



**SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE**  
**September 15, 2021**  
**1:30-3:30 p.m.**

**[Join Microsoft Teams Meeting](#)**  
**+1 323-776-6996; Conference ID: 691 014 664#**

**Co-chairs:** Emily Ramos (absent), Michele Munde (Star View), Courtney Stephens (MHALA)  
**SA 8 QI/QA Liaison:** Ann Lee; **QI Division Lead:** Jennifer Regan; **QA Division Lead:** Mark Borkheim

**AGENDA**

*Please refer to the meeting slides for detailed information for each agenda item.*

|    |   |
|----|---|
| 1. | <p><b>QI Website</b> – <a href="https://dmh.lacounty.gov/qid/">https://dmh.lacounty.gov/qid/</a></p> <ul style="list-style-type: none"> <li>❖ EQRO Update</li> <li>❖ QI Workplan FY 2021 posted here: <a href="#">CY 2021</a></li> <li>❖ Consumer Perception Survey Follow up           <ul style="list-style-type: none"> <li>➤ Demo - how to obtain/renew a C#; SAR portal access</li> <li>➤ Courtney Stephens, PhD, Sr. Director of Evaluation &amp; Compliance, MHALA</li> <li>➤ Share providers' survey workflow successes</li> <li>➤ Survey liaison roster will be developed to make sure staff involved with surveys will get the survey info</li> </ul> </li> </ul>   |
| 2. | <p><b>QA webpage:</b> <a href="https://dmh.lacounty.gov/qa/">https://dmh.lacounty.gov/qa/</a></p> <ul style="list-style-type: none"> <li>❖ Gallup Wellbeing Survey for Adults</li> <li>❖ Quality Improvement – No Updates Quality Assurance</li> <li>❖ State Updates (CalAIM – SPA, Medical Necessity, Telehealth)</li> <li>❖ QA Emails Sent Out</li> <li>❖ Reminder - Health Information Management (Staff Updates)</li> <li>❖ Training &amp; Operations:           <ul style="list-style-type: none"> <li>➤ Legal Entity Chart Reviews</li> <li>➤ Collaborative Documentation</li> <li>➤ QA Knowledge Assessment</li> </ul> </li> <li>❖ Policy &amp; Technical Development:           <ul style="list-style-type: none"> <li>➤ Draft QA Bulletin 21-0x: Updates to Practice from COVID-19</li> <li>➤ MAT FAQs</li> <li>➤ Network Adequacy &amp; Access to Care Webinar</li> <li>➤ Directly Operated Chart Reviews</li> </ul> </li> <li>❖ Upcoming Webinars</li> </ul> |

**Next SA 8 QI/QA Meeting Info:**

**October 20, 2021**  
**1:30-3:30 p.m.**

**[Join Microsoft Teams Meeting](#)**  
**+1 323-776-6996; Conference ID: 691 014 664#**



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH**  
**SERVICE AREA 8 QI/QA COMMITTEE MEETING**  
**09/15/2021**  
**1:30PM-3:30PM**

|                           |  |
|---------------------------|--|
| <b>Type of meeting:</b>   | Virtual monthly meeting via MS Teams   |
| <b>Meeting Recording:</b> | Link to the 09/15/21 meeting recording:<br><a href="http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9465">http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9465</a> |
| <b>Members Present:</b>   | See attached at the end of the minutes   |

| AGENDA ITEMS                         | DECISIONS AND ACTIONS   | RESPONSIBLE UNIT/STAFF | DUE DATE |
|--------------------------------------|---|------------------------|----------|
| <b>Meeting sign-in</b>               | Link was provided during the meeting and on the slides to record attendance:<br><a href="https://tinyurl.com/SA8QualitySept2021">https://tinyurl.com/SA8QualitySept2021</a>   |                        |          |
| <b>QUALITY ASSURANCE</b>             |   |                        |          |
| <b>QA webpage</b>                    | <a href="https://dmh.lacounty.gov/qid/">https://dmh.lacounty.gov/qid/</a>   |                        |          |
| <b>Central Monthly QA/QI meeting</b> | <b>Central QA/QI Meeting recording 9/13/2021</b><br><a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9388">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9388</a><br><br><b>Next Central QA/QI meeting will be held on October 4<sup>th</sup>, 10:30am-12:00pm.</b> |                        |          |

