

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

April 17, 2019
9:30 am – 10:30 am

AGENDA

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|------------------------------|-----------------|
| 1. Welcome and Introductions | Cynthia Hurtado |
| 2. Review of the Minutes | Cynthia Hurtado |

Quality Improvement

- | | |
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| 1. Non-clinical PIP Request | Cynthia Hurtado |
| 2. Patient's Rights Update | Margaret Faye |
| • Online Grievance | |
| • Online Change of Provider (COP) | |

Quality Assurance Liaison Meeting

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| 1. QA Knowledge Assessment Roll Out | Cynthia Hurtado |
| ○ Cycle 1 | |
| ○ Cycle 2 | |
| 2. DRAFT QA Bulletins: | Gassia Ekizian |
| ○ Revisions to a Guide to Procedure Codes | |
| ○ Updates to DMH Policy 401.02 | |
| 3. CANS/PSC-35 Update | Margaret Faye |
| 4. ICC/IHBS Expansion Update | Cynthia Hurtado |
| 5. Follow Up: Katie A Subclass Verification | Gassia Ekizian |
| 6. Schedule of Trainings | Cynthia Hurtado |

Other Issues

- | | |
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| 1. Announcements | All |
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Next Meeting: May 15, 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**

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|----------------------------------|--|---|----------------------------|--------------------------------------|
| Type of Meeting | Service Area 3 QIC | Date | 4/17/2019 | |
| 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: | 10:23 am | |
| Members Present | <i>Cynthia Concepcion</i> | <i>Almansor MH</i> | <i>Natasha Montiel</i> | <i>Hillsides</i> |
| | <i>Mark Rodriguez</i> | <i>Bridges</i> | <i>Gerry Bonilla</i> | <i>Homes for Life Foundation</i> |
| | <i>Davis Truong</i> | <i>Bridges</i> | <i>Barbar Negron</i> | <i>Leroy Haynes Center</i> |
| | <i>Alma Reyes</i> | <i>California Mentor FSS Program</i> | <i>Lisa Rueda</i> | <i>Maryvale</i> |
| | <i>Misook Nierodzick</i> | <i>Center for Integrated Family and Health Services</i> | <i>Sally Corona</i> | <i>McKinley Children's Center</i> |
| | <i>Leslie Shrager</i> | <i>Children's Bureau of So Cal</i> | <i>Kaitlyn Lopez</i> | <i>Pacific Clinics</i> |
| | <i>Rebecca Schaal</i> | <i>David and Margaret</i> | <i>Erica Villapando</i> | <i>PUSD</i> |
| | <i>Renee Lee</i> | <i>DMH</i> | <i>Rebecca DeKeyser</i> | <i>San Gabriel Children's Center</i> |
| | <i>Daiya Cunnane</i> | <i>DMH</i> | <i>Dawn Dades</i> | <i>Social Model Recovery Systems</i> |
| | <i>Robin Washington</i> | <i>DMH</i> | <i>Irene Insunza</i> | <i>SPIRITT Family Services</i> |
| | <i>Cynthia Hurtado</i> | <i>DMH</i> | <i>Lan Nguyen-Chawkins</i> | <i>SSG/Asian Pacific Clinics</i> |
| | <i>Yessenia Madera</i> | <i>D'Veal Corporation</i> | <i>Lucero Garcia</i> | <i>Starview</i> |
| | <i>Frances Liese</i> | <i>East San Gabriel Valley MH</i> | <i>Stephanie Canales</i> | <i>Starview</i> |
| | <i>Michael Olsen</i> | <i>ENKI</i> | <i>Keri Zehm</i> | <i>Tri-City MH</i> |
| | <i>Erika Frausto</i> | <i>ENKI</i> | <i>Lisa Dang</i> | <i>Tri-City MH</i> |
| | <i>Windy Luna-Perez</i> | <i>Etti Lee Homes</i> | <i>Leslie Guy</i> | <i>Trinity-El Monte</i> |
| | <i>Gassia Ekizian</i> | <i>Foothill Family Services</i> | <i>Frank Sabado</i> | <i>Trinity-El Monte</i> |
| | <i>Margaret Faye</i> | <i>Hathaway Sycamores</i> | <i>Rachel Riphagen</i> | <i>Uplift Family Services</i> |
| | <i>Vivian Chung Easton</i> | <i>Healthright 360 Prototypes</i> | <i>Renzo Roel</i> | <i>Victor Treatment</i> |
| | <i>Janet Yang</i> | <i>Heritage Clinic</i> | <i>Kamisha Ford</i> | <i>Victor Treatment</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 Lisa Dang and seconded by Lisa Rueda. | Please see handout. | |
| Non-clinical PIP Request | Looking for job descriptions for permanent peer positions. Please send to Cynthia once she sends out the email. | | |
| Patient's Rights Update | Online grievance web portal is almost complete. Once it goes live, all grievances will be tracked online. Portal will be easy to use. Need to track all grievances, even those that are resolved. They are piloting an online version of the change of provider form. | | |
| QA Knowledge Assessment Roll Out | It will be rolled out around July/August with a link to the voluntary/anonymous survey. Person who completes the survey can have access to the results. | | |
| DRAFT QA Bulletins | Final bulletin has not come out yet. Highlights include: who can use the 90791 and removed the face to face requirement. Expanded the definition of who can be included in the collateral. Now gathering mental health assessment information from all can be billed under the 90791 code. Second bulletin is also in draft. Includes legal entities need to comply with the requirements. | Please see handouts. | |
| CANS/PSC-35 Update | We are to implement July 1, 2019 for all EPSDT. More information coming out in a bulletin. Still deciding between the CANS 50 versus CANS IP (has more trauma-related questions). | | |
| Follow Up: Katie A Subclass Verification | No date or timeline of when form needs to be completed, more information to come. Follow up to Katie A form. There are three requirements at the top of the form. It should be that they meet first two requirements and third if first two are in | | |

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| | place. FSP was left out because it is a county program; however, if they meet the requirements they would need to be included. | | |
| Schedule of Trainings | More people are able to access the TCM and rehab training. | Please see handout. | |
| Announcements | <ul style="list-style-type: none"> • Cynthia Hurtado will be transitioning out of her role, date is unknown. | | |
| Handouts | <ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: March 20, 2019 3. Quality Assurance Bulletin: A Guide to Procedure Codes 4. Quality Assurance Bulletin: Updates to DMH Policy 401.02 5. Documentation Training Schedule | | |
| Next Meeting | Next Meeting is May 15, 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