



SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) COMMITTEE

November 15, 2023

1:30-3:30 p.m.

[Join Microsoft Teams Meeting](#)

[+1 323-776-6996](#); Conference ID: 691 014 664#

Co-chairs: Emily Ramos (LBMHC), Michele Munde (Star View),
Courtney Stephens (MHALA)

SA 8 QI/QA Liaison: Ann Lee; **QI Division Lead:** Daiya Cunnane; **QA Division Lead:** Mark Borkheim

AGENDA

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

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|----|--|
| 1. | QA webpage: https://dmh.lacounty.gov/qa/ <ul style="list-style-type: none">❖ Meeting recordings and upcoming meetings links❖ QA on the Air❖ Policy & Technical Development❖ Provider Support & Review❖ LE Chart Reviews❖ QA Knowledge Assessment❖ HIM - 501.02 |
| 2. | QI Website – https://dmh.lacounty.gov/qid/ <ul style="list-style-type: none">❖ General Updates<ul style="list-style-type: none">○ CANS-IP and PSC-35○ COP Reminder |

Next SA 8 QI/QA Meeting Info:

December 11, 2023, 1:30-3:30 p.m.

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



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QI/QA COMMITTEE MEETING
11/15/2023
1:30PM-3:30PM**

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 10/25/2023 meeting recording: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10912
Members Present:	See attached at the end of the minutes

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Meeting sign-in	Link was provided during the meeting and on the slides to record attendance: https://forms.office.com/Pages/ResponsePage.aspx?id=SHJZBzjqG0WKvqY47dusgZh_AuVvyK5JnyljLC1rbs9URDhXOVFFVUpJRlI0QjJBUIFQWkg1OTNaRC4u		
QUALITY ASSURANCE			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QA webpage	https://dmh.lacounty.gov/qa		
Central Monthly QA/QI meeting	Central QA/QI Meeting Recording 11/13/2023: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10594 Next Central QA/QI meeting will be held on December 11 th from 10:30am-12:00pm.		

QA Updates	Dr. Borkheim presented the proposal to have a QA time slot each month as a forum to discuss challenges agencies face regarding QA process. Time can be used for brainstorming, troubleshooting, and addressing QA topics of interest and be more interactive. Please email Ann Lee for topic suggestions.	Please contact Ann Lee if you have any topics you would like to discuss during the QA slot	
QA on the Air	Next webinar: 12/27/2023 - Topic: CPT Codes Transformation /Payment Reform Part III. Please see the slide 6 for QA on the Air videos and next webinar link.		
Bulletin	QA Bulletin 23-05 Organizational Providers Manual Updates.pdf		
Access To Care/Network Adequacy	Upcoming - Network Adequacy/Access to Care Webinar November 7, 2023 at 9:00-10:00am		
Training & Operations And Policy & Technical Development	<ul style="list-style-type: none"> ➤ LE Chart Reviews - Please see slide 25 ➤ Annual QA Report and Written QA Processes – see slide 26 ➤ Clinical Forms Bulletin 22-02: New, Updated & Obsolete Forms – reviewed the bulletin ➤ 		
Health Information Management (HIM) Updates	<ul style="list-style-type: none"> ➤ Reviewed Records Retention Policy 401.01 for D.O. clinics. 		
Q&A	<p><i>Marc Borkheim, Ph.D., Clinical Psychologist II</i> <i>DMH Quality Assurance Unit</i></p> <ul style="list-style-type: none"> ➤ LE Chart Reviews ➤ QA Knowledge Assessment 		

QUALITY IMPROVEMENT			
AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage and updates	https://dmh.lacounty.gov/qid/		
New DMH Stakeholder process	MHSA unit is attending community stakeholder meetings in order to inform about the MHSA planning process and obtain stakeholder input.		
Consumer Perception Survey	<p>The CPS training environment is now live. When requesting access to the CPS, will be given link to the portal. Use fake names and not actual real client names when testing the application.</p> <ul style="list-style-type: none"> The selected provider list has been sent out. All D.O. and LE providers are selected (unless exempted). 		
Change of Provider Reports and Logs - reminders	Please continue to submit logs by the 10 th of every month. (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app). Quarterly reports will be sent out by Patients Rights Office.		
Safety Intelligence (SI)	Online reporting of clinical incidents. Contract providers need to have a "C" number to access the SI. For technical assistance or advisement, please contact Ly Ngo or Vanessa Jenkins. Their contact info is included in the slides.		
NEXT MEETING	The next meeting will be held on March 15, 2023 from 1:30PM-3:30PM.		

Ann Lee PhD

Minutes Recorded by Ann Lee, DMH SA 8 Administration



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
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**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING
11/15/2023
1:30PM-3:30PM**

Members Present:

What is your full name? (First and Last)	Clinic/Program/Agency Affiliation (if applicable)
Brenda Miranda	QI specialist /Alma family services.
Roberta Del Angel	SBHG/Star View Community Services
jennifer mitzner	olive crest
Debra DeLeon	SSG-OTTP
Jesica Sandoval	7528 AADAP
Jane Park-Aspe	Children's Institute
Linda Nakamura	Masada
Anna Grauerholz	Masada
Vannessa Martin	Dignity Health CA Behavioral Health Clinic
Courtney Olsen	Bayfront Youth and Family Services
Daiya Cunnane	DMH QI
Carina Hernandez	Star View Community Services
Tiffany Harvey, PsyD	7540 Alafia Mental Health Institute
Rosita Broaster-Lotiff	Personal Involvement Center
Elva Gutierrez	The Guidance Center
Sarah monson	7469
Rachel Sanchez	Childnet Youth and Family Services
Victoria Rodriguez	Dimondale Adolescent
Cristina Magarin	DMH CMMD SA 8
Katarena Harris	BHS, Inc
Rosa Diaz	Alma Family Services
Annetse Desta	Telemental Health/TMS
Daphne King	South Bay Childrens Health Center
Linda Torres	SSG Alliance/ERS
Claudia Morales	PACS
Crystal Maxwell	Rite of Passage, ATCS
Esther Lee	CMMD LACDMH
Dalia Diaz	Helpline Youth Counseling Inc.

Susan Osborne	MHALA
Liliana Lira	Counseling4kids
Patricia Tyler	Heritage Clinic
Victoria Juarez	SSG Alliance
Della Clayburg	SFC South County
Yeni Avila	olive crest
angela lee	TIES for Families