

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

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>		<b>Date:</b>	<b>11/15/2023</b>
<b>Place</b>	<b>Microsoft Teams</b> Call-in Number: 323-776-6996; 385317491# Phone Conference ID: 793 730 258# URL: <a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=11351">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=11351</a>		<b>Start Time:</b>	<b>9:30 am</b>
<b>Chairperson Co-Chairs</b>	<b>Dr. Maria Moreno</b> <b>Dr. Margaret Faye</b> <b>Mrs. Gassia Ekizian</b>		<b>End Time:</b>	<b>11:00 am</b>
<b>Members Present</b>	Allison Hardey	Hillsides	Marc Borkheim	QA
	Astrid Topete	Heritage Homes	Maria Serratos	Heritage Homes
	Carlisha Walker	Dmh ccr south	Melanie Murad	Trinity Youth Services Yucaipa
	Catherine Wong	Spiritt Family Services	Michael Olsen	Enki Health Services, Inc.
	Chelsea Clifton	Haynes Family of Programs	Nadia Ziglari	Prototypes Pomona
	Cheri Noone	Five Acres	Patricia Tyler	Heritage Clinic
	Daiya Cunnane	DMH QI	Rachel Villa	7565A - Haynes Family of Programs
	Danielle Kubanis	McKinley	Rafael Santoya	Children's bureau
	David Palmer	Boys Republic	Rebecca Schaal	Pacific Clinics - Inland Region
	Elizabeth Mota	CMMD-LACDMH	Renee Lee	Medi-Cal Certification
	Emily Dual	Spiritt Family Services	Rosa Alvarez	02194 Heritage Group Homes
	Esther Lee	CMMD LACDMH	Sarah Sullivan	East San Gabriel Valley FSP
	Frances Liese	ESGVMHC	Seon Park	Trinity Youth Services 7552
	Hannah Chuapoco	Trinity Youth Services	Shantele Blackmon	Eggleston
	Jennifer Escorcia	Starview - Teammates	Stonee Laskey	Bourne Inc.
	Joanne Chen	CMMD	Sybil Chacko	Maryvale
	Keisha Blackshear	Institute for the Redesign of Learning formerly Almansor Clinical Services	Tiffani Tran	Five Acres
	Kim Blackmon	Dveal Family And Youth Services	Velinda Rosales	Starview
	Lan Nguyen-Chawkins	SSG APCTC Alhambra	Virginia Casimiro-Pedersen	Victor Treatment Centers, Pomona
	Leana Olague	Pacific Clinics	Windy Luna-Perez	Ettie Lee Homes
Lisa Dang	Tri City Mental Health			
Lorraine Romero	Victor Treatment Centers			

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Presenter & Due Date (if applicable)
<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions by presenting staff.		
<b>Review of Minutes</b>	Motion to approve the September 2023 meeting minutes by Gassia Ekizian and Lorraine Romero.		
<b>Medi-Cal Certification</b>	Renee discussed friendly reminders regarding Medi-Cal certification. If there are any changes at the provider level, whether you are having an address change, adding a mode of service, terminating a mode of service, provider name changes, any changes at the provider level, please reach out to your service area contract monitor to initiate the process for those changes. Please do not utilize the 850 forms for the fire clearance. It is the providers responsibility to contact their local fire department to request a fire safety inspection. For directly operated providers, if your fire department is requesting a fee, please reach out to me. For site visits, please let me know if you have any recent positive COVID cases on site so that we can discuss how to reschedule the onsite visit.	<p><a href="#">QA- MEDI-CAL PROVIDER CERTIFICATION - Department of Mental Health (lacounty.gov)</a></p> <p><a href="#">1064231 Bulletin19-02FireClearanceRequirement 10-25-19 FINAL.pdf (lacounty.gov)</a></p> <p>Contact Renee Lee at <a href="mailto:RMLee@dmh.lacounty.gov">RMLee@dmh.lacounty.gov</a></p>	Renee Lee, LMFT
<b>Quality Improvement</b>	Daiya discussed the annual External Quality Review Organization (EQRO) that happened this past October. We are still waiting for the final report which will come towards the end of the year or beginning of next year. Here are some brief updates that came out of the client and staff focus groups. In the client and caregiver groups, they reported that despite all of the staffing challenges, clients are feeling very well cared for. In terms of line staff group, there was a story from someone about who just started with the county. Within a couple of months, they received a high caseload and were thinking about moving on. Another comment from line staff we're starting to get an	<p>Daiya Cunnane at <a href="mailto:dcunnane@dmh.lacounty.gov">dcunnane@dmh.lacounty.gov</a></p> <p>DMH QI Unit at <a href="mailto:dmhqi@dmh.lacounty.gov">dmhqi@dmh.lacounty.gov</a></p>	Daiya Cunnane, PsyD

