

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

Quality Improvement Committee Meeting

September 20, 2017

9:30 am – 11:30 am

**AGENDA**

- |   |   |
|---|---|
| 1. Welcome and Introductions                  | Stacey Fonseca  |
| 2. Review of the Minutes                      | Stacey Fonseca  |
| 3. QI/QA Process: Collaborative Documentation | Gassia Ekizian (FFS)<br>Michael Olsen (Enki)<br>Keri Zehm (TriCity) |

**Quality Improvement**

- |  |                |
|--|----------------|
| 1. EQRO: SA3 Visit 9/26 & 9/27                       | Stacey Fonseca |
| 2. Clinical QI: OMD Report                           | Margaret Faye  |
| 3. Patients' Rights                                  | Stacey Fonseca |
| 4. Cultural Competence: Feedback and Annual Training | Stacey Fonseca |
| 5. VANS Update                                       | Stacey Fonseca |
| 6. Policy Update                                     | Gassia Ekizian |

**Quality Assurance Liaison Meeting**

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|--|----------------|
| 1. State DHCS: Psychology Waivers and MFT change       | Stacey Fonseca |
| 2. Schedule of Trainings and Presentations             | Stacey Fonseca |
| 3. QA Bulletins  | Margaret Faye  |
| o Clinical Forms Bulletin 17-03: Juvenile Justice Med. |                |
| o QA Bulletin 17-15 Revised                            |                |
| 4. QA contacts for Providers (at LE level)             | Stacey Fonseca |
| o Email David Crain (dcrain@dmh.lacounty.gov)          |                |

**Other Issues**

- |                      |     |
|----------------------|-----|
| 1. Announcements     | All |
| 2. Future QIC topics | All |

**Next Meeting: October 18, 2017 at 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>9/20/2017</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>10:55 am</b>																																																																					
<b>Members Present</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Susan Lam</i></td> <td style="width: 25%;"><i>Alma</i></td> <td style="width: 25%;"><i>Margaret Faye</i></td> <td style="width: 25%;"><i>Hathaway-Sycamores</i></td> </tr> <tr> <td><i>Margaret Best</i></td> <td><i>Alma</i></td> <td><i>Nicole Unrein</i></td> <td><i>HealthRIGHT360 Prototypes</i></td> </tr> <tr> <td><i>Cynthia Concepcion</i></td> <td><i>Almansor</i></td> <td><i>Grace Kim</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Angie Paez</i></td> <td><i>Bridges</i></td> <td><i>Laura Jimenez</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Sabrina Ullah</i></td> <td><i>CA Mentor</i></td> <td><i>Karen Sammon</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Rachel Riphagen</i></td> <td><i>Center for Integrated Family and Health Services</i></td> <td><i>Lisa Santa Maria</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children's Bureau of SoCal David and Margaret Youth and Family Services</i></td> <td><i>Socorro Buenaventura</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Paula Randle</i></td> <td></td> <td><i>Sally Bermudez</i></td> <td><i>McKinley</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>Elizabeth Mota</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>Rebecca DeKeyser</i></td> <td><i>San Gabriel Children's Center</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Dawn Dades</i></td> <td><i>Social Model Recovery Systems, Inc.</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Etti Lee Homes</i></td> <td><i>Nancy Othman</i></td> <td><i>SPIRITT Family Service</i></td> </tr> <tr> <td><i>Tiffani Tran</i></td> <td><i>Five Acres Boys and Girls Society</i></td> <td><i>Keri Zehm</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td><i>David Felix</i></td> <td><i>Five Acres Boys and Girls Society</i></td> <td><i>Joe Bologna</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>Stephen Shrank</i></td> <td><i>Trinity-El Monte</i></td> </tr> <tr> <td></td> <td></td> <td><i>Hannah Chuapoco</i></td> <td><i>Trinity-El Monte</i></td> </tr> </table>				<i>Susan Lam</i>	<i>Alma</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>	<i>Margaret Best</i>	<i>Alma</i>	<i>Nicole Unrein</i>	<i>HealthRIGHT360 Prototypes</i>	<i>Cynthia Concepcion</i>	<i>Almansor</i>	<i>Grace Kim</i>	<i>Heritage Clinic</i>	<i>Angie Paez</i>	<i>Bridges</i>	<i>Laura Jimenez</i>	<i>Hillsides</i>	<i>Sabrina Ullah</i>	<i>CA Mentor</i>	<i>Karen Sammon</i>	<i>Maryvale</i>	<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>	<i>Lisa Santa Maria</i>	<i>Maryvale</i>	<i>Leslie Shrager</i>	<i>Children's Bureau of SoCal David and Margaret Youth and Family Services</i>	<i>Socorro Buenaventura</i>	<i>Maryvale</i>	<i>Paula Randle</i>		<i>Sally Bermudez</i>	<i>McKinley</i>	<i>Stacey Fonseca</i>	<i>DMH</i>	<i>Wil Lau</i>	<i>Pacific Clinics</i>	<i>Elizabeth Mota</i>	<i>DMH</i>	<i>Natasha Stebbins</i>	<i>PUSD</i>	<i>Robin Washington</i>	<i>DMH</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems, Inc.</i>	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Nancy Othman</i>	<i>SPIRITT Family Service</i>	<i>Tiffani Tran</i>	<i>Five Acres Boys and Girls Society</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>	<i>David Felix</i>	<i>Five Acres Boys and Girls Society</i>	<i>Joe Bologna</i>	<i>Trinity-El Monte</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Stephen Shrank</i>	<i>Trinity-El Monte</i>			<i>Hannah Chuapoco</i>	<i>Trinity-El Monte</i>
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<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions.																																																																							

