

**LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH  
Service Area II Program Administration**

**Adult Quality Improvement Committee Meeting**

**September 21, 2017**

**San Fernando Mental Health Center**

**10:00 am-12:00 pm**

**Agenda**

Welcome- Introductions & Agency Updates All  
Review and Adoption of July 2017 Minutes\* All  
CTP Presentation Jen Hallman, LCSW, MPA  
DMH PSB- POLICY & TECHNICAL  
DEVELOPMENT

**Quality Improvement**

Clinical Quality Improvement Kimber  
PBM  
OMD\*  
MHSIP\* LyNetta/Kimber  
PRO Office of Pt's Rights  
Cultural Competency Report Sandra Chang Ptasinski, Ph.D.  
DMH PSB- QID  
VANS/SRTS Survey\* LyNetta/Kimber  
Policy Updates\* Kimber  
QI Announcements All  
EQRO

**Quality Assurance**

Audits All  
Medi-cal Certification Kimber  
State DHCS Updates\* Kimber/All  
Training & Operations Kimber/All  
Documentation Trainings\*  
QA Policy Updates & Technical Asst Kimber  
Clinical Forms & Quality Assurance Bulletins Kimber  
QA Announcements All

**Other**

How is this information disseminated in your agency All  
Future Agenda Items & Adjournment All

Handout\*

**Next Meeting for SA 2 Adult QIC: November 16, at 10-12 pm**

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
Service Area 2 Adult  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Service Area 2 Adult Quality Improvement Committee</b>	<b>Date:</b>	<b>September 21, 2017</b>	
<b>Place</b>	<b>10605 Balboa Ave 2<sup>nd</sup> fl Conference Room</b>	<b>Start Time:</b>	<b>10:00 a.m.</b>	
<b>Chair</b>	<b>Kimber Salvaggio</b>	<b>End Time:</b>	<b>12:00 p.m.</b>	
<b>Co-Chair</b>	<b>None</b>			
<b>Members Present</b>	<b>Child &amp; Family Ctr - Karen Lee</b> <b>Didi Hirsch – Miriam Gonzalez</b> <b>DMH DHS Collaboration – Crystal Cianfrini</b> <b>DMH PSB Countywide QA - Allen Pouravan</b> <b>DMH SB 82 - Ramona Casupang</b> <b>DMH SCVMHC - Sabrina Barscheski</b> <b>DMH SFMHC – Diana Garcia</b> <b>DMH Urgent Care – Amy Kress</b> <b>DMH WVMHC – Denisa Suciu</b> <b>ECDA – Angie Sanchez</b> <b>El Dorado – Lisa Alfonso</b> <b>Hillview MHC - Denise Greenspan</b> <b>IMCES - James Pelk</b> <b>Tarzana Tx Ctr - Karry Friedman</b> <b>Tarzana Tx Ctr – Sherry Winston</b>			
<b>Absent Members</b>	<b>ACT Wellness Ctr - Michelle Logvinsky</b> <b>APCTC - Tiger Doan</b> <b>DMH PRO -</b> <b>DMH PSB Cert –</b> <b>DMH PSB Countywide QID - LyNetta Shonibare</b> <b>DMH PSB Cultural Competency Unit - Sandra Chang-Ptasinski</b> <b>Hillview MHC - Julie Jones</b> <b>JFS - Dora Escalante</b> <b>PACS-LA -</b> <b>SFVCMHC, Inc. - Angela Khan</b> <b>SFVCMHC, Inc. - Leslie Di Mascio</b> <b>Tarzana Tx Ctr – Lorraine Ragosta</b> <b>Topanga West Guest Home - Michelle Logvinsky</b>			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions Recommendations Actions Tasks</b>	<b>Person Responsible</b>	
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 10:00 a.m.	Introductions were made	K. Salvaggio	

