

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

Type of Meeting	Service Area 3 QIC			Date:	1/18/2023																																																																																												
Place	Microsoft Teams Call-in Number: 323-776-6996; 385317491# Phone Conference ID: 793 730 258# Uri: http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10538			Start Time:	9:30 am																																																																																												
Chairperson Co-Chairs	Dr. Maria Moreno Dr. Margaret Faye Mrs. Gassia Ekizian			End Time:	11:00 am																																																																																												
Members Present	<table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Aja Lesh</td> <td style="width: 25%;">CIFHS</td> <td style="width: 25%;">Margaret Faye</td> <td style="width: 25%;">Sycamores</td> </tr> <tr> <td>Alexandra Yow</td> <td>CIFHS</td> <td>Maria Moreno</td> <td>SA 3 Administration</td> </tr> <tr> <td>Allison Hardey</td> <td>Hillsides</td> <td>Mark Rodriguez</td> <td>Bridges Inc</td> </tr> <tr> <td>Ana Viana</td> <td>Stars Behavioral UC- City of Industry</td> <td>Melissa DiGirolamo</td> <td>Institute for the Redesign of Learning / Almansor Clinical Services</td> </tr> <tr> <td>Bertha Berumen</td> <td>ESGVMHC</td> <td>Michael Olsen</td> <td>Enki Health Services, Inc</td> </tr> <tr> <td>Brittany Kesler</td> <td>Victor Treatment Centers, Pomona</td> <td>Patricia Tyler</td> <td>Heritage Clinic</td> </tr> <tr> <td>Brittany Rodriguez- Yanez</td> <td>Boys Republic</td> <td>Pedram Moshfegh</td> <td>Social Model Recovery Systems, Inc.</td> </tr> <tr> <td>Cassandra Jones</td> <td>Haynes Family of Programs</td> <td>Rebecca de Keyser</td> <td>San Gabriel Children's Center</td> </tr> <tr> <td>Chelsea Clifton</td> <td>Haynes Family of Programs</td> <td>Rebecca Schaal</td> <td>Pacific Clinics</td> </tr> <tr> <td>Cheri Noone</td> <td>Five Acres</td> <td>Renee Lee</td> <td>DMH Medi-Cal Cert</td> </tr> <tr> <td>Daiya Cunnane</td> <td>DMH QI</td> <td>Robin Washington</td> <td>DMH QA</td> </tr> <tr> <td>David Palmer</td> <td>Boys Republic</td> <td>Rosa Alvarez</td> <td>Heritage Group Homes</td> </tr> <tr> <td>Dawn Hernandez</td> <td>Haynes Family of Programs</td> <td>Rosalba Trias-Ruiz</td> <td>DMH SA3 Administration</td> </tr> <tr> <td>Edina Martinez</td> <td>HealthRIGHT 360</td> <td>Sally Barragan</td> <td>McKinley</td> </tr> <tr> <td>Emily Dual</td> <td>Spiritt Family Services</td> <td>Sarah Sullivan</td> <td>East San Gabriel Valley FSP</td> </tr> <tr> <td>Gassia Ekizian</td> <td>Foothill Frailly</td> <td>Seon Ji Park</td> <td>Trinity Youth Services</td> </tr> <tr> <td>Jacqui cheng</td> <td>Dmh ESGVMHC</td> <td>Shantele Blackmon</td> <td>Eggleston Youth Services</td> </tr> <tr> <td>Jennifer Escorcia</td> <td>Starview - Teammates</td> <td>Silvia Yan</td> <td>SSG-Asian Pacific Counseling & Treatment Centers</td> </tr> <tr> <td>Jessica Mendoza</td> <td>Prototypes</td> <td>Suzann McIntire</td> <td>McKinley</td> </tr> <tr> <td>Keity Gomez</td> <td>Heritage STRTP</td> <td>Tiffani Tran</td> <td>Five Acres</td> </tr> <tr> <td>Kimberly Nguyen</td> <td>CIFHS</td> <td>Vickie</td> <td>DMH</td> </tr> <tr> <td>Leana Olague</td> <td>Pacific Clinics</td> <td>Vicky Rivera</td> <td>Starview- Community Service</td> </tr> <tr> <td></td> <td></td> <td>Windy Luna-Perez</td> <td>Ettie Lee Homes, Inc</td> </tr> </table>					Aja Lesh	CIFHS	Margaret Faye	Sycamores	Alexandra Yow	CIFHS	Maria Moreno	SA 3 Administration	Allison Hardey	Hillsides	Mark Rodriguez	Bridges Inc	Ana Viana	Stars Behavioral UC- City of Industry	Melissa DiGirolamo	Institute for the Redesign of Learning / Almansor Clinical Services	Bertha Berumen	ESGVMHC	Michael Olsen	Enki Health Services, Inc	Brittany Kesler	Victor Treatment Centers, Pomona	Patricia Tyler	Heritage Clinic	Brittany Rodriguez- Yanez	Boys Republic	Pedram Moshfegh	Social Model Recovery Systems, Inc.	Cassandra Jones	Haynes Family of Programs	Rebecca de Keyser	San Gabriel Children's Center	Chelsea Clifton	Haynes Family of Programs	Rebecca Schaal	Pacific Clinics	Cheri Noone	Five Acres	Renee Lee	DMH Medi-Cal Cert	Daiya Cunnane	DMH QI	Robin Washington	DMH QA	David Palmer	Boys Republic	Rosa Alvarez	Heritage Group Homes	Dawn Hernandez	Haynes Family of Programs	Rosalba Trias-Ruiz	DMH SA3 Administration	Edina Martinez	HealthRIGHT 360	Sally Barragan	McKinley	Emily Dual	Spiritt Family Services	Sarah Sullivan	East San Gabriel Valley FSP	Gassia Ekizian	Foothill Frailly	Seon Ji Park	Trinity Youth Services	Jacqui cheng	Dmh ESGVMHC	Shantele Blackmon	Eggleston Youth Services	Jennifer Escorcia	Starview - Teammates	Silvia Yan	SSG-Asian Pacific Counseling & Treatment Centers	Jessica Mendoza	Prototypes	Suzann McIntire	McKinley	Keity Gomez	Heritage STRTP	Tiffani Tran	Five Acres	Kimberly Nguyen	CIFHS	Vickie	DMH	Leana Olague	Pacific Clinics	Vicky Rivera	Starview- Community Service			Windy Luna-Perez	Ettie Lee Homes, Inc
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Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Presenter & Due Date (if applicable)
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 November 2022 meeting minutes by Robin Washington and second by Erica Villaplanado.		
Medi-Cal Certification	Renee discussed the e-mail sent out with the updated Medi-Cal Certification Checklist and the Medi-Cal Certification Document Submission Guideline dated January 3rd, 2023. Hyperlinks to the DMH Organization Manual and Guide to Procedure Code Manual were removed to minimize the frequency of updated checklists. Also removed was the LA County DMH policy 301.01 and this is per policy Bulletin 22-11, which was posted November 30th, 2022. Certification letters are being sent out to the CEO or to the quality assurance manager. We are asking that when you sign the acknowledgement receipt, you utilize the same naming convention as the file sent to you and add "Signed" at the end of the file name. The updated Medi-Cal Certification Checklist and Document Submission Guidelines should be posted on the DMH website.	QA- MEDI-CAL PROVIDER CERTIFICATION - Department of Mental Health (lacounty.gov) Contact Renee Lee at RMLee@dmh.lacounty.gov	Renee Lee, LMFT
Quality Improvement	Daiya presented on C numbers and some best practices. The Consumer Perception Survey (PCS) - this is a mandated annual survey for satisfaction of clients who receive our outpatient services. We are mandated to do that through state and federal and will be asking every outpatient provider to participate. The survey will be conducted sometime in May and dates won't be given to us until March. The process will be the same as before using electronic surveys as well as paper versions. Daiya presented on Maintaining C Numbers for Consumer Perception Survey	Daiya Cunnane at dcunnane@dmh.lacounty.gov DMH QI Unit at dmhqi@dmh.lacounty.gov Maria will email out slides & handouts upon receipt from Daiya.	Daiya Cunnane, PsyD