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Review of Minutes</b>	Motion to approve the minutes by Michael Olsen and seconded by Robin Washington.		
<b>QI/QA Process: Collaborative Documentation</b>	Foothill Family Services, ENKI and Tri-City presented on Collaborative Documentation for their agencies. Foothill and ENKI both mentioned training by MTM Services (a consulting firm that looks at access redesign, collaborative documentation and makes recommendations). Agencies talked about what worked well and the challenges they experienced. Benefits of collaborative documentation include: notes are more succinct, timeliness, and the quality has improved. Role playing through the challenges of collaborative documentation is also helpful. Tracking and reporting collaborative documentation in the EHR is also useful. Next Month: Mark Bridges with Bridges		
<b>EQRO: SA3 Visit 9/26 &amp; 9/27</b>	EQRO Focus groups will be in SA3 on 9/26/2017 and 9/27/2017. Thanks to everyone for participating. Please remind staff of groups they will be joining. All of the groups are filled except the Mandarin speaking adults. One staff member per agency can to attend with Mandarin speaking clients to increase clients comfort. Contact Dr. Fonseca with questions.		
<b>Clinical QI: OMD Report</b>	DMH Clinical Incident Reporting to Safety Intelligence Event Reporting: On pages five-six there is more information on the next steps and contact information. On-track for the roll out.	Please see handouts	
<b>Patients' Rights</b>	DMH Patients' Rights is looking into a new computer based system. Things will continue with the same process for now.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Cultural Competence: Feedback and Annual Training</b>	Make sure to do the annual cultural competence training. Focus groups were done with consumers and feedback was provided to agencies.	Please see handout	
<b>VANS Update</b>	Make sure to do the monthly updates. VANS process will be reviewed during the EQRO visit.		
<b>Policy Update</b>	Reviewed Policy changes	Please see handout	
<b>State DHCS: Psychology Waivers and MFT Change</b>	Changes that are happening in 2018 regarding the MFT Intern title changes and the reasons for these changes. Reviewed DMH letter with specifications for Psychologist Waivers. Letter will be emailed to providers following the meeting. Please note that depending on number of credits earned, psychology students may need to apply for waivers.	Please see handouts	
<b>Schedule of Trainings and Presentations</b>	Schedule reviewed	Please see handout	
<b>QA Bulletins</b>	Review especially if you are hiring med support staff. No 17-03: Juvenile Justice system and consent.	Please see handouts	
<b>QA Contacts for Providers (at LE level)</b>	Two people: A primary and secondary QA contact at Legal Entity level. Contact information to David Crain dcrain@dmh.lacounty.gov		
<b>Announcements</b>			
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: July 19, 2017</li> <li>3. DMH Clinical Incident Reporting to Safety Intelligence Event Reporting &amp; C#</li> <li>4. Feedback from Consumer Groups</li> <li>5. Policy Update</li> <li>6. Implementation of Title Change/Exemptions</li> <li>7. Documentation Training Schedule</li> </ol>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	8. Quality Assurance Bulletins		
<b>Next Meeting</b>	Next Meeting is 10/18/17 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.		

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