

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE
March 5, 2019

AGENDA

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|--|-----------------|
| I. Welcome and Introductions | All |
| II. Trouble Shooter Roster, Updates | Dara Vines |
| III. Review of Minutes | All |
| IV. DMH Updates | Jacque Wilcoxon |
| V. Quality Assurance | Dara/ David |
| <ul style="list-style-type: none">• Quality Assurance Liaisons' Meeting Minutes, November 5, 2018 and December 10, 2018• Documentation Training Schedule, Revised, February 12, 2019• Special Documentation Presentation Schedule, January 14, 2019 and February 11, 2019• DHCS State System Review• QA Bulletin No. 19-01, Psychological Testing Procedure Code Updates, February 28, 2019• Access to Care/Network Adequacy<ul style="list-style-type: none">○ Submission of SRL Data○ Cultural Competency Attestation in NACT• Draft Katie A Subclass Verification Form• LACDMH Policy 302.03 Coordination of Care• LACDMH Policy 401.01 Clinical Records Maintenance• Annual QA Report and Written QA Process• QA Knowledge Assessment | Marc Borkheim |
| VI. Quality Improvement | Dara/David |
| <ul style="list-style-type: none">• Policy/Procedure Update, January 14, 2019 and February 11, 2019• Quality Improvement Work Plans Goals Summary – CY 2018 | |

- ACCESS Test Call Script/Instructions – Revised
- Non-Clinical PIPs Updates
- Customer Service Workshops

Lynetta Shonibare

VII. Next QIC Meeting

Dara/David

The next Service Area 5 Quality Improvement Committee Meeting will be held on Tuesday, May 7, 2019 from 9:00AM – 11:00AM, at 11303 W. Washington Blvd., Suite 200, Los Angeles, CA 90066.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes**

Type of Meeting	Quality Improvement Committee	Date:	March 5, 2019
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	Start Time:	9:00 AM
Chair Co-Chair	Dara Vines, DMH David Tavlin, Step Up On Second	End Time:	11:00 AM
Members Present	Dara Vines, DMH; David Tavlin, Step Up On Second; Jacquelyn Wilcoxin, DMH; Marc Borkheim, DMH – QA; Misty Aronoff, Step Up on Second; Mandy Sommers, St. Joseph Center; Enriqueta Allred, Didi Hirsch Mental Health Center; Daiya Cunnane, DMH – QI; Steve Dobbs, Edelman Adult; Martha Andreani, Providence St. John's; Jorge Alfaro, Providence St. John's; Renee Lee, QA – Medi-Cal Certification Section; Eloisa Ramos Robles, Exceptional Children's Foundation; Claudia Angel, Exceptional Children's Foundation; Patrice Grant, Edelman (Child); Cheryl Carrington, Vista Del Mar; Caitlyn O'Hara, Alcott Center; Jeanine Caro-Delvaile, The Help Group; Matthew Lyon, St. Joseph Center; Araceli Barajas, UCLA Ties for Families; Camille Dennis, SHARE!; Gaby Cardenas, St. Joseph Center; Kelly Delich, Family Service of Santa Monica; Anahita Gheyntanchi, Wise and Healthy Aging; Lynetta Shonibare, DMH-QI; Sherry Nourian, Vista Del Mar; Wendy Coloma, The People Concern; Trish Burkert, Exodus Recovery; Blair Ibarra, Exodus Recovery		
Excused/Absent Members	Danielle Price, The Help Group; Jenna Ness, The People Concern; Theodore M. Cannady, DMH; Steven Hull, The Help Group; Anahita Saadatifaïd, Homes for Life Foundation; Stephanie Yamada, PACS; Sharon Greene, Providence St. John's; Filippo Forni, New Directions for Veterans; Monica Martocci, CLARE Foundation; Nilsa Gallardo, Edelman – Adult; Brenda Del Castillo, CLARE Foundation; Marina Eckhart, Didi Hirsch; Ruby Quintana, DMH; Michael Lyles, DMH; Kristine Santoro, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Maria Tan, DMH – OASOC; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; LaCheryl Porter, St. Joseph; Nancy Tallerino, Vista Del Mar; Sara Nouri, Alcott Center; Anahita Saadatifaïd, Homes for Life Foundation; Kristi Rangel, Alcott Center; Aminah Ofumbi, Didi Hirsch; Jorge Alfaro, Providence St. John's; Libby Hartigan, SHARE!;		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 AM.	Introductions were made.	Dara QIC Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for January 8, 2019.	Final approved Minutes for September 4, 2018 were distributed to providers and will post to the QI website.	QIC Membership Dara
DMH Updates	The Trouble Shooter Roster was updated.		Dara
Quality Assurance	Jacquie Wilcoxon provided DMH updates: 1) QIC members were informed about the most recent reorganization efforts under Dr. Sherin's leadership. Dr. Debbie Innes-Gomberg was named the Deputy Director of the Prevention and Outcomes Bureau. The Bureau will be rolling out a number of new school-based and other PEI activities. Anabel Rodriguez is no longer the Acting Deputy Director of the Child Welfare Division having recently been named to that position. 2) Jacquie also announced that Monika Johnson, former SA5 QIC Chair, resigned her position with SA5 Administration in February and has left DMH to pursue new ventures. 3) Lastly, members were informed that the We Rise campaign is planned again for May during Mental Health Awareness month. Last year's campaign was highly successful and involved a number of exhibits, activities and events that were of interest to both consumers and professional staff. More information will be made available closer to the event.		Providers

