









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



Welcome and Introductions
Minutes from February





Quality Improvement

- 
- 
- 
- 
- 
- 
- 
- I. Clinical Risk Management Update
 - II. Pharmacy Update
 - III. Patients' Rights Office
 - IV. Compliance, Privacy, & Audit Services Bureau Policy Updates
 - V. Cultural Competency Updates
 - a) Integrated Health Multicultural Conference
 - b) Culturally and Linguistically Inclusive Services P&P
 - c) CCU Projects Careers in MH
 - VI. QID Updates
 - a) State and County Outcomes Performance Report - Spring 2018
 - b) Trends in Consumer Perception Survey (CPS) Provider-level data
 - c) CALQIC 2019












Presentation/Training

- 
- 
- I. Test Calls – Dr. Lynetta Shonibare/Dr. Daiya Cunnane






Quality Assurance


- 
- 
- 
- 
- 
- 
- 
- 
- 
- I. Recent/Upcoming Audits
 - II. State DHCS Updates
 - III. Training and Operations
 - a) Training Calendar **see attachment*
 - IV. Policy & Technical Development
 - a) NACT Application Updated
 - Access to Care/Network Adequacy Webinar
 - b) FINAL QA Bulletin – Psychological Testing Procedure Code Updates **see attachment*
 - c) Proposed Guide to Procedure Codes Updates
 - d) Reminder: Medication Consent Requirements
 - e) FINAL Clinical Forms Bulletin 19-01 – Katie A Subclass Verification, Secure Text Messaging **see attachment*
 - f) Psychiatry Residents Providing E&M MSS
 - V. Health Information Management (HIM) Directly Operated Only



Announcements



Next Meeting: Thursday, April 25th, 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





Questions and Notes:

A series of horizontal lines for writing, framed by butterfly illustrations on the left and right sides.