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	<p>influx of new staff, which is greatly appreciated, however, some supervisors are feeling overwhelmed with having to support so many new staff. New staff need training in onboarding, understanding policies and procedures, and activities within the agency. Please be mindful of the amount of work that folks are trying to manage. Folks might think about staff Wellness. It is the time of year where we celebrate our gratitude and thankfulness for each other and think about goals. Some ideas include team building activities, celebrations, and recognition in staff achievements.</p>		
<b>Quality Assurance</b>			
<p><b>Training &amp; Operations Name Change</b></p>	<p>Mark Borkheim is filling in for Robin Washington to discuss QA Unit's Training and Operations recently changed team name to Provider Support and Review. This will help distinguish its functions from the functions of Department's Training Unit. There are no changes to the functions and responsibilities of the Provider Support and Review Team. Mark discussed the roles, support, and upcoming changes in the review process. The main role of the unit is to be supportive, address provider QA questions, and looking at access to care issues.</p>	<p>Please contact us via the QA Mailbox for any additional questions:  <a href="mailto:QualityAssurance@dmh.lacounty.gov">QualityAssurance@dmh.lacounty.gov</a></p>	<p>Mark Borkheim, PhD</p>
<p><b>Group Discussion</b></p>	<p>Maria started the group discussion of "What activities is your agency doing to promote staff wellness &amp; self-care activities to prevent burnout?" Group members discussed activities at their agencies and suggestions were provided:</p> <ul style="list-style-type: none"> <li>• Recognition of staff members</li> <li>• Giving shout outs to staff in meetings or emailing supervisors</li> <li>• Staff outing, sharing a meal, games</li> <li>• Dressing up for Halloween</li> </ul>		<p>All</p>

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	<ul style="list-style-type: none"> <li>Annual adoptive family event</li> </ul>		
<p><b>Agency Announcements &amp; New Programs</b></p>	<p>Maria reported that we wanted to hear from our agencies and see if there's any new programs that are being developed or any kind of announcements. Margaret was unable to join us today and Maria shared that Hathaway Sycamores had openings in their specialized foster care program. For any referrals, please email Margaret directly. Frances shared ESGV provides outpatient services on the campus of La Puente High school to their students and now have access to a psychiatrist for medication support services.</p>		<p>All</p>
<p><b>Other Issues/ Announcements</b></p>	<p>Maria shared the 2024 calendar for next year QIC meetings.</p> <p>Questions were asked that will be discussed at the next QIC meeting in January.</p> <p>Do we need to submit claims in a certain order due to the Family Therapy/Group Therapy lockout against Individual Therapy?</p> <p>What is the correct code to bill for individual peer support is it H0025 or H0038?</p> <p>Does 90847 procedure code cover couples therapy?</p> <p>When referring to client's MCP, should be obtaining an authorization to release PHI (ROI)?</p> <p>What code would staff use for a family session with more than one open client who are members of the family?</p> <p>More clarity on Record Review for Diagnosis - when that code can be used?</p>		<p>Maria Moreno, EdD, PSY, MSW, LCSW</p>

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<b>Next Meeting</b>	Next Meeting is January 17, 2024 via Microsoft Teams.		

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