

*County of Los Angeles – Department of Mental Health  
SA 4 Program Administration*

**Service Area 4  
Child & Adult  
Integrated Quality Improvement Committee**

*October 16, 2018  
10:30am - Noon*

**695 S. Vermont Ave. ROOM 712  
Los Angeles, CA 90005**

 *Agenda* 

- ❖ Introductions & Minutes review 10:30 – 10:40am
- ❖ Announcements:

■ **LACDMH QI Updates** 10:41-11:15 am

- ▶ Office of Medical Director updates – None
- ▶ Patients' Rights Office updates – Change of Provider
- ▶ Cultural Competency – Southern Region CC Summit conference
- ▶ Consumer Perception Survey period: November 5-9, 2018. Survey training scheduled for all SA's for Tuesday, October 16, 2018 3-4:30pm. 600 Commonwealth, 2<sup>nd</sup> fl conf room. Limited space (1-2 staff per provider).
- ▶ [Thank you for your participation in EQRO!](#)

■ **LACDMH QA Updates** 11:16 – Noon

- ▶ Upcoming audits
- ▶ State DHCS updates – None
- ▶ Training Update – See handout. New Trainings in development :TCM/Rehab, shorter version of Documentation training for refresher, webinar on navigating DMH QA manuals and resource documents
- ▶ Network Adequacy update
- ▶ ACCESS to Care Webinar – draft powerpoint
- ▶ Draft Service Request Log Revisions
- ▶ Upcoming items: Updating Org Manual; ICC/IHBS/TFC & CFT Tracking Modifier

■ **Miscellaneous/Questions**

- ▶ Questions/Discussion

**Next meeting will be November 20, 2018**

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee (QIC) Meeting Minutes

<b>Type of Meeting:</b>	SA 4 Quality Improvement Committee (QIC)		<b>Date:</b>	October 16, 2018
<b>Place:</b>	695 S. Vermont Ave RM 712		<b>Start Time:</b>	10:30am
	Los Angeles, CA. 90026		<b>Adjournment:</b>	11:30am
<b>Chair &amp; Co-Chair:</b>	Chair Wendy Lopez, LACDMH; Co-Chair – Christina Kubojiri, LMFT, Children’s Institute Inc			
<b>Members Present:</b>	<ul style="list-style-type: none"> <li>• Rosa Diaz</li> <li>• Jose Reyes</li> <li>• Kanisha McReynolds</li> <li>• Silvia Yan</li> <li>• Michele Burton</li> <li>• Evelyn Gutierrez</li> <li>• Hugo Galicia</li> <li>• Leslie Shrager</li> <li>• Samuel Pina</li> <li>• Sauntrie Abellera</li> <li>• Bertrand Levesque</li> <li>• Naomi Arellano</li> <li>• Rosa Ruiz</li> <li>• Devanne Hernandez</li> <li>• Daiya Cunnane</li> <li>• Christina Ho</li> <li>• Lauren Permenter</li> <li>• Erika Frausto</li> <li>• Jonathan Figueroa</li> <li>• Charlotte Bautista</li> <li>• Jennifer McKirdy-Corletto</li> <li>• Maria Rubic</li> <li>• Karin Bonwitt</li> <li>• Gilbert Morquecho</li> <li>• Dora Escalante</li> <li>• Chloe Gomez</li> <li>• Jessica Estrada</li> <li>• Rebecca Yu</li> <li>• Eunice Jeon</li> <li>• Amy Cane</li> <li>• Ana Viana</li> <li>• Stacy Tang</li> <li>• Christina Kubojiri</li> <li>• Wendy Rivas</li> <li>• Jeannelli Acuna</li> <li>• Marietta Watson</li> <li>• Lisa Harvey</li> <li>• Carmen Chacon</li> <li>• Elizabeth Mour</li> <li>• Jennifer Jimenez</li> <li>• Reza Khosrowabadi</li> <li>• Misty Aronoff</li> <li>• Arease Edison</li> <li>• Sharon Yazzie</li> <li>• Allison Foster</li> <li>• Alma Guevara</li> <li>• Adriana Gamez</li> <li>• MaryEllen Braaten</li> </ul>			
<b>Members Absent:</b>	<ul style="list-style-type: none"> <li>• AIDS project LA</li> <li>• Anne Sippi Clinic</li> <li>• Behavioral Health Services</li> <li>• Child Family Guidance Center</li> <li>• Dignity Health</li> <li>• DMH AOT</li> <li>• DMH ASOC</li> <li>• DMH Downtown Mental Health</li> <li>• DMH TAY</li> <li>• DMH SFC</li> <li>• DMH PSB</li> <li>• DMH PRO</li> <li>• DMH Specialized Foster Care</li> <li>• Filipino American Services Group</li> <li>• Gateways Hospital</li> <li>• Gateways Homeless Services</li> <li>• Gateways Percy Village</li> <li>• Gateways Forensic Residential Services</li> <li>• Hathaway Sycamores</li> <li>• Health Research Association USC</li> <li>• LAC-USC Medical Center</li> <li>• LA Child Guidance Center</li> <li>• Saban Free Clinic</li> <li>• Queens Care</li> <li>• SSG Alliance</li> <li>• SSG Project 180 LA</li> <li>• SRMT</li> <li>• SSG Silver</li> <li>• Stars Behavioral Health Group</li> <li>• Travelers Aid Society of LA</li> <li>• LAMP Community</li> <li>• Mental Health America</li> <li>• Uplift</li> </ul>			
<b>Introductions:</b>	Members present introduced themselves.			
<b>Minutes Approval:</b>	No revisions indicated for August 2018 minutes.			
<b>Announcements:</b>	Location of SA 4 QIC will be permanently moving. Location TBD with upcoming 2019 schedule.			

