noone</i>	<i>Five Acres</i>
	<i>Paula Randle</i>	<i>David & Margaret</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>
	<i>Mira Kim</i>	<i>DMH</i>	<i>Elizabeth Boerkoel</i>	<i>Health Right 360</i>
	<i>Esther Lee</i>	<i>DMH</i>	<i>Patricia Esparza</i>	<i>Health Right 360</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Linda Heisen</i>	<i>Heritage Clinic</i>
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Beth Foster</i>	<i>Hillsides</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Tori Mohmand</i>	<i>Homes of Hope</i>
	<i>Kristin Gray</i>	<i>DMH</i>	<i>Rebecca Schaal</i>	<i>LeRoy Haynes</i>
	<i>Darlene Medina</i>	<i>DMH</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>	<i>Sybil Chacko</i>	<i>Maryvale</i>
	<i>Elizabeth Mota</i>	<i>DMH</i>	<i>Gabriela Rhodes</i>	<i>McKinley</i>
	<i>Frances Liese</i>	<i>DMH</i>	<i>Nicole Unrein</i>	<i>Prototypes</i>
	<i>Dennis Griffin</i>	<i>DMH</i>	<i>Vivian Chung-Easton</i>	<i>Prototypes</i>
	<i>Burton Stiefel</i>	<i>DMH</i>	<i>Erica Villalpando</i>	<i>PUSD School Mental Health</i>
<i>Yesenia Ruiz</i>	<i>D'Veal</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>	
<i>Ariana Zepeda</i>	<i>D'Veal</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>	
<i>Londyn Miller</i>	<i>Eggleston</i>	<i>Irene Insunza</i>	<i>Spiritt Family Services</i>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date	
	<i>Ivette Sanchez</i>	<i>Spiritt Family Services</i>	<i>Rhonda Morken</i>	<i>Trinity</i>
	<i>Jennifer Escorcia</i>	<i>Starview</i>	<i>Brittney Walker</i>	<i>Trinity</i>
	<i>Stephanie Canales</i>	<i>Stars Inc.</i>	<i>Sasha Lopez</i>	<i>Trinity</i>
	<i>Kathy Saucedo</i>	<i>Stars Inc.</i>	<i>Aimee Mikalinis</i>	<i>Trinity</i>
	<i>Rocio Bedoy</i>	<i>Tri-City</i>	<i>Joseph Bologna</i>	<i>Trinity</i>
	<i>Isa Ayala</i>	<i>Tri-City</i>	<i>Diane Saunders</i>	<i>Victor Treatment Centers</i>
	<i>Jim Adams</i>	<i>Trinity</i>	<i>Renzo Roel</i>	<i>Victor Treatment Centers</i>
	<i>Janet Yang</i>	<i>Trinity</i>		
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.			
Review of Minutes	Motion to approve the previous meeting minutes by Robin Washington and second by David Palmer.	Presented Minutes		
Quality Improvement Updates				
Test Calls	Test Calls for SA3 are scheduled for October. Promotores will continue assisting with calls - No volunteers needed.			
EQRO	Occurring for SA 2 & 5.			
Consumer Perception Surveys	<p>Service Area (SA) 3 Fall 2019 Consumer Perception Surveys (CPS) Data Review presented by Dr. Daiya Cunnane. Proposed goal to focus on outreach to older adults.</p> <p>Spring 2020 results not available yet.</p> <p>No Fall 2020 CPS Survey – Will resume Spring 2021</p>	Power Point Presentation		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Policy Updates	Reviewed Policy Bulletins: 20-06, 20-07, 20-08 related to new, revised, and deleted policies.	https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=	
Quality Assurance			
Medi-Cal Certification	Discussed checklist updated on 8-12-2020 related to LACDMH Policies and Procedures. SA3 contact: Renee Lee at RMLee@dmh.lacounty.gov	Updated checklists emailed.	
Clinical Forms Bulletin 20-04	Central QA/QI Meeting now open to all providers https://tinyurl.com/QA-Meeting-invite Occurs the 2 nd Monday of each month from 10:30am-12pm.	Emailed	
QA Updates	Discussed Needs Evaluation updates, ICC Eligibility Form and Pre-Authorization Updates coming soon. Further discussion about upcoming trainings specific to these updates.		
Network Adequacy/Access to Care	Continue to update information every 30 days. Monitoring Process in effect –Currently reviewing data from May-July 2020 and contacting Program Managers (DO) or QA Reps (LE) if action is needed. Notice of Adverse Benefit Determination (NOABD) Forms coming soon –will replace NOA Forms.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Training & Operations	<p>Online Training for Directly Operated Programs – https://dmh.lacounty.gov/qa/qa-training/online-training-for-directly-operated-programs/</p> <p>General online Documentation Training – https://dmh.lacounty.gov/qa/qa-traning-for-general-documentation-and-claiming-online-trainings-non-ibhis/</p>	https://dmh.lacounty.gov/qa/qa-training/	
Other Issues	No announcements.		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Approved Minutes for meeting on 8/19/2020 3. PowerPoint Slides 09/16/20 4. Service Area (SA) 3 Consumer Perception Surveys (CPS) Data Review. 	Emailed	
Next Meeting	Next Meeting October 21, 2020.		

Respectfully Submitted, Darlene Medina, Department of Mental Health