|  |  |
|--|--|
| <b>Gallup Wellbeing Survey for Adults</b>            | <ul style="list-style-type: none"> <li>➤ Sent out to all adult consumers 18 and over.</li> <li>➤ Discussed results from the Data collection period from May 18-July 11, 2021</li> <li>➤ Next survey period will start September 30<sup>th</sup>. Seeking providers support to inform clients and encourage their participation. Ensure correct email address in client record.</li> </ul>  |
| <b>DHCS Updates</b>                                  | <ul style="list-style-type: none"> <li>➤ Discussed CalAIM implementation updates</li> <li>➤</li> </ul>   |
| <b>Network Adequacy/Access To Care Live Meetings</b> | <p>The August meeting has been canceled. Next meeting: September 14<sup>th</sup>, 9 - 10:00 AM</p> <p><b>Meeting recordings will be posted on the QA website.</b></p>  |
| <b>Health Information Management (HIM)</b>           | <p>Charles Onunkwo, DMH Health Information Management Assistant Director, has been promoted and left DMH. QA anticipates filling the position quickly</p> <ul style="list-style-type: none"> <li>○ In the interim, please send general HIM related questions to <a href="mailto:dmhhim@dmh.lacounty.gov">dmhhim@dmh.lacounty.gov</a></li> <li>○ For subpoenas, contact: <ul style="list-style-type: none"> <li>• Olga Birov: <a href="mailto:obirov@dmh.lacounty.gov">obirov@dmh.lacounty.gov</a></li> <li>• Yvonne Mijares: <a href="mailto:ymijares@dmh.lacounty.gov">ymijares@dmh.lacounty.gov</a></li> <li>• Heather McDonald: <a href="mailto:HaMcDonald@dmh.lacounty.gov">HaMcDonald@dmh.lacounty.gov</a></li> </ul> </li> </ul> |
| <b>Legal Entity (LE) Chart Reviews Update</b>        | <ul style="list-style-type: none"> <li>➤ Children’s Center of Antelope Valley coming up in October</li> <li>➤ Updates to version of the chart review tool used by QA Unit Reviewers and Summary Report format aimed at: <ul style="list-style-type: none"> <li>○ Employing a more qualitative approach, and</li> <li>○ Ensuring that key observations and areas where technical assistance and other support are indicated are clearly identified.</li> </ul> </li> </ul>  |
| <b>Training &amp; Operations</b>                     | <p><b>Collaborative Documentation</b></p> <ul style="list-style-type: none"> <li>➤ Upcoming General &amp; Train the Trainer Collaborative Documentation Training Dates: <ul style="list-style-type: none"> <li>○ General Collaborative Documentation -October 12th</li> <li>○ Train the Trainer –October 25th</li> </ul> </li> <li>➤ Training Bulletin/Registration Information for October trainings will go out this week</li> </ul>   |

