

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

Quality Improvement Committee Meeting

November 15, 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                           | BRIDGES        |
| 4. Medi-Cal Certification/Re-Certification | Elizabeth Pak  |

**Quality Improvement**

- |  |                |
|--|----------------|
| 1. Clinical QI: OMD Report – Safety Intelligence | Margaret Faye  |
| 2. Policy Update                                 | Gassia Ekizian |
| 3. Patients' Rights                              | Stacey Fonseca |
| 4. Cultural Competence Update                    | Stacey Fonseca |
| 5. Fall 2017 MHSIP                               | Stacey Fonseca |

**Quality Assurance Liaison Meeting**

- |  |                |
|--|----------------|
| 1. State DHCS: Psychology Waivers                  | Stacey Fonseca |
| 2. Final Rule: New Retention Requirements          | Gassia Ekizian |
| 3. Schedule of Trainings and Presentations         | Margaret Faye  |
| 4. QA Bulletins                                    | Stacey Fonseca |
| o Bulletin 17-16: Org Manual Updates based on DHCS |                |
| o Bulletin 17-17: Org Manual Updates for ICC/IHBS  |                |
| 5. DHCS Information Notice 17-027                  | Margaret Faye  |
| 6. Reasons for Recoupment                          | Stacey Fonseca |
| 7. Edits in IBHIS to Prevent Duplicates            | Gassia Ekizian |

