

Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
February 28, 2019
AGENDA

Welcome and Introductions
Minutes from January

Quality Improvement

- I. Test Call Script/Instructions
- II. Compliance, Privacy, & Audit Services Bureau Policy Updates
- III. Cultural Competency Updates
 - a) Review of Language Translation & Interpretation Services Policy 200.03
 - b) Culturally and Linguistically Inclusive Services Policy (draft form)
- IV. QID Updates ~ Dr. Daiya Cunnane
 - a) Clinical and non-clinical Performance Improvement Projects (PIP) updates
 - b) Front Office Customer Service Training – revised bulletin
 - c) Annual Test Calls Study CY 2019

Presentation/Training

- I. QA Knowledge Assessments – Dr. Marc Borkheim, QA Division (20 minutes)

Quality Assurance

- I. Recent/Upcoming Audits
- II. State DHCS Updates
- III. Training and Operations
 - a) Training Calendar **see attachment*
- IV. Policy & Technical Development
 - a) Access to Care/Network Adequacy Webinar ~ March 12, 2019 from 9-10a.m. If you would like to be on the list to receive updates email:
(hwashington@dmh.lacounty.gov)
 - b) Upcoming Assessment Form Changes
 - c) DRAFT QA Bulletin – Psychological Testing Procedure Code Updates **see attachment*
 - d) Policy 302.3: Care Coordination **see attachment*
 - e) Policy 401.01: Clinical Records Maintenance **see attachment*

Announcements

- I. Reminder: Annual QA Report & Written QA Process Form for LE's was Due 1/31/2019
- II. Annual Cultural Competence Training Attestation **see attachment*

Next Meeting: Thursday, March 28th, 9am – 11am
1670 E. 120th St., Los Angeles, CA 90059, Interns & Residents Building
Please send in questions ahead of time so we can answer them as a group!
Dr. Erica Melbourne, Chair, emelbourne@dmh.lacounty.gov
Dr. Socorro Gertmenian, Co-Chair, socorrog@lacgc.org

