

The Whole Child
DMH SPA 7 Quality Improvement Committee Minutes
March 21, 2023

Type of Meeting:	DMH SPA 7 QIC Meeting	Date:	03/21/2023	
Place:	Microsoft Teams- Virtual	Start Time:	1:36 PM	
Chairpersons:	Caesar Moreno, Co-Chair Michael Olsen, Co-Chair Greg Tchakmakjian, DMH Liason	End Time:	3:19 PM	
Members Present:	Greg Tchakmakjian, Caesar Moreno, Micheal Olsen, Anna Galindo, Daiya Cunnane, Gwen Lo, Cynthia Juarez, Minerva Guzman, Allison Hardey, Vy Tran, Elizabeth Hernandez, Quenia Gonzalez, Beth Foster, Jenny Rodriguez, Lisa Ngo-Meza, Ana Ochoa, Jenna Radloff, Jason Carrasco, Esther Lee, Analia Barroso, Yesenia Zacarias, Martin Alvarez, Robin Washington, Laura Padrino, Mirtala Parada, Elizabeth Mota, Claudia Fierro, Tania Pineda, Melanie Cain, Caryl Lark			
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible	
Welcome/Introductions	Meeting was called to order at 1:36 PM. Greg Tchakmakjian asked group to complete a survey regarding return to in person meetings.		Greg Tchakmakjian	
Review and Approval of Minutes	Minutes from the December meeting were shared by Michael Olsen for everyone to review. Approval of minutes given by Elizabeth Hernandez and second by Robin Washington.		Greg Tchakmakjian	
Quality Improvement (QI) • QI Update	Daiya Cunnane provided information on Consumer Perception Survey. Daiya reminded LE providers that a C number is needed if provider plans to use DMH electronic portal. C Numbers are requested by the Provider Advocacy Office (PAO) Liaison for your site or agency. Estimated time is approximately 72 hours. Daiya shared reminder that existing staff must update their information by completing		Daiya Cunnane	

	<p>a NEW C NUMBER PACKET annually and to log in every 25-28 days. If provider does not know who their PAO Liaison is, provider should contact their own QA/QI department, SA QIC Chairperson, or DMH QI Unit at dmhqj@dmh.lacounty.gov. The UCLA portal does not require you to have a C number.</p> <p>Daiya shared handout Consumer Satisfaction Survey Best Practices: Survey Collection. Daiya explained that this handout gives helpful tips for providers to use to help assist in survey collection this year. Second handout shared by Daiya was the Consumer Satisfaction Survey Best Practices: Maintaining High Satisfaction.</p> <p>Daiya reported that there is a new process for Directly Operated to request access to the CPS application and stated information will be shared with Greg to distribute to all DO.</p> <p>Daiya reviewed 2023 Consumer Perception Survey Updates as of 3.20.2023. The survey week for all outpatient providers is Monday, May 15, to Friday, May 19, 2023. Any client that goes in for services that week, and that week only, should be given a survey to complete. C Number and CPS applications requests should be completed by Tuesday, May 9, 2023. Training Environment for both LE and Directly Operated providers must enter providers own email and phone number when creating practice survey records. Dummy/fake clients can be found using "aaa". QI Unit training will likely begin in mid-April.</p> <p>Gwen Lo asked if the same applies for clients using telehealth services. Daiya confirmed that telehealth clients should also be provided a survey.</p>		<p>Daiya Cunnane</p>
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<ul style="list-style-type: none">• QA Bulletin 23-02 <p>Health Information Management</p> <ul style="list-style-type: none">• Access to Care <ul style="list-style-type: none">• Records Retention Policy 401.01	<p>Caesar Moreno provided refresher on QA Bulletin 23-01 Updated Organizational Provider’s Manual. Caesar stated the county decided that the Immediate Same Day Assessment does cover all the required 7 assessment domains and can be used in lieu of the Initial Assessment form. The Same Day Assessment form is no longer limited to specific programs or situations and can be used with children, adolescents, and adults. Caesar reviewed other updates to the manual found in Chapter 1.</p> <p>Caesar provided update to Bulletin 23-02. Caesar explained that bulletin provides guidance to all LA County Department of Mental Health providers regarding the new chart review process and trainings under Cal AIM. The bulletin also has information on reasons for recoupment.</p> <p>Caesar reviewed slide on Access to Care. Caesar reported that the county is currently under a plan of correction with DHCS. He added that it is strongly encouraged that all providers assist in improving the access to care and shared webinar on 2/7/2023 to ways to improve capacity and access to care. If your agency is under 80% threshold, expect an e-mail from DMH.</p> <p>Greg Tchakmakjian discussed Records Retention policy 401.01 and clarified that it only applies to Directly operated clinics. All clinical records and PHI shall be retained for a period that is at least equivalent to the later of any of the following:</p> <ul style="list-style-type: none">• 10years following the conclusion of services.• For minors, until such time as the minor reaches 25 years of age.		<p>Caesar Moreno</p> <p>Caesar Moreno</p> <p>Caesar Moreno</p> <p>Greg Tchakmakjian</p>
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Other Announcements/Issues	No other announcements or issues were raised.		Greg Tchakmakjian
Adjournment	Meeting was adjourned at 3:19 PM Respectfully Submitted, Anna Galindo, QA/QI Specialist- The Whole Child	Next Meeting: 06/20/2023	Greg Tchakmakjian