|   |  |
|---|--|
|   | <ul style="list-style-type: none"> <li>➤ Further information regarding November dates soon to come</li> <li>➤ Collaborative Documentation Resource Webpage <ul style="list-style-type: none"> <li>○ Anticipated to be available by the end of September</li> </ul> </li> </ul> <p><b>Online Community Outreach Services (COS) Training currently in development</b></p> <ul style="list-style-type: none"> <li>➤ Will be available on the QA Training Page under <a href="#">General Training for Legal Entities and Juvenile Justice Halls/Camps</a></li> </ul> <p><b>QA Knowledge Assessment</b></p> <ul style="list-style-type: none"> <li>➤ Link to Survey #4 was sent out 8/19. Will remain open until 9/30.</li> </ul> |
| <p><b>Policy and Technical Development</b></p>    | <ol style="list-style-type: none"> <li><b>1. QA Bulletin 21-0x: Updates to Practice Arising from the COVID-19 Public Health Emergency</b> <ul style="list-style-type: none"> <li>➤ Discussed the FAQs from the draft bulletin. Will send out once QA finalizes.</li> <li>➤ Please see slides 18-23 for the FAQs that will be included in this bulletin.</li> </ul> </li> <li><b>2. MAT FAQs</b> were reviewed. Please see slides 24-26.</li> </ol>   |
| <p><b>Access to Care/Network Adequacy</b></p>     | <p>Access to Care/Network Adequacy Webinar was held yesterday, September 14<sup>th</sup>. The video recording is not yet available. Will send out the link once it is received.</p> <p>The next webinar will be held on October 12<sup>th</sup>. The link will also be sent out with this month's meeting recording link once it is available.</p>   |
| <p><b>DO QA Check-ins &amp; Chart Reviews</b></p> | <p>Please see slide 29 for list of clinics being reviewed from September-December. None identified for SA 8.</p>   |

| QUALITY IMPROVEMENT                |   |                        |          |
|------------------------------------|---|------------------------|----------|
| AGENDA ITEMS                       | DECISIONS AND ACTIONS   | RESPONSIBLE UNIT/STAFF | DUE DATE |
| QI webpage                         | <a href="https://dmh.lacounty.gov/qid/">https://dmh.lacounty.gov/qid/</a>   |                        |          |
| EQRO Review                        | ❖ EQRO Review - Monday, September 27 – Thursday, September 30, 2021 • SAs 1 and 7 have been selected to participate in the review   |                        |          |
| Quality Improvement Work Plan 2021 | The <a href="#">QI Work plan 2021</a> was discussed.  |                        |          |
| CPS follow up                      | <ul style="list-style-type: none"> <li>❖ Dr. Courtney Stephens (co-chair) provided a demonstration of how to obtain/renew a C# and SAR portal access. Encouraged LEs to work on C#s in advance of the spring 2022 surveys.</li> <li>❖ Discussion was held for providers to share their survey workflow successes, lessons learned, and efforts to increase survey completion: <ul style="list-style-type: none"> <li>○ During prior survey periods, Carlos from One in Long Beach discussed providing \$5 incentives that participants could bank for completing surveys which resulted in over 80% completion rate</li> <li>○ Courtney stated MHALA put all participants who were emailed a survey link into a giftcard raffle pool for a giftcard drawing since there was no way to determine who used the email survey link and completed/submitted the survey. Participants who were sent a link via text message and completed/submitted the survey, administered surveys over the phone or in-person were also included in the drawing. In the past for in-person surveys, MHALA provided giftcards to those that had actually completed paper surveys.</li> <li>○ Oreta from The Guidance Center stated they provided e-giftcards for completed surveys.</li> <li>○ Dr. Shonibare encouraged the committee to continue this discussion at the next meeting so please check with your survey staff and champions for their input.</li> </ul> </li> <li>❖ Discussed importance of proactively maintaining updated emails for clients so survey links will be received</li> </ul> |                        |          |

|                                      |   |
|--------------------------------------|---|
|                                      | ❖ Ann Lee will work on a survey liaison roster to make sure staff involved with surveys will get the survey info  |
| <b>CPS Spring 2021 Counts</b>        | Discussed slide 40 and possible workflow changes to increase counts for completed surveys. Will need to work on reducing the # of unread survey emails. |
| <b>Change of Provider Logs (COP)</b> | Please continue to submit (LEs email <a href="mailto:DMHCOP@dmh.lacounty.gov">DMHCOP@dmh.lacounty.gov</a> ; DOs continue submitting via online app).    |
| <b>NEXT MEETING</b>                  | The next meeting will be held on October 20, 2021 from 1:30PM-3:30PM.   |

*Ann Lee PhD*

Minutes Recorded by Ann Lee, DMH SA 8 Administration



LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING  
9/15/2021  
1:30PM-3:30PM**

