

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	9/21/2021	
Place:	Microsoft Teams Meeting	Start Time:	1:32 PM	
Chairpersons:	Greg Tchakmakjian (Co Chair) Susan Lam (Co-Chair) Lisa Ngo-Meza (Interim Co-Chair)	End Time:	2:13 PM	
Members Present:	Susan Lam, Michael Olsen, Lisa Ngo-Meza, Jenna Radloff, Rosa Torres, Elizabeth Mota, Yesenia Zacarias, CAESAR MORENO, Elizabeth Hernandez, Lucia Cota, Vi Nguyen, Quenia Gonzalez, Erica Wirtz, GWENDOLYN LO, Hsiang Ling Hsu, Anthony Thai, Jenny Rodriguez			
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible
Welcome/Introductions	Meeting was called to order at 1:32PM:			Greg Tchakmakjian
Review & Approval of Minutes				

Quality Improvement Updates	<ul style="list-style-type: none">- No Quality Improvement Updates- EQRO session will be held on 9/27/2021 and QA reps need to be present		
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Quality Assurance

Reviewed the Gallup Survey

- The Gallup Survey is a tool that effectively measures aspects of wellbeing including having a safe place to live, someone to love, and something productive to do
- The Gallup Survey is meant to help minimize burden to already overworked service providers
- Seeking help to have survey be administered to 18+ receiving outpatient services
- There 5 areas of well-being: purpose, social, community, physical, and financial
- Next fielding begins 9/30/2021

Reviewed QA Bulletin 21-0x: Updates to Practice Arising From the COVID-19 Public Health Emergency

- Consent forms (non-HIPPA) and CTPs – verbal consent is still accepted
- HIPPA forms such as PHI, Caregiver’s Affidavit will require physical signatures from the client.
- Progress notes should include COVID19 statement if the service was delivered in a non-standard manner due to COVID-19.
- For medication consent - verbal consent for medications if the client is unavailable to sign due to services being provided via telehealth or telephone. In these situations, practitioners should at least offer to send the consent for medications to the client for signature and document if the client declined.
- Initial assessment and medication evaluation can continue to be done over the phone or telehealth.
- There are no changes to Telehealth/Telephone procedural codes

Reviewed MAT FAQs

- CTP is required when mental health services will be rendered
- Plan Development should be claimed when

Greg
Tchakmakjian

Susan Lam and
Lisa Ngo-Meza

Quality Assurance

- developing the client's treatment plan
- MAT providers can continue to provide and claim for care coordination for the client even if it exceeds 60 days

Adjournment	Meeting was adjourned at 2:13 PM Respectfully Submitted, Lisa Ngo-Meza, AMFT SPA 7 QIC Interim Co-Chair	<i>Next Meeting:</i> <i>December 21, 2021 @ 1:30pm</i>	
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