**Other Issues**

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

**Next Meeting: December 20, 2017 (Holiday Potluck)**

**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>11/15/2017</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>11:09 am</b>	
<b>Members Present</b>	<i>Lisa Ngo</i>	<i>Alma</i>	<i>Vivian Chung Easton</i>	<i>Healthright 360 Prototypes</i>
	<i>Margaret Best</i>	<i>Alma</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Natasha Montiel</i>	<i>Hillsides</i>
	<i>Annie Borjorquez</i>	<i>CA Mentor</i>	<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>
	<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>	<i>Cassandra Jones</i>	<i>Leroy Haynes Center</i>
	<i>Estera Boresa</i>	<i>Crittenton Services</i>	<i>Barbara Negron</i>	<i>Leroy Haynes Center</i>
	<i>Paula Randle</i>	<i>David and Margaret Youth and Family Services</i>	<i>Karen Sammon</i>	<i>Maryvale</i>
	<i>Stacey Fonseca</i>	<i>DMH</i>	<i>Sally Corona</i>	<i>McKinley Children's Center</i>
	<i>Elizabeth Pak</i>	<i>DMH</i>	<i>Wil Lau</i>	<i>Pacific Clinics</i>
	<i>Robin Washington</i>	<i>DMH</i>		
	<i>Nancy Uberto</i>	<i>D'Veal Corporation</i>	<i>Rachel Mayer</i>	<i>PUSD</i>
	<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Janice Garcia</i>	<i>Rosemary Children's Center</i>
	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Rebecca deKeyser</i>	<i>San Gabriel Children's Center</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems, Inc.</i>
	<i>Tiffani Tran</i>	<i>Five Acres Boys and Girls Society</i>	<i>Nancy Othman</i>	<i>SPIRITT Family Service</i>
	<i>David Felix</i>	<i>Five Acres Boys and Girls Society</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Lora Cofield</i>	<i>Five Acres Boys and Girls Society</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Rosemary Flores</i>	<i>Trinity-El Monte</i>	
<i>Margaret Faye</i>	<i>Hathaway-Sycamores</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 Robin Washington and seconded by Karen Sammon.	Please see handout.	
<b>QI/QA Process: Collaborative Documentation</b>	Mark Rodriguez with Bridges presented on the QI/QA process. He reported that they use an eye towards efficacy and receive assistance from IS staff and the records clerk. They do reviews of all clients at 30 days, 90 days, and discharge. Use EXYM as the EHR and for PEI outcomes and reports. Peer reviews are done twice a month at the Valley site due to more staff and clients. One chart is carefully reviewed as an effective training strategy. Reviewing for trends on what is going well or what areas need improvement. There is a review of the chart when clinician leaves to make sure everything is complete. There are a lot of meetings to share the results of chart reviews and bulletins. Staff attend documentation training once a year. Crittenton will present at next month's meeting.		
<b>Medi-Cal Certification/Re-Certification</b>	Elizabeth Pak presented on the most important pieces of the certification process. A fire clearance is needed in order to schedule a site visit. Fire clearance needs to be in the year of the visit. The area should be clean and free of hazards. Information on processes is needed, for example, when was the EHR adopted? What phase of the process are you at with the EHR? Also review policy 106.4. Should have policies for general operation, janitorial, and site specific evacuation policy.	Please see handout.	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Clinical QI: OMD Report-Safety Intelligence</b>	All contract providers need to go through all three links to get your C number, this can take seven days. Make sure to log-in/log off. Please contact Ly Ngo in the letter, she needs to authenticate every person who has a C number. Also call her with any questions. Need to submit or re-submit by 12/15/17 to DMH.	Please see handouts.	
<b>Policy Update</b>	Reviewed policy handout	Please see handout.	
<b>Patients' Rights</b>	There were 230 grievances filed and 218 were completed. Reason for the grievance can vary. COP logs due by the 10 <sup>th</sup> of each month. If they are late or on old forms, they may not get updated until the next month.	Please see handout.	
<b>Cultural Competence Update</b>	Mini training will be completed that the SA3 QIC meeting next year, no official date at this time		
<b>Fall 2017 MHSIP</b>	Please review the deadlines provided. They have added the comment form which will be due Jan 15, 2017. The written comments need to be saved without client information in order to complete this requirement.	Please see handouts.	
<b>State DHCS: Psychology Waivers</b>	Please review Section 5751.2. Students need to be aware of the five year waiver timeline and that there are no extensions.	Please see handout.	
<b>Final Rule: New Retention Requirements</b>	Record retention requirements that will change in January from 7 years to 10 years and for minors until the age of 25 or 10 years, whichever is greater.		
<b>Schedule of Trainings and Presentations</b>	Reviewed schedule	Please see handout.	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>QA Bulletins</b>	Review of Quality Assurance Bulletins Nos. 17-16 and 17-17 and Clinical Forms Bulletin 17-04.	Please see handouts.	
<b>DHCS Information Notice 17-027</b>	Very important for all prescribers to be enrolled, if not, have them enroll so clients can receive their medications.	Please see handout.	
<b>Reasons for Recoupment</b>	Information on treatment plan, progress notes, and sections for intensive day services. No services before treatment plan is established. Read and send questions to Dr. Fonseca.	Please see handout.	
<b>Edits in IBHIS to Prevent Duplicates</b>	Issue of duplicates in IBHIS. There are now edits in IBHIS to prevent duplicates: cannot create a new client with the same first name, last name, and DOB. You also cannot change all three.		
<b>Announcements</b>	<ul style="list-style-type: none"> <li>• Hathaway-Sycamores is hiring for Quality Management Specialist.</li> <li>• Holiday Potluck at next meeting</li> </ul>		
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: September 20, 2017</li> <li>3. Medi-Cal Certification/Re-Certification Checklist for Contract Providers</li> <li>4. Roll-out of Safety Intelligence/What is Safety Intelligence Reporting?/System User Roles</li> <li>5. Policy Update</li> <li>6. Annual Medi-Cal Beneficiary Grievance and Appeal Report</li> <li>7. MHSIP</li> <li>8. Professional Licensing Waiver Requirements</li> <li>9. Documentation Training Schedule</li> <li>10. Quality Assurance Bulletins/Clinical Forms Bulletin</li> <li>11. DHCS Information Notice 17-027</li> <li>12. Reasons for Recoupment</li> </ol>		

<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Next Meeting</b>	Next Meeting is 12/20/17 (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