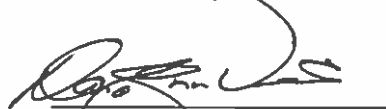
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> • Quality Assurance Liaisons' Meeting Minutes, November 5, 2018 and December 10, 2018 • Documentation Training Schedule, Revised – February 12, 2019 Providers were informed that this Training Schedule extends through May 2019. If there are questions regarding upcoming trainings, providers should contact: Nikki Collier for Non-IBHIS and Joshua Lozada for IHBIS trainings. One legal entity QIC member observed that some bulletins are no longer being posted on the DMH website and wondered if the procedures to register have changed. • Special Documentation Presentation Schedule, January 14, 2019 and February 11, 2019 • DHCS State System Review Dara and David provided general information regarding the DHCS review findings. Discussed DHS prohibitions regarding submitting claims for substance abuse (SA) (group or individual) treatment within specialty mental health. Consumers who need SA treatment should be referred to an SA provider. Also, discussed the (cont.) 	<p>Quality Assurance Liaisons' Meeting Minutes, 11/5/18 and 12/10/18</p> <p>Copies of the QA Documentation Training Schedule for 2/12/19 were distributed to providers. David and Dara will confirm the procedures for legal entities to sign up for trainings.</p> <p>Copies of the Special Documentation Schedule for 1/14/18 and 2/11/18 were distributed to providers</p> <p>Copies of the System Review FY 18-19 Outpatient Chart Review "Providers Selected" Document were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Directly Operated</p> <p>Providers</p>


Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> • Draft Katie A Subclass Verification Form Dara briefly reviewed the draft form. Once approved, the form should be filled out for EPSDT clients with an open DCFS case. There is an added “does not meet criteria” option on the form. The form no longer needs to be completed every 90 days. • LACDMH Policy 302.03 Coordination of Care Dara and David reviewed the policy. Jacquie led a discussion with QIC members about the overall concept and goal of coordinated care and how it can be achieved. • LACDMH Policy 401.01 Clinical Records Maintenance Dara and David reviewed the storage, release and retention policy as it pertains to clinical record keeping. • Annual QA Report and Written QA Process Dara provided an update on the QA Divisions receipt of Annual QA Reports from LEs. The QA Division plans to reach out to providers that did not submit their reports by the January 31st deadline. • QA Knowledge Assessment Marc Borkheim, SA5 QA Liaison, introduced the idea of QA sending electronic surveys to LEs aimed at assessing their overall level of QA competence. He discussed the aims of survey data collection and solicited feedback from the members. 	<p>Copies of the Draft Katie A. Subclass Verification form were distributed to the providers</p> <p>Copies of Policy 302.03 were distributed to providers</p> <p>Copies of Policy 401.01 were distributed to providers</p> <p>Copies of “Introduction to <u>QA Quiz’s</u>” were distributed to providers</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Marc Borkheim, Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	<ul style="list-style-type: none"> • Policy/Procedure Update, January 14, 2019 and February 11, 2019 Clinical policies 302.03 - Coordination of Care and 401.01 - Clinical Records Maintenance were completed. • Quality Improvement Work Plans Goals Summary – CY 2018 • ACCESS Test Call Script/Instructions – Revised LyNetta Shonibare, PsyD, presented the revised ACCESS Test Call instructions. The following SA5 agencies will take part in the project this month (March): Alcott Center, Edelman Child Clinic, Edelman Adult Clinic, Exceptional Children’s Foundation, The People Concern, The Help Group, and WISE & Healthy Aging and St. Joseph Center, Step Up on Second. Participants will follow up on the assigned calls and return the surveys via email to SA5 QIC Chair by March 31, 2019. • Clinical and Non-Clinical PIPs Updates <ul style="list-style-type: none"> • Customer Service Workshops LyNetta Shonibare, PsyD, presented a brief update of current Clinical and Non-Clinical PIPs. 	<p>Copies of Policy/Procedure Updates dated 1/14/19 and 2/11/19 were distributed to providers</p> <p>Copies of the QA Work Plans Goal Summary – CY 2018 were distributed to providers</p> <p>Dara will email participants with specific ACCESS test call assignments, scripts and guidelines.</p> <p>Dr. Shonibare requested time next meeting to continue presentation on Clinical and Non-Clinical PIPs</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p> <p>LyNetta Shonibare, PsyD, Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 7, 2019 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM.		Providers

Respectfully Submitted,


 Dara L. Vines, Ph.D.


 David Tavlin, MFT