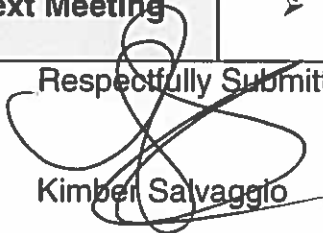
<p><b>Review of Minutes</b></p>	<p>Review and Adoption of July 2017 Minutes</p>		<p>All</p>
<p><b>Agenda Item &amp; Presenter</b></p>	<p><b>Discussion &amp; Findings</b></p>	<p><b>Decisions Recommendations Actions Tasks</b></p>	<p><b>Person Responsible</b></p>
<p><b>CTP Presentation</b>                  Jen Hallman,                  LCSW, MPA                  DMH PSB- POLICY &amp;                  TECHNICAL                  DEVELOPMENT</p>			
<p><b>Clinical Quality Improvement</b></p>	<p><b><u>QUALITY IMPROVEMENT</u></b></p> <p>Pharmacy Benefits Mgmt</p> <ul style="list-style-type: none"> <li>• Dr. Jai-interim pharm chief</li> <li>• Will audit retail pharmacies – 15                         <ul style="list-style-type: none"> <li>○ Desktop audits</li> <li>○ Will look at if the rx are filled properly – drug dispensed, the documentation</li> <li>○ Whom to audit – high volume, large number of controlled substances, OIG list</li> <li>○ Eligibility is a known problem</li> <li>○ Info run 2 items per week – looking into real time data process</li> <li>○ Customer experience</li> <li>○ Volume</li> <li>○ Provider types</li> <li>○ Costs per member per month</li> <li>○ Safety and regulatory</li> </ul> </li> <li>• Laboratory rfp by the end of the year for new vendor</li> </ul> <p>OMD</p> <ul style="list-style-type: none"> <li>○ Will be posting MAT parameter (formally MAT parameter)</li> <li>○ Terminology changes</li> <li>○ Formally rx to assist will be rx being the major part of MAT</li> <li>○ Long acting naltrexone will have new procedures</li> <li>○ Email notification coming to QIC</li> </ul> <p>Safety Intelligence</p>	<p><b><u>QUALITY IMPROVEMENT</u></b></p>	<p>Provided by Office of the Medical Director staff reported by Kimber</p>

	<ul style="list-style-type: none"> <li>• Safety intelligence for LE's</li> <li>• Will use Skype for LE's and many webinars</li> <li>• Memo will be sent to CEO's to update and remind</li> <li>• New staff member Ly to help</li> <li>• Token-less access</li> <li>• End of September-ish</li> <li>• Memo for go-live plan for SI to Terri Boykins</li> <li>• Will con't to keep QIC's notified</li> </ul>		
<p><b>MHSIP 2016</b></p>	<p><b><u>MHSIP May 2016</u></b></p> <ul style="list-style-type: none"> <li>• See handouts</li> <li>• Table compare to county average some to state and some to national average</li> <li>• Turned more than 15 surveys</li> <li>• Average lower than county ave is shaded</li> <li>• 3 of the questions used for 3 depts(the agency)             <ul style="list-style-type: none"> <li>○ Are staff culturally sensitive</li> <li>○ are written materials in ur lang</li> <li>○ services in ur language</li> </ul> </li> <li>• Discussion to gauge interest in possible sub-committee to discuss as an on-going agenda item</li> </ul>		
<p><b>Pt's Rights</b></p>	<p>No Report but reminded group of the following:</p> <ul style="list-style-type: none"> <li>• Send in with the following in the subject line: SA 2 Provider number and the month and year of the log- PLEASE SEND SECURE</li> </ul>		
<p><b>Cultural Competency Report</b></p>	<p>Updates on CC org assmt – required by the state</p> <ul style="list-style-type: none"> <li>○ Working with HR to confirm CC can run DMH empl focus groups</li> <li>○ Goal how much do we know about CC integration in the system of care</li> </ul> <ul style="list-style-type: none"> <li>• Attended state level ethic svcs mgr mtg</li> <li>• Each Mind Matters site has resources</li> <li>• CC training status update needed</li> </ul>	<p>All to send status update of CC training for staff to Kimber</p>	<p>Provided by Sandra Chang-Ptasinski reported by Kimber</p>