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	<p>(CPS) Electronic Access Application and will be forwarding the slides and information to Maria so that she can email them to everyone. This process is only for LE agencies. C Numbers are requested by the Provider Advocacy Office (PAO) Liaison for your site or agency. To keep your C Number active, you need to log into the system every 30 days to prevent you from having to re-activate your number. Please start the process now if you have not done so already. C number packets must be renewed annually with CIOB. Any questions on this topic please email me.</p> <p>Next, I want to share some best practices from my former colleague Dr Jen Regan. She conducted some focus groups with some providers who had some real success in the CPS survey. Also, I have a sheet on maintaining high satisfaction with clients and caregivers. There are also tips on access, cultural sensitivity, and treatment planning.</p>		
Quality Assurance			
<p>QA Bulletins & Clinical Forms Bulletin</p>	<p>Gassia discussed the several bulletins that came out recently:</p> <ul style="list-style-type: none"> • QA Bulletin 22-10 Guide to Procedure Code Updates • Guide to Procedure Codes Final 12-20-22 • QA Bulletin 22-11 Screening & Transition Tool and Appendix • Clinical Forms Bulletin 22-02 • DHCS8765 B Transition of Care Form with MCPContacts • DHCS8765 C Youth Screening Tool with MCP Contacts • MH 500 Consent for Services 1-1-23 	<ul style="list-style-type: none"> • Guide to Procedure Codes Final 12-20-22.pdf • QA Bulletin 22-10 Guide to Procedure Code Updates.pdf • QA Bulletin 22-11 Screening & Transition Tool and Appendix.pdf • DHCS 8765 B Transition of Care Form with MCP Contacts.pdf • DHCS 8765 C Youth Screening Tool with MCP Contacts.pdf 	<p>Gassia Ekizian, LMFT Robin Washington, LCSW Maria Moreno, EdD, PSY, MSW, LCSW</p>

