

County of Los Angeles – Department of Mental Health *Service Area 3*
Quality Improvement Committee Meeting

January 16, 2019
9:30 am – 11:30 am

AGENDA

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| 1. Welcome and Introductions | Cynthia Hurtado |
| 2. Review of the Minutes | Cynthia Hurtado |
| 3. QI/QA Process | |

Quality Improvement

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| 1. Information from QI Division | Daiya Cunnane |
| • CPS result from Fall 2017 | |
| 2. Patient's Rights Update | Cynthia Hurtado |
| 3. Cultural Competency Updates | Cynthia Hurtado |
| 4. Updated Policies | Margaret Faye |
| • Coordination of Care 302.03 | |
| • Clinical Records Maintenance 401.01 | |

Quality Assurance Liaison Meeting

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| 1. QA Knowledge Assessment | Marc Borkheim |
| 2. Network Adequacy Monthly Webinars | Gassia Ekizian |
| ○ Contact Howard Washington hWashington@dmh.lacounty.gov | |
| 3. Service Request Logs | Gassia Ekizian |
| 4. Psychological Testing Codes Update | Margaret Faye |
| 5. Katie A. Subclass Verification Form- | Margaret Faye |
| • Upcoming Changes | |
| 6. Follow ups from last meeting: | All |
| ○ Medi-Cal Recertification for schools | |
| ○ Annual QA Report & Written QA Process from LE | |
| ○ DHCS System Review | |
| ○ CARES Questions | |
| 7. Schedule of Trainings | Cynthia Hurtado |
| ○ TCM/Rehab | |

Other Issues

- | | |
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| 1. Announcements | All |
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Next Meeting: February 20, 2019
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	1/16/2019	
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Ms. Cynthia Hurtado Mrs. Gassia Ekizian Dr. Margaret Faye	End Time:	10:44AM	
Members Present	<i>Christine Pina</i>	<i>Alma Family Service</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>
	<i>Janet Lester</i>	<i>Almanson MH</i>	<i>Nicole Unrein</i>	<i>Healthright 360 Prototypes</i>
	<i>Mark Rodriguez</i>	<i>Bridges Inc</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>
	<i>Davis Truong</i>	<i>Bridges Inc</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>
	<i>Leslie Shrager</i>	<i>Childrens Bureau of So Cal</i>	<i>Barbar Negron</i>	<i>Leroy Haynes Center</i>
	<i>Paula Randle</i>	<i>David and Margaret</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Erica Villapando</i>	<i>PUSD</i>
	<i>Marc Borkheim</i>	<i>DMH</i>	<i>Renzo Roel</i>	<i>Victor Treatment Center</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>
	<i>Cynthia Hurtado</i>	<i>DMH</i>	<i>Irene Insunza</i>	<i>SPIRITT Family Services</i>
	<i>Violeta Kim</i>	<i>DMH</i>	<i>Lucero Garcia</i>	<i>Starview</i>
	<i>Evelyn Lemus</i>	<i>DMH</i>	<i>Lan Nguyen-Chawkins</i>	<i>SSG/APCTC Alhambra Office</i>
	<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Erika Frausto</i>	<i>ENKI</i>	<i>Joe Bologna</i>	<i>Trinity-El Monte</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Frank Sabado</i>	<i>Trinity-El Monte</i>
	<i>Cheri Noone</i>	<i>Five Acres Boys and Girls Aid Society</i>	<i>Rachel Riphagen</i>	<i>Uplift Family Services</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	Minutes were unable to be reviewed at the meeting. It will be provided at the next month's QIC.		
Information from QI Division	Daiya Cunnane presented. They are improving communication and education to service area providers. QA is much heavier than QI during SA QIC meetings. Daiya noted some example of QI project: 30% of population have co-occurring disorder, how do we improve our services to meet this need. CPS spring 2017/Fall2017 survey results were reviewed. Need to have 15+ surveys to be on summary. Satisfaction decreased in the Fall 2017 report, and more surveys were completed. Open ended comments were reviewed and it is also on the DMH website.	Please see handout.	
Patient Rights Update	Waiting on approval and they are going to roll out at same time		
Cultural Competency Updates	Training in different language-look at the links on DMH website. Changing deaf or hard of hearing and updating that name-more information to come.		
Updated Policies Coordination Clinical records	They changed the format on the policies-- A person is needed to be the coordinator of care with other providers. Policy 302.03 is to help improve the care of client and 401.01 is about clinical record maintenance. Also talks about the EHR scanning documents and have a date stamp. Need to read these policies.	Please see handouts.	
QA Knowledge Assessment	Marc Borkheim presented an upcoming project to help agencies clarify misperceptions. To provide a sample assessment and have 10 questions. Intention is to provide support to agencies and		

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	make it anonymous. Suggestion in meeting is to have a tool available to agencies instead and use it all the time and have access on goingly. Pilot the survey with service area members and bring findings to QIC.		
Access to CARE Webinar	Contact Howard Washington to be included in webinar notifications. Next access to care webinar is February 12, 2019.		
Service Request Logs	Some EHRs are not equipped to submit information via web service. Email Howard Washington if you are working with EHR vendor to gather this information that is not yet equipped.		
Psychological Testing	We need to hold these procedure codes claims until we get further notice from DMH.		
Katie A	Streamline the form to be friendlier. Only give those under 21 and have an open case with DMH that will determine if they are subclass or non-subclass. Wait on bulletin to come out with this information.		
Medi-Cal Recertification	We have to include schools as locations? Even if they are not certified, do we include them in network adequacy? Still looking into this, more information to come.		
Annual QA Report & Written QA Process from LE	Due 1/31/19, please submit.		
DCHCS	All adults and child charts have been pulled and have been submitted for review.		
CARES questions	Reviewed with members and report online if agency requires it for child abuse reporting	Please see handout	
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Consumer Perception Surveys-Spring and Fall, 2017 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	3. Policy 302.03 and 401.01 4. CARES Information 5. Quality Assurance Bulletin: No.14-03		
Next Meeting	Next Meeting is February 20, 2019 (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