

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

Type of Meeting	Service Area 3 QIC	Date	9/15/2021																																																																
Place	Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390# http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9435	Start Time:	9:30 am																																																																
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	10:30 am																																																																
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Susan Lam</i></td> <td style="width: 25%;"><i>Alma Family Services</i></td> <td style="width: 25%;"><i>Patricia Tyler</i></td> <td style="width: 25%;"><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Cynthia Concepcion</i></td> <td><i>Almanson</i></td> <td><i>Beth Foster</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>David Palmer</i></td> <td><i>Boys Republic</i></td> <td><i>Sybil Chacko</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Misook Nierodzik</i></td> <td><i>CIFHS</i></td> <td><i>Elizabeth Boerkoel</i></td> <td><i>Prototypes</i></td> </tr> <tr> <td><i>Renee Lee</i></td> <td><i>DMH- Med-Cal Certification</i></td> <td><i>Erica Villalpando</i></td> <td><i>PUSD</i></td> </tr> <tr> <td><i>Sarah Sullivan</i></td> <td><i>DMH</i></td> <td><i>Rebecca DeKeyser</i></td> <td><i>San Gabriel Children's Center</i></td> </tr> <tr> <td><i>Robin Washington</i></td> <td><i>DMH - QA</i></td> <td><i>Dawn Dades</i></td> <td><i>Social Model</i></td> </tr> <tr> <td><i>Kristin Gray</i></td> <td><i>DMH – SA3 Admin</i></td> <td><i>Ivette Sanchez</i></td> <td><i>Spiritt</i></td> </tr> <tr> <td><i>Esther Lee</i></td> <td><i>DMH- CMMD</i></td> <td><i>Rachel Wozniak</i></td> <td><i>Stars Inc. – BHUC COI</i></td> </tr> <tr> <td><i>Elizabeth Mota</i></td> <td><i>DMH - CMMD</i></td> <td><i>Stephanie Canales</i></td> <td><i>Stars Behavioral Health</i></td> </tr> <tr> <td><i>Heidy Amador</i></td> <td><i>D'Veal</i></td> <td><i>Joseph Bologna</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Jim Adams</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Ettie Lee</i></td> <td><i>Melanie Murad</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Cheri Noone</i></td> <td><i>Five Acres</i></td> <td><i>Edith Herrejon</i></td> <td><i>Uplift Family Services</i></td> </tr> <tr> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> <td><i>Renzo Roel</i></td> <td><i>Victor Treatment Centers</i></td> </tr> <tr> <td><i>Rebecca Schaal</i></td> <td><i>Haynes</i></td> <td><i>Desiree Odom</i></td> <td><i>Violence Intervention Program</i></td> </tr> </table>			<i>Susan Lam</i>	<i>Alma Family Services</i>	<i>Patricia Tyler</i>	<i>Heritage Clinic</i>	<i>Cynthia Concepcion</i>	<i>Almanson</i>	<i>Beth Foster</i>	<i>Hillsides</i>	<i>David Palmer</i>	<i>Boys Republic</i>	<i>Sybil Chacko</i>	<i>Maryvale</i>	<i>Misook Nierodzik</i>	<i>CIFHS</i>	<i>Elizabeth Boerkoel</i>	<i>Prototypes</i>	<i>Renee Lee</i>	<i>DMH- Med-Cal Certification</i>	<i>Erica Villalpando</i>	<i>PUSD</i>	<i>Sarah Sullivan</i>	<i>DMH</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>	<i>Robin Washington</i>	<i>DMH - QA</i>	<i>Dawn Dades</i>	<i>Social Model</i>	<i>Kristin Gray</i>	<i>DMH – SA3 Admin</i>	<i>Ivette Sanchez</i>	<i>Spiritt</i>	<i>Esther Lee</i>	<i>DMH- CMMD</i>	<i>Rachel Wozniak</i>	<i>Stars Inc. – BHUC COI</i>	<i>Elizabeth Mota</i>	<i>DMH - CMMD</i>	<i>Stephanie Canales</i>	<i>Stars Behavioral Health</i>	<i>Heidy Amador</i>	<i>D'Veal</i>	<i>Joseph Bologna</i>	<i>Trinity</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Jim Adams</i>	<i>Trinity</i>	<i>Windy Luna-Perez</i>	<i>Ettie Lee</i>	<i>Melanie Murad</i>	<i>Trinity</i>	<i>Cheri Noone</i>	<i>Five Acres</i>	<i>Edith Herrejon</i>	<i>Uplift Family Services</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Renzo Roel</i>	<i>Victor Treatment Centers</i>	<i>Rebecca Schaal</i>	<i>Haynes</i>	<i>Desiree Odom</i>	<i>Violence Intervention Program</i>
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Call to Order & Introductions	The meeting was called to order and followed with self-introductions by presenting staff.																																																																		
Review of Minutes	Motion to approve the August 2021 meeting minutes by Robin Washington and second by Sybil Chacko.																																																																		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
QI Work Plan 2020 Evaluation Report	Reviewed the QI Work Plan Evaluation report for 2020. QI had established 10 domain goals and 18 objectives. 11 objectives met, 2 partially met, and 4 objectives not met. Discussed successes, such as the telemental health program growth and the development of the Consumer Perception Survey Portal. Identified ongoing efforts such as maternal mental health training and support.	https://dmh.lacounty.gov/qid/	
Quality Outcomes and Training Division	Gallup Wellbeing Client Survey period from May 18 th , 2021 and July 11 th , 2021 had 469 clients complete the survey. Next survey period will begin September 30 th , 2021. Goal is to have more client participation and discussed ways to encourage participation.		
Quality Assurance			
Medi-Cal Certification Updates	No current update to the Medi-Cal Certification Checklists. Providers discussed issues obtaining fire clearance and Medi-Cal Certification Liaison, Renee Lee, provided guidance.	https://dmh.lacounty.gov/qa/mc/cbul/	
Policy & Procedure Updates	Policy Bulletin 21-08: August 31, 2021. <ul style="list-style-type: none"> • New Policy: 306.02 – Emergency Drug Kits (DO) • Revised Policy: 303.02-P: Reporting Suspected Child Abuse & Neglect • Revised Policy: 303.03-P: Reporting Suspected Elder/Dependent Adult Abuse 	https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=	