<p><b>VANS/SRTS Survey</b></p> <p><b>Policy Updates*</b></p> <p><b>QI Announcements</b></p>	<ul style="list-style-type: none"> <li>• 2018 goals             <ul style="list-style-type: none"> <li>○ Daca</li> <li>○ Unaccompanied minors</li> </ul> </li> <li>• See handout sent to vans users</li> <li>• Does VANS result in inappropriate referrals?</li> <li>• Out of scope ex. Clt sent to provider that had no child services when child services were requested</li> </ul> <p>See August &amp; September handouts</p> <p>Fall Surveys Coming</p>		<p>Kimber/All</p> <p>Provided by Compliance Unit</p> <p>Kimber/All</p>
<p><b>Audits</b></p> <p><b>Medi-Cal Certification*</b></p> <p><b>State DHCS Updates</b></p> <p><b>Training &amp;</b></p>	<p style="text-align: center;"><b><u>QUALITY ASSURANCE</u></b></p> <p>Recent finding with MR Grant with salaried staff</p> <ul style="list-style-type: none"> <li>○ should have time cards meet or exceed an 8 hour day</li> <li>○ exempt employee time has been an issue</li> <li>○ Provided group a hard copy of the Dept of AC Contract Accounting &amp; Admin Handbook as our State Contract requires that agency will follow the rules in the AC handbook &amp; encouraged then to consult the handbook</li> </ul> <ul style="list-style-type: none"> <li>• Quarterly compliance report from the state -3<sup>rd</sup> consecutive quarter of 100% compliance</li> <li>• Goal is 100% for year</li> </ul> <ul style="list-style-type: none"> <li>• final rule – chgs in the SSR 2019             <ul style="list-style-type: none"> <li>○ FCR 438 passed effective July 1</li> </ul> </li> <li>• upcoming chgs for MFTI and ILPCC             <ul style="list-style-type: none"> <li>○ effective jan 1 2018</li> <li>○ see handout</li> </ul> </li> </ul>	<p style="text-align: center;"><b><u>QUALITY ASSURANCE</u></b></p>	<p>Kimber/All</p> <p>Provided by PSB-Certification staff reported by Kimber</p> <p>Provided by PSB-QA staff reported by Kimber</p> <p>Provided by</p>

<p><b>Operations</b></p> <p><b>QA Policy Updates &amp; Technical Asst.</b></p>	<ul style="list-style-type: none"> <li>• see handout for future opportunities</li> </ul> <p>Modifications to COD forms</p> <ul style="list-style-type: none"> <li>• For DO's             <ul style="list-style-type: none"> <li>○ Adult co-jack – co-jack questions going away will be replaced in full assessment by the screening questions from the supplemental COD assessment form (is also going away); if positive screen there will be additional questions</li> <li>○ Children's still working on changes</li> </ul> </li> <li>• For LE's – COD supplemental forms going away             <ul style="list-style-type: none"> <li>○ Requirement will be that you ask about sub use in the assessment</li> <li>○ How you do that as an LE is up to the LE – required element</li> </ul> </li> </ul> <p>Final QA bulletin 17-15 revised</p> <ul style="list-style-type: none"> <li>• Advanced practice pharmacist now including clinical pharmacist</li> </ul>		<p>PSB-QA staff reported by Kimber</p> <p>Provided by PSB-QA staff reported by Kimber</p>
<p><b>Announcements</b></p>	<p>None at this time</p>		
<p><b>Handouts</b></p>	<ul style="list-style-type: none"> <li>➤ Draft of July 2017 Minutes</li> <li>➤ MHSIP Domains &amp; Scoring Instructions</li> <li>➤ Safety Intelligence PPT &amp; Receiving a 'C Number'</li> <li>➤ VANS-SRTS Survey</li> <li>➤ August &amp; September 2017 Policy Updates</li> <li>➤ Implementation of Title Change MFTI's &amp; PCCI's</li> <li>➤ September 2017 Documentation Training Sch'd</li> </ul>		
<p><b>Next Meeting</b></p>	<ul style="list-style-type: none"> <li>➤ <b>November 16, 2017</b></li> </ul>		

Respectfully Submitted,



Kimber Salvaggio