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

Type of Meeting	Service Area 6 QIC	Date	2/28/2019																																																																																																					
Place	MLK Community Hospital 11833 S. Wilmington Ave. Los Angeles, CA 90059	Start Time:	9:05 am																																																																																																					
Chairperson Co-Chair	Dr. Erica Melbourne Dr. Socorro Gertmenian	End Time:	10:30 am																																																																																																					
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Shaun Allen</i></td> <td style="width: 25%;"><i>Kedren</i></td> <td style="width: 25%;"><i>Ariana Miller</i></td> <td style="width: 25%;"><i>WCC</i></td> </tr> <tr> <td><i>Maria Alonzo</i></td> <td><i>Hathaway Sycamores</i></td> <td><i>Alejandra Ramos</i></td> <td><i>TCCSC</i></td> </tr> <tr> <td><i>Sarah Barakat</i></td> <td><i>Bayfront Youth & Family</i></td> <td><i>Martin McDermott</i></td> <td><i>Bayfront</i></td> </tr> <tr> <td><i>Shantele Blackmon</i></td> <td><i>SSG Weber</i></td> <td><i>Kanisha McReynolds</i></td> <td><i>Amanecer CCS</i></td> </tr> <tr> <td><i>Patricia Burkert</i></td> <td><i>Exodus</i></td> <td><i>Daiya Cunnane</i></td> <td><i>DMH QID</i></td> </tr> <tr> <td><i>Michele Burton</i></td> <td><i>Aviva Children & Family</i></td> <td><i>Yovette Roldan</i></td> <td><i>SCHARP</i></td> </tr> <tr> <td><i>Daiya Cunnane</i></td> <td><i>DMH QI</i></td> <td><i>Cedric Smoots</i></td> <td><i>PIC</i></td> </tr> <tr> <td><i>Sara Dodd</i></td> <td><i>SHIELDS</i></td> <td><i>Lauren Permenter</i></td> <td><i>El Centro Del Pueblo</i></td> </tr> <tr> <td><i>Elizabeth Echeverria</i></td> <td><i>SCHARP & BFA</i></td> <td><i>Marietta Wilson</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Julie Elder</i></td> <td><i>SCHARP & BFA</i></td> <td><i>Mariko Yamada</i></td> <td><i>St. Francis</i></td> </tr> <tr> <td><i>Lani Espinas</i></td> <td><i>Crittenton</i></td> <td><i>Ashanti Parker</i></td> <td><i>DMH-SFC</i></td> </tr> <tr> <td><i>Mark Shokair</i></td> <td><i>CA Mentor</i></td> <td><i>Michael Silverman</i></td> <td><i>DMH SFC</i></td> </tr> <tr> <td><i>Ashlei Sullivan</i></td> <td><i>Olive Crest</i></td> <td><i>Jamie Chess</i></td> <td><i>Exodus Recovery</i></td> </tr> <tr> <td><i>Jasmine Boyden</i></td> <td><i>AFH MHC</i></td> <td><i>Beatrice Perez</i></td> <td><i>1736 FCC</i></td> </tr> <tr> <td><i>Elias Mejia</i></td> <td><i>Alafia</i></td> <td><i>Stephanie DeLange</i></td> <td><i>WLCAC</i></td> </tr> <tr> <td><i>Marc Borkheim</i></td> <td><i>DMH QA</i></td> <td><i>Lisa Garcia</i></td> <td><i>Kedren</i></td> </tr> <tr> <td><i>Mayra Hernandez</i></td> <td><i>Starview</i></td> <td><i>“Coco” Satoko Luce</i></td> <td><i>WCMH</i></td> </tr> <tr> <td><i>David Grams</i></td> <td><i>PIC</i></td> <td><i>Brittany White</i></td> <td><i>PIC</i></td> </tr> <tr> <td><i>Leah Gutierrez</i></td> <td><i>The Guidance Center</i></td> <td><i>Graciela Sanchez</i></td> <td><i>Amanecer</i></td> </tr> <tr> <td><i>Bosco Ho</i></td> <td><i>SSG APR</i></td> <td><i>Kathy Saucedo</i></td> <td><i>Starview</i></td> </tr> <tr> <td><i>Socorro Gertmenian</i></td> <td><i>LACGC</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>Nisaa Madyun</i></td> <td><i>DMH Compton</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>Aminah Ofumbi</i></td> <td><i>Didi Hirsch</i></td> <td></td> <td></td> </tr> </table>				<i>Shaun Allen</i>	<i>Kedren</i>	<i>Ariana Miller</i>	<i>WCC</i>	<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Alejandra Ramos</i>	<i>TCCSC</i>	<i>Sarah Barakat</i>	<i>Bayfront Youth & Family</i>	<i>Martin McDermott</i>	<i>Bayfront</i>	<i>Shantele Blackmon</i>	<i>SSG Weber</i>	<i>Kanisha McReynolds</i>	<i>Amanecer CCS</i>	<i>Patricia Burkert</i>	<i>Exodus</i>	<i>Daiya Cunnane</i>	<i>DMH QID</i>	<i>Michele Burton</i>	<i>Aviva Children & Family</i>	<i>Yovette Roldan</i>	<i>SCHARP</i>	<i>Daiya Cunnane</i>	<i>DMH QI</i>	<i>Cedric Smoots</i>	<i>PIC</i>	<i>Sara Dodd</i>	<i>SHIELDS</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>	<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Marietta Wilson</i>	<i>Pacific Clinics</i>	<i>Julie Elder</i>	<i>SCHARP & BFA</i>	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Lani Espinas</i>	<i>Crittenton</i>	<i>Ashanti Parker</i>	<i>DMH-SFC</i>	<i>Mark Shokair</i>	<i>CA Mentor</i>	<i>Michael Silverman</i>	<i>DMH SFC</i>	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>	<i>Jamie Chess</i>	<i>Exodus Recovery</i>	<i>Jasmine Boyden</i>	<i>AFH MHC</i>	<i>Beatrice Perez</i>	<i>1736 FCC</i>	<i>Elias Mejia</i>	<i>Alafia</i>	<i>Stephanie DeLange</i>	<i>WLCAC</i>	<i>Marc Borkheim</i>	<i>DMH QA</i>	<i>Lisa Garcia</i>	<i>Kedren</i>	<i>Mayra Hernandez</i>	<i>Starview</i>	<i>“Coco” Satoko Luce</i>	<i>WCMH</i>	<i>David Grams</i>	<i>PIC</i>	<i>Brittany White</i>	<i>PIC</i>	<i>Leah Gutierrez</i>	<i>The Guidance Center</i>	<i>Graciela Sanchez</i>	<i>Amanecer</i>	<i>Bosco Ho</i>	<i>SSG APR</i>	<i>Kathy Saucedo</i>	<i>Starview</i>	<i>Socorro Gertmenian</i>	<i>LACGC</i>			<i>Jessica Loaiza</i>	<i>WLCAC</i>			<i>Nisaa Madyun</i>	<i>DMH Compton</i>			<i>Martin McDermott</i>	<i>Bayfront</i>			<i>Aminah Ofumbi</i>	<i>Didi Hirsch</i>		
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Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Socorro Gertmenian called the meeting to order at 9:01a.m and followed with self-introductions.		
Review of Minutes	Minutes from the January 2019 QIC meeting were reviewed and presented. Lauren Permenter approved the minutes, and Jessica Loaiza seconded the motion.		
Test Call Script/Instructions	Dr. Socorro & Dr. Daiya reviewed test calls. SA6 is in April. Volunteers are needed for English and Spanish Speaking test calls.	Test call guidelines, instructions and schedule provided to members.	
Compliance, Privacy and Audit Services	<p>Emails were sent to members about the updated policies. Review of the completed Policies:</p> <ul style="list-style-type: none"> • Policy 302.03, Coordination of Care (Level 1) • Policy 106.18, Annual Sub recipient Risk Assessment (Level 1) • Policy 401.05, Use of Secure Text Messages and Video Chat in Practitioner/ Client Communications (Level 1) • Policy 30612, Pharmacy and Therapeutic Committee (Level 1) • Policy 401.12, Clinical Records and Content and Documentation Entry (Level 1 &2) • Policy 614.02, In Service Training (Level 1) 		

