



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 1 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date 11/13/23  
Time: 1:00-1:45 pm

<b>Type of meeting:</b>	Virtual Microsoft TEAMS
<b>Meeting Link:</b>	<a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGEyZDAzMmQtNDNhZi00ZTY1LTgzODQtYTNjMjlkNmYzZjEx%40thread.v2/0?context=%7b%22Tid%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22Oid%22%3a%2242c6abee-7b15-4ba4-a75b-49743dd0cd87%22%7d">https://teams.microsoft.com/l/meetup-join/19%3ameeting_NGEyZDAzMmQtNDNhZi00ZTY1LTgzODQtYTNjMjlkNmYzZjEx%40thread.v2/0?context=%7b%22Tid%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22Oid%22%3a%2242c6abee-7b15-4ba4-a75b-49743dd0cd87%22%7d</a>
<b>Members Present:</b>	<p>See table below</p> <p>Jennifer Mize Service Area 1 QIC Chair , Nikki Collier DMH QA, Daiya Cunnane DMH QI, Kimber Salvaggio Service Area 2 QIC Chair, Susan Kudlick Palmdale Mental Health Clinic, Amber Anderson Antelope Valley MHC , Anastasia Herrera CIHSS, Evelina Panossian Palmdale Mental Health Clinic, Sara Klausner Child Family Guidance Center, James Coomes Service Area 1 District Chief, Deborah Hansen High Desert Regional Health, Jaime Nunnenkamp Mental Health America, Stephanie Ochoa Star View Teammates, Maral Aralielian Optimist Youth Homes, Norma Cuenca OYHFS, Esror Mohammad CMMD.</p>

AGENDA ITEMS	DISCUSSIONS/RECOMMENDATIONS/ACTIONS OR SCHEDULED TASKS	RESPONSIBLE UNIT/STAFF	DUE DATE
Introductions	Name of organization, your role, Brief description of services and population served.	All providers	
QI Updates	Consumer Perception survey, External quality review was completed at the end of October. Results will not be in until the end of the year. Some take aways from the focused groups: Clients and caregivers felt cared for and supported despite staffing shortages. Staff Wellness: New staff having High case loads and feeling like they already wanted to leave, Supervisors feeling overwhelmed with the added new staff and needing to support the new staff with training and juggling extra duties. As we are ending the year lets be thankful for each other and think of goals for next year and ways that we can support each other for staff wellness.	QI /Daiya Cunnane	Ongoing
QA updates	Name change to Provider Support and Review from Training and Operations to assist with distinguishing the function of the department. Functions are as follows: training, consultation, technical assistance, documenting and claiming related to Medi-cal SMHS requirements, review of clinical records of contract providers. Department support the service area through: addressing providers QA related questions, provide consultation on providers on forms, trainings, QA processes, and workflows to help meet requirements. Provide assistance with Providers documentation such as assessments and progress notes, provide documentation examples, QA resource information, trainings, post chart review, relay provider feedback and issues to the QA unit	QA/Nikki Collier	Ongoing

LE Providers Meeting Recap	Check for mismatches in taxonomy and void billing claims then resubmit based on taxonomy of the provider, new codes coming for Residential based on age from the state, discussed codes that were ok to resubmit. Discussed inpatient residential services are still pending clarification from the state.	QIC Chair / Jennifer Mize	Ongoing
Network Adequacy Meeting Recap	Discussed MCP SRTS referrals and the process and utilizing service request log for closed SRTS referrals instead of creating a new SRTS, discussed. Discussed new as of 11/1/23 MCP in need of coordination of care to reach out to the Health Access and Integration Unit. Utilizing the language line services and how to access them for both LE providers and Do providers. Discussed the need to remove Providers who are no longer at a service location9transferred, Promoted, extended leave of absence as soon as possible to ensure accuracy.	QIC Chair/ Jennifer Mize	11/1/23
Patients' Rights Reminders	Change of provider Forms Due before the 10 <sup>th</sup> of the Month CC Chair on the COP forms.	QIC Chair/ Jennifer Mize	Monthly before the 10 <sup>th</sup> of the month
Open Discussion For QIC Members	Discussed ongoing issues for connecting clients to Managed Health Care and discussed work around by having the MCP schedule appointment directly instead of referrals to ensure client is connected to services. Will be sending out a survey next month to discuss new date for Service Area 1 QIC meetings starting in February.	All Providers	Ongoing

**Respectfully Submitted by:**

Jennifer Mize RN  
SA 1 Adult QIC Chair

**NEXT MEETING:** Date December 11th, Time 1:00 pm