

County of Los Angeles – Department of Mental Health  
*Service Area 3*

Quality Improvement Committee Meeting

January 17, 2018

9:30 am – 11:30 am

**AGENDA**

- |                              |                |
|------------------------------|----------------|
| 1. Welcome and Introductions | Stacey Fonseca |
| 2. Review of the Minutes     | Margaret Faye  |
| 3. QI/QA Process             | D'Veal         |

**Quality Improvement**

- |                               |                |
|-------------------------------|----------------|
| 1. Clinical QI: OMD Report    | Gassia Ekizian |
| 2. Policy Update              | Stacey Fonseca |
| 3. Patients' Rights Update    | Stacey Fonseca |
| 4. Cultural Competence Update | Gassia Ekizian |
| 5. ACCESS                     | Stacey Fonseca |
| 6. EQRO Update                | Stacey Fonseca |

**Quality Assurance Liaison Meeting**

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|--|----------------|
| 1. Schedule of Trainings and Presentations     | Gassia Ekizian |
| 2. QA Bulletins:                               | Stacey Fonseca |
| o QA Bulletin 17-05: NOA Form Modification     |                |
| o QA Bulletin 17-18: NOA-A & NOA-E             |                |
| o QA Bulletin 17-19: Claiming for Chart Review |                |
| o QA Bulletin 17-20: MFT/PCC Intern Title      |                |
| o QA Bulletin 17-21: COS Manual Changes        |                |
| 3. SRL Survey                                  | Gassia Ekizian |
| 4. Secure emails – no PHI in subject line      | Margaret Faye  |

**Other Issues**

- |                                |               |
|--------------------------------|---------------|
| 1. Treatment Plan Presentation | Nikki Collier |
| 2. Announcements               | All           |
| 3. Future QIC topics           | All           |

