

Los Angeles County – Department of Mental Health  
Service Area 6 Quality Improvement Committee Meeting  
November 15, 2018

**AGENDA**

Welcome and Introductions  
Minutes from September

**Quality Improvement**

- I. Test Calls
- II. Consumer Perception Surveys – Fall 2018

**Quality Assurance**

- I. Audits & Reviews – QA & Contract Monitoring
  - a) MR Grant
  - b) LE Chart Reviews by QA
  - c) DO Check-In's by QA
- II. Medi-Cal Certification
- III. State DHCS Updates
- IV. Training & Operations
  - a) Schedule
  - b) Annual LE QA Report 2019 Changes
  - c) Accessing QA Website
- V. Policy & Technical Development
  - a) QA Bulletin No. 18-11: Included ICD 10 Diagnoses
  - b) Network Adequacy Webinars
  - c) Access to Care FAQ's
  - d) ICC/IHBS Expansion
  - e) MHRS Definition and Clarification

**Presentation/Training**

- I. QID – Dr. Daiya Cunnane
  - a) QI Work Plan Goals Evaluation CY 2017 & QI Work Plan 2018 Goals

**Announcements**

- I. CARES
- II. Provider Directory Updates

**Next Meeting:** Wednesday, December 19<sup>th</sup>, 9am – 11am **\*special date/new location**  
11833 Wilmington Ave., Willowbrook, CA 90059, Community Engagement Room

Please send in questions ahead of time so we can answer them as a group!

Dr. Erica Melbourne, Chair, [emelbourne@dmh.lacounty.gov](mailto:emelbourne@dmh.lacounty.gov)

Dr. Socorro Gertmenian, Co-Chair, [socorro@lacgc.org](mailto:socorro@lacgc.org)



Questions and Notes:

20 horizontal lines for writing.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

