

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

Quality Improvement Committee Meeting

February 21, 2018

9:30 am – 11:30 am

AGENDA

- | | |
|------------------------------|-------------------|
| 1. Welcome and Introductions | Stacey Fonseca |
| 2. Review of the Minutes | Stacey Fonseca |
| 3. QI/QA Process | Children's Bureau |

Quality Improvement

- | | |
|----------------------------|----------------|
| 1. Patients' Rights Update | Stacey Fonseca |
| 2. Policy Update | Gassia Ekizian |
| 3. QID Update: Test Calls | Margaret Faye |

Quality Assurance Liaison Meeting

- | | |
|--|----------------|
| 1. Certification Bulletin: Fire Clearance | Stacey Fonseca |
| 2. Medicaid Parity Final Rule Brief Overview | Gassia Ekizian |
| 3. Schedule of Trainings and Presentations | Margaret Faye |
| 4. QA Bulletin 18-0: Co Practitioners | Stacey Fonseca |
| 5. Org Manual Updates for ICC, IHBS, TFC | Margaret Faye |
| 6. All Provider Memo | Stacey Fonseca |

Other Issues

- | | |
|-------------------------------------|-------------------|
| 1. Cultural Competence Presentation | Susan Park |
| 2. May 2017 MHSIP Data | LyNetta Shonibare |
| 3. Announcements | All |
| 4. Future QIC topics | All |

Next Meeting: March 21, 2018

Location: Enki, 3208 Rosemead Blvd, 2nd Floor, El Monte, CA 91731

Parking at lower level only

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date	2/23/2018																																																																									
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am																																																																									
Chairperson Co-Chairs	Dr. Stacey Fonseca Mrs. Gassia Ekizian Dr. Margaret Faye	End Time:	11:29 am																																																																									
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Margaret Best</i></td> <td style="width: 25%;"><i>Alma Family Service</i></td> <td style="width: 25%;"><i>Janet Yang</i></td> <td style="width: 25%;"><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Cynthia Concepcion</i></td> <td><i>Almanson</i></td> <td><i>Lydia Morris</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges</i></td> <td><i>Natasha Montiel</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Rachel Riphagen</i></td> <td><i>Center for Integrated Family and Health Services</i></td> <td><i>Emily Dual</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children's Bureau of So. Cal</i></td> <td><i>Erica Barrera</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td></td> <td></td> <td><i>Gerry Bonilla</i></td> <td><i>Homes for Life Foundation</i></td> </tr> <tr> <td><i>Alba Medina</i></td> <td><i>David and Margaret</i></td> <td><i>Karen Sammon</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Stacey Fonseca</i></td> <td><i>DMH</i></td> <td><i>Wil Lau</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Renee Lee</i></td> <td><i>DMH</i></td> <td><i>Natasha Stebbins</i></td> <td><i>PUSD</i></td> </tr> <tr> <td><i>Robin Washington</i></td> <td><i>DMH</i></td> <td><i>Janice Garcia</i></td> <td><i>Rosemary Children's Center</i></td> </tr> <tr> <td><i>Lynetta Shonibare</i></td> <td><i>DMH</i></td> <td><i>Alejandra Barrientos</i></td> <td><i>SPIRITT Family Service</i></td> </tr> <tr> <td><i>Zerri Gross</i></td> <td><i>D'Veal Corporation</i></td> <td><i>Lucero Garcia</i></td> <td><i>Starview</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Keri Zehm</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Etti Lee Homes</i></td> <td><i>Rocio Bedoy</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td><i>David Felix</i></td> <td><i>Five Acres Boys and Girls Aid Society</i></td> <td><i>Lynette Gonzalez</i></td> <td><i>Trinity-El Monte</i></td> </tr> <tr> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> <td><i>Hannah Chuapoco</i></td> <td><i>Trinity-El Monte</i></td> </tr> <tr> <td><i>Margaret Faye</i></td> <td><i>Hathaway-Sycamores</i></td> <td><i>Sharepha Myvett</i></td> <td><i>Trinity-El Monte</i></td> </tr> <tr> <td><i>Vivian Chung Easton</i></td> <td><i>Healthright 360 Prototypes</i></td> <td></td> <td></td> </tr> </table>				<i>Margaret Best</i>	<i>Alma Family Service</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>	<i>Cynthia Concepcion</i>	<i>Almanson</i>	<i>Lydia Morris</i>	<i>Heritage Clinic</i>	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Natasha Montiel</i>	<i>Hillsides</i>	<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>	<i>Emily Dual</i>	<i>Hillsides</i>	<i>Leslie Shrager</i>	<i>Children's Bureau of So. Cal</i>	<i>Erica Barrera</i>	<i>Hillsides</i>			<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>	<i>Alba Medina</i>	<i>David and Margaret</i>	<i>Karen Sammon</i>	<i>Maryvale</i>	<i>Stacey Fonseca</i>	<i>DMH</i>	<i>Wil Lau</i>	<i>Pacific Clinics</i>	<i>Renee Lee</i>	<i>DMH</i>	<i>Natasha Stebbins</i>	<i>PUSD</i>	<i>Robin Washington</i>	<i>DMH</i>	<i>Janice Garcia</i>	<i>Rosemary Children's Center</i>	<i>Lynetta Shonibare</i>	<i>DMH</i>	<i>Alejandra Barrientos</i>	<i>SPIRITT Family Service</i>	<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Lucero Garcia</i>	<i>Starview</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>	<i>David Felix</i>	<i>Five Acres Boys and Girls Aid Society</i>	<i>Lynette Gonzalez</i>	<i>Trinity-El Monte</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Hannah Chuapoco</i>	<i>Trinity-El Monte</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>	<i>Sharepha Myvett</i>	<i>Trinity-El Monte</i>	<i>Vivian Chung Easton</i>	<i>Healthright 360 Prototypes</i>		
<i>Margaret Best</i>	<i>Alma Family Service</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>																																																																									
<i>Cynthia Concepcion</i>	<i>Almanson</i>	<i>Lydia Morris</i>	<i>Heritage Clinic</i>																																																																									
<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Natasha Montiel</i>	<i>Hillsides</i>																																																																									
<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>	<i>Emily Dual</i>	<i>Hillsides</i>																																																																									
<i>Leslie Shrager</i>	<i>Children's Bureau of So. Cal</i>	<i>Erica Barrera</i>	<i>Hillsides</i>																																																																									
		<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>																																																																									
<i>Alba Medina</i>	<i>David and Margaret</i>	<i>Karen Sammon</i>	<i>Maryvale</i>																																																																									
<i>Stacey Fonseca</i>	<i>DMH</i>	<i>Wil Lau</i>	<i>Pacific Clinics</i>																																																																									
<i>Renee Lee</i>	<i>DMH</i>	<i>Natasha Stebbins</i>	<i>PUSD</i>																																																																									
<i>Robin Washington</i>	<i>DMH</i>	<i>Janice Garcia</i>	<i>Rosemary Children's Center</i>																																																																									
<i>Lynetta Shonibare</i>	<i>DMH</i>	<i>Alejandra Barrientos</i>	<i>SPIRITT Family Service</i>																																																																									
<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Lucero Garcia</i>	<i>Starview</i>																																																																									
<i>Michael Olsen</i>	<i>ENKI</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>																																																																									
<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>																																																																									
<i>David Felix</i>	<i>Five Acres Boys and Girls Aid Society</i>	<i>Lynette Gonzalez</i>	<i>Trinity-El Monte</i>																																																																									
<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Hannah Chuapoco</i>	<i>Trinity-El Monte</i>																																																																									
<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>	<i>Sharepha Myvett</i>	<i>Trinity-El Monte</i>																																																																									
<i>Vivian Chung Easton</i>	<i>Healthright 360 Prototypes</i>																																																																											