**Next Meeting: February 21, 2018**

**Location: Enki, 3208 Rosemead Blvd, 2<sup>nd</sup> Floor, El Monte, CA 91731**

**Parking at lower level only**

**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>1/17/2018</b>	
<b>Place</b>	<b>ENKI - 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731.</b>	<b>Start Time:</b>	<b>9:30 am</b>	
<b>Chairperson Co-Chairs</b>	<b>Dr. Stacey Fonseca Mrs. Gassia Ekizian Dr. Margaret Faye</b>	<b>End Time:</b>	<b>11:29 am</b>	
<b>Members Present</b>	<i>Lisa Ngo</i> Alma Family Service <i>Cynthia Concepcion</i> Almansor <i>Lonna Bennett</i> Arcadia MH <i>Mark Rodriguez</i> Bridges <i>Ann Borjorquez</i> CA Mentor <i>Rachel Riphagen</i> Center for Integrated Family and Health Services <i>Leslie Shrager</i> Children's Bureau of So. Cal <i>Estera Boresa</i> Crittenton Services <i>Paula Randle</i> David and Margaret <i>Stacey Fonseca</i> DMH <i>Elizabeth Mota</i> DMH <i>Robin Washington</i> DMH  <i>Nikki Collier</i> DMH  <i>Violeta Kim</i> DMH <i>Lynetta Shonibare</i> DMH <i>Evelio Franco</i> DMH <i>Nancy Uberto</i> D'Veal Corporation <i>Zerri Gross</i> D'Veal Corporation <i>Michael Olsen</i> ENKI <i>Windy Luna-Perez</i> Etti Lee Homes  <i>David Felix</i> Five Acres Boys and Girls Aid Society	<i>Gassia Ekizian</i> <i>Margaret Faye</i> <i>Nicole Unrein</i> <i>Linda Heisen</i> <i>Natasha Montiel</i>  <i>Gerry Bonilla</i>  <i>Karen Sammon</i> <i>Sally Bermudez</i> <i>Wil Lau</i> <i>Rachel Mayer</i> <i>Janice Garcia</i> <i>Rebecca deKeyser</i>  <i>Dawn Dades</i>  <i>Alejandra Barriento</i> <i>Lucero Garcia</i> <i>Keri Zehm</i> <i>Rocio Bedoy</i> <i>Lynette Gonzalez</i> <i>Joe Bologn</i>	<i>Foothill Family Services</i> <i>Hathaway-Sycamores</i> <i>Healthright 360 Prototypes</i> <i>Heritage Clinic</i> <i>Hillsides</i>  <i>Homes for Life Foundation</i>  <i>Maryvale</i> <i>McKinley</i> <i>Pacific Clinics</i> <i>PUSD</i> <i>Rosemary Children's Center</i> <i>San Gabriel Children's Center</i> <i>Social Model Recovery Systems, Inc.</i>  <i>SPIRITT Family Service</i> <i>Stairview</i> <i>Tri-City MH</i> <i>Tri-City MH</i> <i>Trinity-El Monte</i> <i>Trinity-El Monte</i>	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions.		
<b>Review of Minutes</b>	Motion to approve the minutes by Karen Sammon and seconded by Robin Washington.	Please see handout.	
<b>QI/QA Process</b>	D'Veal presented. They serve the Pasadena area and continue to expand. There are eight certified sites and they are joint commission accredited. There is a QA clerk who files all of the documents and the outcome measures for PEI and other programs. They analyze the outcome measures and find ways to share the information with staff. There is an audit process, QA committee that meets bi-weekly and two people who review intakes one week and annuals the next week to ensure consistency. They conduct a new hire training for two weeks that includes both HR requirements and documentation. There is a productivity expectation. Children's Bureau will present next month.	Please see handout.	
<b>Clinical QI: OMD Report</b>	Information on who gets a C number and what information can be completed. Front line person will not be able edit.	Please see handout.	
<b>Policy Update</b>		Please see handout.	
<b>Patients' Rights</b>	After DO transitions to the new reporting system for Change of Providers they will move to LE. More information will be sent when the transitions happen.		
<b>Cultural Competence Update</b>	Several workgroups in progress. They will be presenting to us next month.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>ACCESS</b>	You can send updates in a weekly process for available slots. Your agency needs to do the linkage, do not refer them back to ACCESS. If you are having difficulty with the linkage you can contact a navigator, but the agency is still responsible for the linkage.		
<b>EQRO Update</b>	The final report has been sent out in an email and is also on the website. For Service Area 3, concerns included frustration with turnover in staff. Positive experiences included: helpful benefits for their children and adequate contact with therapists. Recommendations include retaining staff, same therapists over time, and more child-friendly rooms.		
<b>Schedule of Trainings and Presentations</b>		Please see handout.	
<b>QA Bulletins</b>	New NOA forms are available and the changes are made are in the bulletin. Spanish forms are not available, please use old forms until the new Spanish ones are posted. Please review them and contact Dr. Fonseca with any questions.	Please see handouts.	
<b>SRL Survey</b>	We will also be surveyed on how we are incorporating SRL into our EHR.		
<b>Secure emails—no PHI in subject line</b>	No PHI information should be in the email subject line, email should also be secure and encrypted.		
<b>Treatment Plan Presentation</b>	Nikki Collier presented on treatment plans. Focus on the three basic things 1. Does it meet the needs of the client? 2. Is it measurable? 3. Does it make sense to the client? Does the assessment, plan, and notes all fit together?	Please see handouts.	
<b>Announcements</b>	Foothill is hiring a Quality Improvement Manager.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: December 20, 2017</li> <li>3. D'Veal Handout</li> <li>4. Policy/Procedure Update</li> <li>5. Clinical Risk Management</li> <li>6. Documentation Training Schedule</li> <li>7. Clinical Forms Bulletin</li> <li>8. Treatment Plan Presentation Handouts</li> </ol>		
<b>Next Meeting</b>	<p>Next Meeting is February 21, 2018 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731.</p>		

Respectfully Submitted, Dr. Keri Zehm, Tri-City Mental Health