<b>Type of Meeting</b>	<b>Service Area 6 QIC</b>	<b>Date</b>	<b>11/15/2018</b>																																																																																				
<b>Place</b>	<b>MLK Interns &amp; Residents Bldg. I&amp;R Conference Room 1670 E. 120<sup>th</sup> Street Los Angeles, CA 90059</b>	<b>Start Time:</b>	<b>9:00 am</b>																																																																																				
<b>Chairperson Co-Chair</b>	<b>Dr. Erica Melbourne Dr. Socorro Gertmenian</b>	<b>End Time:</b>	<b>10:30 am</b>																																																																																				
<b>Members Present</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;"><i>Sarah Barakat</i></td> <td style="width: 33%;"><i>Bayfront</i></td> <td style="width: 33%;"><i>Kanisha McReynolds</i></td> <td style="width: 33%;"><i>Amanecer CCS</i></td> </tr> <tr> <td><i>Patricia Burkett</i></td> <td><i>Exodus Recovery</i></td> <td><i>Jessica Palma</i></td> <td><i>DMH</i></td> </tr> <tr> <td><i>Jessica Calcaterra</i></td> <td><i>Crittenton</i></td> <td><i>Lauren Permenter</i></td> <td><i>El Centro Del Pueblo</i></td> </tr> <tr> <td><i>Sara Dodd</i></td> <td><i>SHIELDS</i></td> <td><i>Andrea Urrea</i></td> <td><i>Masada Homes</i></td> </tr> <tr> <td><i>Valencia Dunn</i></td> <td><i>PIC</i></td> <td><i>Marietta Watson</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Julie Elder</i></td> <td><i>SCHARP &amp; BFA</i></td> <td><i>Mariko Yamada</i></td> <td><i>St. Francis</i></td> </tr> <tr> <td><i>Erika Flores</i></td> <td><i>Alafia MHC</i></td> <td><i>Alejandra Ramos</i></td> <td><i>TCCSC</i></td> </tr> <tr> <td><i>Lummy Galbusera</i></td> <td><i>Alafia MHC</i></td> <td><i>Jennifer Miyamoto</i></td> <td><i>Kedren</i></td> </tr> <tr> <td></td> <td></td> <td><i>Echeverria</i></td> <td></td> </tr> <tr> <td><i>Socorro Gertmenian</i></td> <td><i>LACGC</i></td> <td><i>Michelle Urizar</i></td> <td><i>Drew CDC</i></td> </tr> <tr> <td><i>Adriana Guerrero</i></td> <td><i>Drew CDC</i></td> <td><i>Ashlei Sullivan</i></td> <td><i>Olive Crest</i></td> </tr> <tr> <td><i>Leah Gutierrez</i></td> <td><i>The Guidance Center</i></td> <td><i>Daiya Cunnane</i></td> <td><i>DMH QI</i></td> </tr> <tr> <td><i>Chloe Gomez</i></td> <td><i>JWCH Institute</i></td> <td><i>David Grams</i></td> <td><i>PIC</i></td> </tr> <tr> <td><i>Bosco Ho</i></td> <td><i>SSG APR</i></td> <td></td> <td></td> </tr> <tr> <td><i>Socorro Gertmenian</i></td> <td><i>LACGC</i></td> <td></td> <td></td> </tr> <tr> <td><i>Bertrand Levesque</i></td> <td><i>DMH</i></td> <td></td> <td></td> </tr> <tr> <td><i>Christina Leyva</i></td> <td><i>SSG HOPICS</i></td> <td></td> <td></td> </tr> <tr> <td><i>Jessica Loaiza</i></td> <td><i>WLCAC</i></td> <td></td> <td></td> </tr> <tr> <td><i>Dana Longino</i></td> <td><i>SCHARP &amp; BFA</i></td> <td></td> <td></td> </tr> <tr> <td><i>Martin McDermott</i></td> <td><i>Bayfront</i></td> <td></td> <td></td> </tr> <tr> <td><i>Pat McKnight</i></td> <td><i>CMMD, SA 6-8</i></td> <td></td> <td></td> </tr> </table>			<i>Sarah Barakat</i>	<i>Bayfront</i>	<i>Kanisha McReynolds</i>	<i>Amanecer CCS</i>	<i>Patricia Burkett</i>	<i>Exodus Recovery</i>	<i>Jessica Palma</i>	<i>DMH</i>	<i>Jessica Calcaterra</i>	<i>Crittenton</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>	<i>Sara Dodd</i>	<i>SHIELDS</i>	<i>Andrea Urrea</i>	<i>Masada Homes</i>	<i>Valencia Dunn</i>	<i>PIC</i>	<i>Marietta Watson</i>	<i>Pacific Clinics</i>	<i>Julie Elder</i>	<i>SCHARP &amp; BFA</i>	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Erika Flores</i>	<i>Alafia MHC</i>	<i>Alejandra Ramos</i>	<i>TCCSC</i>	<i>Lummy Galbusera</i>	<i>Alafia MHC</i>	<i>Jennifer Miyamoto</i>	<i>Kedren</i>			<i>Echeverria</i>		<i>Socorro Gertmenian</i>	<i>LACGC</i>	<i>Michelle Urizar</i>	<i>Drew CDC</i>	<i>Adriana Guerrero</i>	<i>Drew CDC</i>	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>	<i>Leah Gutierrez</i>	<i>The Guidance Center</i>	<i>Daiya Cunnane</i>	<i>DMH QI</i>	<i>Chloe Gomez</i>	<i>JWCH Institute</i>	<i>David Grams</i>	<i>PIC</i>	<i>Bosco Ho</i>	<i>SSG APR</i>			<i>Socorro Gertmenian</i>	<i>LACGC</i>			<i>Bertrand Levesque</i>	<i>DMH</i>			<i>Christina Leyva</i>	<i>SSG HOPICS</i>			<i>Jessica Loaiza</i>	<i>WLCAC</i>			<i>Dana Longino</i>	<i>SCHARP &amp; BFA</i>			<i>Martin McDermott</i>	<i>Bayfront</i>			<i>Pat McKnight</i>	<i>CMMD, SA 6-8</i>		
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<b>Call to Order &amp; Introductions</b>	Dr. Bertrand Levesque called the meeting to order at 9:00a.m and followed with self-introductions.																																																																																						