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		
Review of Minutes	Motion to approve the minutes by Lynetta Shonibare and seconded by Janice Garcia.	Please see handout.	
QI/QA Process	Leslie Shrager presented for Children’s Bureau. This agency covers five service areas. They have meetings throughout the month to review QIC meetings, policies and procedures, clinical issues, productivity, and delivery trends. EXYM is their EHR and they also have meetings to discuss outcome measures, case dispositions, chart reviews, and surveys. They also process requests for records and prepare for audits. Written and verbal feedback is given to staff and action plans developed as needed. Surveys are used to improve delivery of services. The new hire training is 4.5 days and includes 16 modules. David and Margaret Youth and Family Services will present next month.	Please see handouts.	
Patients’ Rights	Email was sent a few weeks ago with the NOA-A form. Spanish version is still not available.		
Policy Update		Please see handout.	
QID Update: Test Calls	Test calls are scheduled for April and volunteers are needed. Five calls needed for regular hours and five needed for after hours. Test calls are also needed for SA 3 threshold languages: Cantonese, Korean, Mandarin, Spanish, and Vietnamese.	Please see handouts.	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Certification Bulletin: Fire Clearance	Contact Renee for further information.	Please see handout.	
Medicaid Parity Final Rule Brief Overview	There are two summaries that were handed out. Financial requirements are now more restrictive. There are several areas that will be in effect on July 1 st : access to care for routine appointments will change from 15 to 10 days, information that goes into SRL, and new database tracking staff's schedules. More information to come in the next few months.	Please see handouts.	
Schedule of Trainings and Presentations	Stacey will email new schedule.		
QA Bulletin 18-0: Co Practitioners	Check with claiming system, this will be effective February 2 nd .	Please see handout.	
Org Manual Updates for ICC, IHBS, TFC	Be aware of the updates to those sections.		
All Provider Memo	Letter was sent out a few weeks ago. Please review and send questions to Dr. Fonseca.	Please see handout.	
Cultural Competence Presentation	Sandra Chang Ptasinski and Sandra Park presented on the Cultural Competence Plan.	Please see handouts.	
May 2017 MHSIP Data	Lynetta Shonibare shared the recent MHSIP data.	Please share handout.	
Announcements	Foothill is hiring a Quality Improvement Manager.		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: January 17, 2018 3. SAC3 QIC Presenters 4. Folder from Children's Bureau 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	5. Policy Update 6. Test Call Form and Test Call Guidelines 7. Certification Bulletin-Fire Clearance 8. Mental Health Parity Compliance Summaries 9. QA Bulletin No. 18-01 10. All Provider Memo 11. Cultural Competence Presentation 12. Spring 2017 MHSIP Data		
Next Meeting	Next Meeting is March 21, 2018 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

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