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QA Updates	<p>CalAIM Implementation Dates discussed in detail at the QA/QI Countywide meeting. Focused on upcoming date in January 2022 regarding changes to eligibility criteria for SMHS.</p> <p>Upcoming documentation training on October 12th and Train the Trainer on October 25th.</p> <ul style="list-style-type: none"> • Collaborative Documentation webpage in development. <p>Online Community Outreach Services training in development.</p> <p>Knowledge Assessment Survey #4 still active.</p>		
QA Bulletin 21-05: Updates to Practice Arising from the COVID-19 Public Health Emergency Experience	<p>Reviewed updated information related to obtaining consent for services; signatures for HIPAA related forms and financial forms; medication services via telehealth/telephone; and place of service when providing telehealth/telephone services.</p>	<p>https://dmh.lacounty.gov/qa/qa_bul/</p>	
Multidisciplinary Assessment Team (MAT) Frequently Asked Questions (FAQ)	<p>MAT FAQs document being finalized and will be sent to providers soon. Information related to documentation, billing, participation in the Child and Family Team Meeting, completion of the Summary of Findings, and linkage to services.</p>		
Network Adequacy/Access to Care	<p>NAPPA updates will be live on September 20th, 2021.</p> <p>QA Unit is continuing to monitor Access to Care. Please respond if you receive an email from them.</p>	<p>https://dmh.lacounty.gov/qa/na/</p> <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p>	

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	<ul style="list-style-type: none"> Reviewed access to care services specific to Eating Disorders. <p>Continue to monitor “accepting new beneficiaries” on a monthly basis.</p>		
Handouts	<ul style="list-style-type: none"> September SA3 QIC PPT QA Bulletin 21-05: Updates to Practice from COVID19 		
Next Meeting	Next Meeting is October 20, 2021 via Microsoft Teams.		

Respectfully Submitted, Kristin Gray, Psy.D., Department of Mental Health