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p><b>QI Updates</b></p> <p>Christina Kubojiri</p>	<p><u>Quality Improvement updates:</u></p> <ul style="list-style-type: none"> <li>• <b>Office of Medical Director:</b> None</li> <li>• <b>Patients' Rights Office:</b> <ul style="list-style-type: none"> <li>○ Discussed Change of Provider. D/O should be submitting any COP online. Contract Providers are still awaiting the DMH COP training before also being able to submit COP online.</li> </ul> </li> <li>• <b>Cultural Competency:</b> <ul style="list-style-type: none"> <li>○ Southern Region CC Summit conference: Oct 23-24<sup>th</sup> @ Riverside Convention Center <ul style="list-style-type: none"> <li>▪ Last summit was 2-3 years ago</li> <li>▪ Calls to action the present and future</li> <li>▪ 56 proposals</li> <li>▪ \$275 cost (no discounts offered)</li> <li>▪ Legendary mission Inn hotel offers discounts</li> </ul> </li> </ul> </li> <li>• <b>Consumer Perception Survey Fall Period:</b> November 5-9, 2018. Discussed the upcoming CPS training for all service areas on Tuesday, 10/16, 3-4:30 pm @ 600 Commonwealth, 2<sup>nd</sup> fl conf room. Limited space so only 1-2 staff per provider encouraged.</li> <li>• <b>EQRO:</b> Thanked all members for their participation in EQRO workgroups.</li> </ul>		
<p><b>QA Updates</b></p> <p>Christina Kubojiri</p>	<p><u>Quality Assurance Updates:</u></p> <ul style="list-style-type: none"> <li>○ <b>Medi-Cal Certification</b> – none</li> <li>○ <b>State DHCS updates</b> - none</li> <li>○ <b>Training/Operations</b> <ul style="list-style-type: none"> <li>○ Training schedule was provided to all SA 4 QIC members</li> <li>○ New upcoming DMH trainings offered: <ul style="list-style-type: none"> <li>▪ Shorter version of Understanding Documentation – refresher (2-3 hours);</li> <li>▪ Targeted Case Management &amp; Rehabilitation training</li> <li>▪ Short video on how to navigate DMH QA manuals and resources</li> <li>▪ Member requested adding MAA (D/O only) portion of training to COS training</li> </ul> </li> </ul> </li> <li>○ <b>Network Adequacy Update</b> – Discussed that all agencies (D/O &amp; LE) should be updating the NACT in real time on-going.</li> <li>○ <b>Access to Care</b> – The webinar powerpoint is currently in draft.</li> <li>○ <b>Draft Service Request Log form is pending.</b></li> </ul>		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p><b>QA Updates</b></p> <p>Christina Kubojiri</p>	<ul style="list-style-type: none"> <li>○ Upcoming items: Updating Org Manual; ICC/IHBS/TFC; CFT Tracking Modifier</li> </ul>		

<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, Scheduled Tasks</b>	<b>Responsible Person / Due Date</b>
Quality Assurance Updates Christina Kubojiri			

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date

**Next Meeting:** November 20, 2018; 695 S. Vermont Ave, Los Angeles, CA 90005 RM 712  
 Respectfully Submitted




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Christina Kubojiri, BME, QA Clinical Coordinator, Children's  
 Institute, Inc.  
 SA4 Co-Chair