



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

October 18, 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	
<i>Please refer to the meeting slides for detailed information for each agenda item.</i>	
1.	QA webpage: https://dmh.lacounty.gov/qa/ <ul style="list-style-type: none"> ❖ SA 8 QI/QA Co-Chair Announcement ❖ Meeting recordings and upcoming meetings links <ul style="list-style-type: none"> ❖ QA Updates ❖ Discussion and Questions
2.	QI Website – https://dmh.lacounty.gov/qid/ <ul style="list-style-type: none"> ❖ General Updates <ol style="list-style-type: none"> 1. EQRO currently in progress. <ul style="list-style-type: none"> ➤ Review focused on: Access to Care, Timeliness of Care, Quality of Care, Outcomes of Care ➤ Review scheduled for October 16-18, 2023 <ul style="list-style-type: none"> ○ SA focus areas (SA 6 & 8) 2. Presentation: Request for Change of Provider Logs and Quarterly Reports Ted Wilson, MA Health Program Analyst II DMH Patients' Rights Office <ul style="list-style-type: none"> ➤ For Legal Entities: Submit monthly COP logs by the 10th of each month to DMHCOP@dmh.lacounty.gov

Next SA 8 QI/QA Meeting Info:

June 21, 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
10/18/2023
1:30PM-3:30PM**

Type of meeting:	Virtual monthly meeting via MS Teams
Meeting Recording:	Link to the 09/27/23 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 9/20/2023: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10594 Next Central QA/QI meeting will be held on October 25 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: 10/25/23 - Topic: CPT Codes Transformation under Payment Reform		
Bulletins	<p>QA Bulletin 23-01 Organizational Providers Manual Updates.pdf</p> <ul style="list-style-type: none"> Reviewed the changes in the manual per Cal-AIM <p>Draft QA Bulletin 23-02: Will be sent to the committee once it is finalized</p> <p>QA Bulletin 22-10 Guide to Procedure Code Updates.pdf – may not be posted yet so please use the link in the slide.</p> <p>Guide to Procedure Codes Final 12-20-22.pdf (Effective January 1, 2023. Please use this version and discontinue using any previous versions you may have downloaded)</p>		
CalAim Updates	<p><u>Screening and Transition Tools – effective 1/1/2023</u></p> <ul style="list-style-type: none"> Reminded attendees of training videos and tools as listed in the Bulletin 22-11. Shared the links from the QA email subscription sent on 1/30/23 Shared the link to the QA bulletin and provided links to the documents referenced: 22-11: Screening & Transition Tool and Appendix 		
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 <u>22-02: New, Updated & Obsolete Forms</u> – 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	<ul style="list-style-type: none"> ➤ What has been the key to your agency/program successfully making it through implementation of CalAIM related changes over the past 2-3 years? ➤ What strategies did your agency/program employ that were most helpful in implementing CalAIM related changes over the past couple years? ➤ What did your agency/program learn throughout the process of implementing CalAIM?

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
10/18/2023
1:30PM-3:30PM**

Members Present:

What is your full name? (First and Last)	Clinic/Program/Agency Affiliation (if applicable)
Debra DeLeon	SSG-OTTP
Theodore Wilson	Patients' Rights Office
Cynthia Sarmiento	Bayfront Youth & Family Services
Roberta Del Angel	Star View Community Service/SBHG
Gabriela Vasquez	1935B South Bay Mental Health Center
Geralyn La Fleur	Personal Involvement Center
Vannessa Martin	Dignity Health CA Behavioral Health Clinic
Susan Osborne	MHALA
Anna Grauerholz	Masada
Sarah monson	Childnet
Nancy Trinh	7619 - SSG Alliance
Brittany Cheong	Helpline Youth Counseling Inc.
Jane Park-Aspe	Children's Institute
Claudia Morales	PACS LA
cheryl malinowski	telecare MHUCC
Della Clayburg	SFC South County
Julie Leevarinpanich	Long Beach API
Joanne Chen	CMMD
Victoria Rodriguez	Dimondale Adolescent
Jeannie Thompson	BHS
Belinda Williams	Tessie Cleveland Community Services
Erika Flores	Alafia Mental Health Institute
Jeannie Thompson	Tarzana Treatment
Brenda Miranda	Alma family Services
Joel Solis	QA- Certification Unit
Alejandra Munoz	TCCSC
Esther Lee	CMMD
Roxana Bermudez	Children's Bureau-Long Beach QA

Patricia Tyler	Heritage Clinic
Daiya Cunnane	DMH QI
Shirley Del Aguila	Outpatient Counseling4Kids
Jesica Sandoval	AADAP, Inc.
erika castillo	the guidance center