

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

May 19, 2021
9:30 am – 11:00 am

AGENDA

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

Quality Improvement

- | | |
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| 1. Consumer Perception Survey Updates | Daiya Cunnane |
| 2. Gallup Client Wellbeing Survey | |

Quality Assurance

- | | |
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| 1. Medi-Cal Certification/Re-Certification Checklist | Renee Lee |
| 2. QA Updates | Kristin Gray |
| a. Pre-authorization FAQs updated 5/13/21 | |
| b. Covid-19 FAQs Updated 3/4/21 | |
| c. Chart Review Updates | |
| 3. Knowledge Assessment Survey Results | Kristin Gray |
| 4. Network Adequacy/Access to Care | Margaret Faye |

Other Issues

- | | |
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| 1. Remote Work and Telehealth Services | Gassia Ekizian |
| 2. Announcements | All |

Next Meeting: June 16, 2021
Location: Microsoft Teams

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

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| Type of Meeting | Service Area 3 QIC | Date | 5/19/2021 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place | Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390# Recording - http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9159 | Start Time: | 9:30 am | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chairperson Co-Chairs | Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian | End Time: | 10:40 am | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Members Present | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Lisa Ngo-Meza</i></td> <td style="width: 25%;"><i>Alma Family Services</i></td> <td style="width: 25%;"><i>Rebecca Schaal</i></td> <td style="width: 25%;"><i>Haynes</i></td> </tr> <tr> <td><i>Danielle Norman</i></td> <td><i>Bourne Inc.</i></td> <td><i>Grace Kim</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>David Palmer</i></td> <td><i>Boy's Republic</i></td> <td><i>Beth Foster</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Misook Nierodzik</i></td> <td><i>CIFHS</i></td> <td><i>Erica Wirtz</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children's Bureau</i></td> <td><i>Tara Farazian</i></td> <td><i>Homes for Life Foundation</i></td> </tr> <tr> <td><i>Renee Lee</i></td> <td><i>DMH- Med-Cal Certification</i></td> <td><i>Sybil Chacko</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Daiya Cunnane</i></td> <td><i>DMH - QI</i></td> <td><i>Gabriela Rhodes</i></td> <td><i>McKinley Children's Center</i></td> </tr> <tr> <td><i>Sarah Sullivan</i></td> <td><i>DMH</i></td> <td><i>Suzann McIntire</i></td> <td><i>McKinley Children's Center</i></td> </tr> <tr> <td><i>Robin Washington</i></td> <td><i>DMH - QA</i></td> <td><i>Leana Olague</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Kristin Gray</i></td> <td><i>DMH – SA3 Admin</i></td> <td><i>Elizabeth Boerkoel</i></td> <td><i>Prototypes</i></td> </tr> <tr> <td><i>Rosalba Trias-Ruiz</i></td> <td><i>DMH- SA3 Admin</i></td> <td><i>Erica Villalpando</i></td> <td><i>PUSD</i></td> </tr> <tr> <td><i>Bertha Beruman</i></td> <td><i>DMH – ESGV</i></td> <td><i>Rebecca DeKeyser</i></td> <td><i>San Gabriel Children's Center</i></td> </tr> <tr> <td><i>Darlene Medina</i></td> <td><i>DMH</i></td> <td><i>Jennifer Escorcio</i></td> <td><i>Starview</i></td> </tr> <tr> <td><i>Ariana Zepeda</i></td> <td><i>D'Veal</i></td> <td><i>Rocio Bedoy</i></td> <td><i>Tri-City Mental Health Authority</i></td> </tr> <tr> <td><i>Yesenia Ruiz</i></td> <td><i>D'Veal</i></td> <td><i>Joseph Bologna</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Adriana Gamez</i></td> <td><i>Eggleston</i></td> <td><i>Melanie Murad</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Janise Carmichael</i></td> <td><i>Eggleston</i></td> <td><i>Desiree Odom</i></td> <td><i>Violence Intervention Program</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td></td> <td></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Ettie Lee</i></td> <td></td> <td></td> </tr> <tr> <td><i>Cheri Noone</i></td> <td><i>Five Acres</i></td> <td></td> <td></td> </tr> <tr> <td><i>David Felix</i></td> <td><i>Five Acres</i></td> <td></td> <td></td> </tr> <tr> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> <td></td> <td></td> </tr> <tr> <td><i>Margaret Faye</i></td> <td><i>Hathaway Sycamores</i></td> <td></td> <td></td> </tr> </table> | | | <i>Lisa Ngo-Meza</i> | <i>Alma Family Services</i> | <i>Rebecca Schaal</i> | <i>Haynes</i> | <i>Danielle Norman</i> | <i>Bourne Inc.</i> | <i>Grace Kim</i> | <i>Heritage Clinic</i> | <i>David Palmer</i> | <i>Boy's Republic</i> | <i>Beth Foster</i> | <i>Hillsides</i> | <i>Misook Nierodzik</i> | <i>CIFHS</i> | <i>Erica Wirtz</i> | <i>Hillsides</i> | <i>Leslie Shrager</i> | <i>Children's Bureau</i> | <i>Tara Farazian</i> | <i>Homes for Life Foundation</i> | <i>Renee Lee</i> | <i>DMH- Med-Cal Certification</i> | <i>Sybil Chacko</i> | <i>Maryvale</i> | <i>Daiya Cunnane</i> | <i>DMH - QI</i> | <i>Gabriela Rhodes</i> | <i>McKinley Children's Center</i> | <i>Sarah Sullivan</i> | <i>DMH</i> | <i>Suzann McIntire</i> | <i>McKinley Children's Center</i> | <i>Robin Washington</i> | <i>DMH - QA</i> | <i>Leana Olague</i> | <i>Pacific Clinics</i> | <i>Kristin Gray</i> | <i>DMH – SA3 Admin</i> | <i>Elizabeth Boerkoel</i> | <i>Prototypes</i> | <i>Rosalba Trias-Ruiz</i> | <i>DMH- SA3 Admin</i> | <i>Erica Villalpando</i> | <i>PUSD</i> | <i>Bertha Beruman</i> | <i>DMH – ESGV</i> | <i>Rebecca DeKeyser</i> | <i>San Gabriel Children's Center</i> | <i>Darlene Medina</i> | <i>DMH</i> | <i>Jennifer Escorcio</i> | <i>Starview</i> | <i>Ariana Zepeda</i> | <i>D'Veal</i> | <i>Rocio Bedoy</i> | <i>Tri-City Mental Health Authority</i> | <i>Yesenia Ruiz</i> | <i>D'Veal</i> | <i>Joseph Bologna</i> | <i>Trinity</i> | <i>Adriana Gamez</i> | <i>Eggleston</i> | <i>Melanie Murad</i> | <i>Trinity</i> | <i>Janise Carmichael</i> | <i>Eggleston</i> | <i>Desiree Odom</i> | <i>Violence Intervention Program</i> | <i>Michael Olsen</i> | <i>ENKI</i> | | | <i>Windy Luna-Perez</i> | <i>Ettie Lee</i> | | | <i>Cheri Noone</i> | <i>Five Acres</i> | | | <i>David Felix</i> | <i>Five Acres</i> | | | <i>Gassia Ekizian</i> | <i>Foothill Family Services</i> | | | <i>Margaret Faye</i> | <i>Hathaway Sycamores</i> | | |
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| <i>Gassia Ekizian</i> | <i>Foothill Family Services</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Agenda Item & Presenter | Discussion and Findings | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible & Due Date |
|--|--|---|-------------------------------|
| Call to Order & Introductions | The meeting was called to order and followed with self-introductions. | | |
| Review of Minutes | Did not review and approve April minutes. | Will review and approve April minutes at next meeting in June. | |
| Quality Improvement | | | |
| Consumer Perception Surveys | <p>The Spring 2021 Consumer Perception Survey (CPS) Period will take place June 21st through June 25th, 2021. C# needed for LEs to access the portal. Dynamics account needed for DO access to portal. Brief video guides have been provided.</p> <p>Discussion followed about workflow of CPS administration and requesting access to the CPS portal.</p> | | |
| Client Wellbeing Survey | LACDMH Quality Outcomes and Training Division partnered with Gallup to measure client's wellbeing across programs, specifically for adults 18+. Invitation to participate sent by Gallup directly to client's email address on file. Launched May 18 th , 2021. | | |
| Quality Assurance | | | |
| Policy Bulletin 21-04 | <p>Reviewed Policy Bulletin 21-04 released April 30, 2021:</p> <ul style="list-style-type: none"> • <u>Updated Policy</u> – 312.01: Clinical Termination of Mental Health Services | https://dmh.lacounty.gov/providers/administrative-tools/policies-parameters-guidelines/ | |
| Knowledge Assessment Survey #3 | Reviewed results of Knowledge Assessment Survey #3. Discussed Treatment Plan example and answer to Question #2 related to targeted case management interventions. | https://dmh.lacounty.gov/ga/knowledge-assessment-surveys/ | |