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Review of Minutes</b>	Minutes from the September 2018 QIC minutes were reviewed and presented. Jessica Loaiza approved the minutes, and Dana Longino seconded the motion.		
<b>Consumer Perception Survey</b>	Thanked everyone for participating in the surveys. Reminded everyone to turn them in at the end of the meeting.		QIC Chair/Co-Chair, 11/15/2018
<b>State DHCS Updates</b>	Dr. Bertrand Levesque reported that more information would come out soon regarding the names of clients and providers selected for the Statewide System Review. Providers will receive notice via email. Audit begins, 2/4/2019.	Discussed basic steps and potential dates.	
<b>Training &amp; Operations</b>	<ul style="list-style-type: none"> <li>a) Schedule</li> <li>b) Annual LE QA Report 2019 Changes</li> <li>c) Accessing QA Website</li> </ul>		
<b>Policy &amp; Technical Development</b>	<ul style="list-style-type: none"> <li>1. Reviewed QA Bulletin No. 18-11 "Included ICD Diagnoses".</li> <li>2. Network Adequacy Webinars</li> <li>3. Access to Care FAQ's and SRL</li> <li>4. ICC/ IHBS expansion</li> <li>5. MHRS Definitions and clarification</li> </ul>	<ul style="list-style-type: none"> <li>1. Discussion around the difference between Included and Allowed. (Included entered into IBHIS, whereas Allowable is tied to billing for Medi-Cal claims).</li> <li>2. Discussed importance of maintaining the Network Adequacy system of current agency information. Recommended having a point team to manage it. Reviewed that Provider Directory will pull information from the Network Adequacy now.</li> <li>3. Access to Care announcement that there will be webinars to review</li> </ul>	

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		<p>this process. There will be a request to send in the SRL from each LE.</p> <ol style="list-style-type: none"> <li>4. Announced the ICC/IHBS expansion – more info to come.</li> <li>5. Briefly reviewed these and noted that more information will be coming out soon.</li> </ol>	
<b>QID Presentation</b>	Dr. Daiya Cunnane presented the QI Work Plan Goals Evaluation CY 2017 & QI Work Plan 2018 Goals.		
<b>Announcements</b>	<ul style="list-style-type: none"> <li>• CARES</li> <li>• Provider Directory Updates</li> <li>• Consumers at the QIC</li> <li>• Required documents for Intake</li> </ul>	<p>Intake Documents: Members expressed concerns about not being able to bill if they cannot get all the required documents in. The room discussed workflows and several people made recommendations (for example - requiring referrals to come with all required documents). Strongly recommend that agencies who wanted to know more about what is required that they should attend the financial trainings offered by the department.</p>	SA QIC Chair/Co-Chair will follow up to ensure that consumers are invited to the SA 6 QIC meetings.
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: September 27, 2018</li> </ol>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Next Meeting</b>	3. CARES FAQ 4. QA Bulletin 11-18  Next Meeting is December 19, 2018 (9:00a.m. – 11:00 a.m.) at MLK Public Health Bldg., Community Engagement Room, 11833 S. Wilmington, Los Angeles, CA 90059.	Questions from the QIC for the next meeting: 1. Are medication evaluations required for clients receiving medication or does the Full Assessment count? What proof is needed to show that a client was seen and evaluated by a doctor? One agency spoke about a patient survey to see if client wanted meds. 2. Can a MA in psychology and EDD functions as clinicians?	SA QIC Chair: by the date of the next meeting, 12/19/2018 will follow up with DMH QA re: question #1 and Diane Guillory re: question #2.

Respectfully Submitted, Socorro Gertmenian, PhD & Erica Melbourne, PsyD