**Members Present:**

| <b>NAME</b>           | <b>AGENCY/PROGRAM</b>   |
|-----------------------|---|
| Aaron Icedo           | San Pedro Mental Health Center  |
| Ann Lee (liaison)     | DMH SA 8 Administration   |
| Anna Galindo          | Personal Involvement Center   |
| Annetse Desta         | Telemental Health and Consultation  |
| Antoinette Washington | South Bay Mental Health Services  |
| Anya Juvasvat         | Dream Home Care, Inc.   |
| Brittany White        | Personal Involvement Center, Inc.   |
| Carlos Torres         | The Center Long Beach   |
| Cheylla Bellamy       | Masada Homes  |
| Colette James         | SHIELDS for Families  |
| Courtney Stephens     | Mental Health America Los Angeles (MHALA)   |
| Cristina Magarin      | DMH CMMD  |
| Dalia Diaz            | Helpline Youth Counseling, Inc  |
| Danielle Lowe         | SHIELDS for Families  |
| Darcy Deckman         | Aspiranet   |
| David Worden          | SHIELDS for Families  |
| Debra DeLeon          | SSG-OTTP  |
| Denise Shook          | Behavioral Health Services, Inc.  |
| Dora Anderson         | Harbor UCLA   |
| Dr. Tiffany Harvey    | Alafia Mental Health Institute (California Institute of Health and Social Services) |
| Efrain Marquez        | Behavioral Health Services  |
| Ekaete Ekpo           | Exodus Recovery, Inc.   |
| Elva Gutierrez        | The Guidance Center   |
| Enriqueta Allred      | Didi Hirsch MHS   |
| Erica Julian          | SHIELDS for Families  |
| Esther Lee            | CMMD/DMH  |
| Evelyn Nankanja       | Dream Home Care, Inc.   |
| Gabriela Rodriguez    | South Bay Mental Health Center  |
| Geralyn La Fleur      | Personal Involvement Center   |
| Gerardo Avila         | Exodus Recovery, Inc.   |

|                          |  |
|--------------------------|--|
| Hala Masri               | SSG Alliance                                     |
| Jennifer Mitzner         | Olive Crest                                      |
| Jesica Sandoval          | AADAP, Inc.                                      |
| Jo Ann Freeman           | Community Representative                         |
| Jocelyn Aguilar          | For The Child                                    |
| Joy Pate                 | CA Mentor  |
| Katherine Webb           | Star View Community Services                     |
| Kathleen Villagomez      | San Pedro Mental Health Center                   |
| Lance Lenford            | DMH Contracts Management and Monitoring Division |
| Layhearb Poon            | Long Beach API Family Mental Health Center       |
| Lourdes Rabello          | San Pedro Mental Health Center                   |
| LyNetta Shonibare        | DMH QI Division                                  |
| Marc Borkheim            | DMH QA Division                                  |
| Maria Llamas             | For The Child                                    |
| Martin Alvarez           | Telecare Corp.                                   |
| Melinda Kuoch            | DMH SA 8 HOME                                    |
| Michele Munde (co-chair) | Stars Behavioral Health Group                    |
| Nicole Santamaria        | Helpline Youth Counseling, Inc                   |
| Nicolette Bidlingmeyer   | 1736 Family Crisis Center                        |
| Nizhu Minhaz             | Counseling4Kids                                  |
| Oreta Draper             | The Guidance Center                              |
| Queta Allred             | Didi Hirsch                                      |
| Ruth Wen                 | San Pedro Mental Health Center                   |
| Sarah Barakat            | Bayfront Youth and Family Services               |
| Sarah Monson             | Childnet Youth and Family services, Inc          |
| Susan Osborne            | Mental Health America Los Angeles (MHALA)        |
| Tiffani Tran             | Counseling4Kids                                  |
| Victoria Rodriguez       | Dimondale Adolescent Agency                      |
| Yessica Brown            | Crittenton Services                              |