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Cultural Competency Updates	<ul style="list-style-type: none"> • Reviewed upcoming changes to Language Translation and Interpretive Services Policy 200.03. • Discussed the Culturally and Linguistically Inclusive Services Policy that is currently in DRAFT form. • Distributed the Annual Cultural Competence Training Plan, FY 18-19. 		
QID Updates	<ul style="list-style-type: none"> • Dr. Cunnane spoke briefly about Clinical and Non Clinical Performance Improvement Projects (PIP) updates. • Dr. Cunnane also presented the Front Office Customer Service Training - revised bulletin. Beginning in March, Front line staff will start a 90- minute training. • Quality Improvement Work Plans Goals Summary - CY 2018 – shared progress over the year. 	Any interested Agencies should contact Dr. Melbourne	
Presentation/ Training	QA Knowledge Assessment – Dr. Marc Borkheim		
Quality Assurance	<ul style="list-style-type: none"> • Recent /Upcoming Audits: Hathaway had a QA Review. • State DHCS Updates: There was a review this month. The importance of a complete justification for the diagnosis. Additional details will be shared later. • Training Calendar: The Understanding Documentation Training Schedule provided to the providers. The trainings will be monthly and will be open to all DOs and LEs, covering CFE, TCM activities and rehab activities. Addressed questions 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p>around drug use and mental health documentation. Guidelines explained. Seeking Safety billing questions were addressed. Specific to claiming for TCM and phone calls – utilize caution as in some cases it may be a red flag is there is no justification as to how it is medically necessary linkage.</p> <ul style="list-style-type: none"> • Policy & Technical Development: <ul style="list-style-type: none"> ~Access to Care/Network Adequacy – Access to care was reviewed. ~Upcoming Assessment Form Changes ~DRAFT QA Bulletin – Psychological Testing Procedure Code Updates. ~Policy 302.03: Care Coordination ~Policy 401.01: Clinical Records Maintenance 		
Announcements	<ul style="list-style-type: none"> • Annual QA Report & Written QA Process Form for LE's was Due 1/31/2019 • Annual Cultural Competence Training Attestation. 		
Next Meeting	<p>Next Meeting is March 28, 2019 (9am – 11am) at the MLK Community Hospital Interns & Residents Bldg. 1670 E. 120TH St., Los Angeles, CA 90059</p>		

Respectfully Submitted, Jasmine Boyden