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| <p>QA Updates</p> | <p>Pre-authorization frequently asked questions document updated 5/13/21 with new topics related to span fiscal year member authorizations for IHBS and TBS.</p> <p>COVID-19 frequently asked questions document updated 3/5/21.</p> <p>Chart review checklist tool to be updated soon. Implementation of recommendations video is now available on the website. The collaborative documentation training occurred 5/17/21.</p> | <p>https://dmh.lacounty.gov/qa/qa/bul/</p> <p>https://dmh.lacounty.gov/qa/qa/covid-19-info/</p> <p>Chart Review: https://dmh.lacounty.gov/qa/qa/crr/</p> | |
| <p>Network Adequacy/Access to Care</p> | <p>Access to Care</p> <ul style="list-style-type: none"> Monitoring January to March 2021. Please respond to emails when contacted. The Policy & Technical Development Team will be attending the next STRTP meeting to determine what Access to Care expectations will look like for STRTPs. Centralized Scheduling Pilot is ongoing in SA3, with plans to expand in the future. <p>NAPPA</p> <ul style="list-style-type: none"> As of 5/7/21, DO to now use NAPPA instead of IBHIS to create and update practitioner information. Please continue to review “Not Accepting New Beneficiaries” on a monthly basis as this is utilized for the Provider Directory. <p>NACT data due to the state by July 1, 2021 – please ensure all data has been accurately submitted to DMH.</p> | <p>https://dmh.lacounty.gov/qa/na/</p> <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p> | |

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|---------------------|--|---------|--|
| Handouts | QIC Meeting PowerPoint PPT | Emailed | |
| Next Meeting | Next Meeting is June 16, 2021 via Microsoft Teams. | | |

Respectfully Submitted, Kristin Gray, PsyD, Department of Mental Health