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	<ul style="list-style-type: none"> DHCS8765 A Adult Screening Tool with MCP Contacts MH 759 Open Payments Database Notification <p>The first was the Guide to Procedure Codes and it discussed the place of service codes and removed record review for missed appointments since it can no longer be claimed as a stand-alone service . Next is the Screening and Transition Tool Bulletin. This bulletin had a lot of information, and it was further discussed in the recent QA on the Air. It also had the contact information for the HMO plans and some workflow information. Updated Consent for Services form and the Open Payments notification bulletin and information for existing clients or current clients. Robin reported the MH500 and MH759 have been translated into Spanish – will be posted to website soon.</p>	<ul style="list-style-type: none"> MH 500 Consent for Services 1-1-23 (1).pdf Clinical Forms Bulletin 22-02.pdf DHCS 8765 A Adult Screening Tool with MCP Contacts.pdf MH 759 Open Payments Database Notification(1).pdf 	
<p>Removal of Chart Review Tools & DMH Policy Bulletin #22-11</p>	<p>Maria discussed the email that went out to DMH directly operated clinics. We are no longer doing chart review tools for the long and short version form. If directly operated clinics would like to still conduct chart reviews, they are more than welcome to use the LE chart review tool. DMH released Policy Bulletin #22-11 that was released on November 30th. There was some updates to the HIV AIDS legal responsibilities that affects both the directly operated and the contract clinics as well. Also nondiscrimination of beneficiaries. What they did was they added that generate identity to definition of protected class.</p> <p>310.01 HIV/AIDS Legal Responsibilities 201.02 Non-Discrimination of Beneficiaries 301.01 Personal Searches of Individuals Admitted to Lanterman-Petris-Short Designated Facilities.</p>	<ul style="list-style-type: none"> POLICY BULLETIN 22-11-DMH LAC Department of Mental Health Public Portal (compliancebridge.com) 	<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>

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	Policy 301.01 was deleted. The email link was also emailed in the invitation email for this meeting.		
Annual LE QA/QI Report & Written Process 2023	Robin discussed changes to this year's Annual LE QA/QI Report and Written Process. We've added QI to our process. We want to get more feedback from QI and want to work more closely together with them. There should only be one report and one process per legal entity. Please don't use the old forms. The new form has a lot of updates that we will go over shortly. The forms are due February 15 th . We've extended the deadline because they were sent out late this year due to the addition of changes. Any questions, please reach out to us.		Robin Washington, LCSW
Break Out Rooms	All attendees were assigned to a room to discuss the Problem List. How do you encourage staff to continue treatment planning without the structure of CTP? Feedback from members after group – helpful, some had technical difficulties, requested more time in groups.	Maria – at the next meeting, there will be another breakout session	All
Other Issues/ Announcements	No issues were identified.		Maria Moreno, EdD, PSY, MSW, LCSW
Next Meeting	Next Meeting is March 15, 2023 via Microsoft Teams.		

Respectfully submitted by Maria Moreno, EdD, PSY, MSW, LCSW, Department of Mental Health