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

Type of Meeting	Service Area 6 QIC	Date	03/28/2019																																																																																
Place	Interns and Residents Bldg. 1670 E. 120th St. Los Angeles, CA 90059	Start Time:	9:00 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>Jocelyn Bush Spurlin</i></td> <td style="width: 25%;"><i>UMMA</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>Melissa Banales</i></td> <td><i>Eggleston Youth Center</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>“Coco” Satoko Luce</i></td> <td><i>WCMH</i></td> <td><i>Ashlei Sullivan</i></td> <td><i>Olive Crest</i></td> </tr> <tr> <td><i>Michele Burton</i></td> <td><i>Aviva Children & Family</i></td> <td><i>Brittany White</i></td> <td><i>Personal Invol. Center</i></td> </tr> <tr> <td><i>Blair Ibarra</i></td> <td><i>Exodus</i></td> <td><i>Marina Eckart</i></td> <td><i>DIDI Hirsch</i></td> </tr> <tr> <td><i>Aminah Ofumbi</i></td> <td><i>Didi Hirsch</i></td> <td><i>Erika Wilson</i></td> <td><i>DMH-AFH</i></td> </tr> <tr> <td><i>Elizabeth Echeverria</i></td> <td><i>SCHARP & BFA</i></td> <td><i>Patricia Lopez</i></td> <td><i>DMH</i></td> </tr> <tr> <td><i>Julie Elder</i></td> <td><i>SCHARP & BFA</i></td> <td><i>Daiya Cunnane</i></td> <td><i>DMH-QID</i></td> </tr> <tr> <td><i>Jessica Palma</i></td> <td><i>DMH</i></td> <td><i>Stephanie DeLange</i></td> <td><i>WLCAC</i></td> </tr> <tr> <td><i>Ana Viana</i></td> <td><i>Starview</i></td> <td><i>Sarah Barakat</i></td> <td><i>Bayfront Youth & Family Serv.</i></td> </tr> <tr> <td><i>David Grams</i></td> <td><i>PIC</i></td> <td><i>Stephanie DeLange</i></td> <td><i>WLCAC</i></td> </tr> <tr> <td><i>Bosco Ho</i></td> <td><i>SSG APR</i></td> <td><i>Lani Espinas</i></td> <td><i>Crittenton</i></td> </tr> <tr> <td><i>Socorro Gertmenian</i></td> <td><i>LACGC</i></td> <td><i>Laurel Fox</i></td> <td><i>SHIELDS</i></td> </tr> <tr> <td><i>Mark Shokair</i></td> <td><i>CA Mentor</i></td> <td><i>Lisa Garcia</i></td> <td><i>Kedren</i></td> </tr> <tr> <td><i>Lynetta Shonibare</i></td> <td><i>DMH</i></td> <td><i>Chloe Gomez</i></td> <td><i>JWCH Institute</i></td> </tr> <tr> <td><i>Elias Mejia</i></td> <td><i>Alafia MHI</i></td> <td><i>Christina Leyva</i></td> <td><i>SSG HOPICS</i></td> </tr> <tr> <td><i>Ariana Miller</i></td> <td><i>Weber Community Cen.</i></td> <td><i>Andy Vigil</i></td> <td><i>Drew Child</i></td> </tr> <tr> <td></td> <td></td> <td><i>Becky Durand</i></td> <td><i>Weber Community Cen.</i></td> </tr> </table>			<i>Shaun Allen</i>	<i>Kedren</i>	<i>Jocelyn Bush Spurlin</i>	<i>UMMA</i>	<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Alejandra Ramos</i>	<i>TCCSC</i>	<i>Melissa Banales</i>	<i>Eggleston Youth Center</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>“Coco” Satoko Luce</i>	<i>WCMH</i>	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>	<i>Michele Burton</i>	<i>Aviva Children & Family</i>	<i>Brittany White</i>	<i>Personal Invol. Center</i>	<i>Blair Ibarra</i>	<i>Exodus</i>	<i>Marina Eckart</i>	<i>DIDI Hirsch</i>	<i>Aminah Ofumbi</i>	<i>Didi Hirsch</i>	<i>Erika Wilson</i>	<i>DMH-AFH</i>	<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Patricia Lopez</i>	<i>DMH</i>	<i>Julie Elder</i>	<i>SCHARP & BFA</i>	<i>Daiya Cunnane</i>	<i>DMH-QID</i>	<i>Jessica Palma</i>	<i>DMH</i>	<i>Stephanie DeLange</i>	<i>WLCAC</i>	<i>Ana Viana</i>	<i>Starview</i>	<i>Sarah Barakat</i>	<i>Bayfront Youth & Family Serv.</i>	<i>David Grams</i>	<i>PIC</i>	<i>Stephanie DeLange</i>	<i>WLCAC</i>	<i>Bosco Ho</i>	<i>SSG APR</i>	<i>Lani Espinas</i>	<i>Crittenton</i>	<i>Socorro Gertmenian</i>	<i>LACGC</i>	<i>Laurel Fox</i>	<i>SHIELDS</i>	<i>Mark Shokair</i>	<i>CA Mentor</i>	<i>Lisa Garcia</i>	<i>Kedren</i>	<i>Lynetta Shonibare</i>	<i>DMH</i>	<i>Chloe Gomez</i>	<i>JWCH Institute</i>	<i>Elias Mejia</i>	<i>Alafia MHI</i>	<i>Christina Leyva</i>	<i>SSG HOPICS</i>	<i>Ariana Miller</i>	<i>Weber Community Cen.</i>	<i>Andy Vigil</i>	<i>Drew Child</i>			<i>Becky Durand</i>	<i>Weber Community Cen.</i>
<i>Shaun Allen</i>	<i>Kedren</i>	<i>Jocelyn Bush Spurlin</i>	<i>UMMA</i>																																																																																
<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Alejandra Ramos</i>	<i>TCCSC</i>																																																																																
<i>Melissa Banales</i>	<i>Eggleston Youth Center</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>“Coco” Satoko Luce</i>	<i>WCMH</i>	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>																																																																																
<i>Michele Burton</i>	<i>Aviva Children & Family</i>	<i>Brittany White</i>	<i>Personal Invol. Center</i>																																																																																
<i>Blair Ibarra</i>	<i>Exodus</i>	<i>Marina Eckart</i>	<i>DIDI Hirsch</i>																																																																																
<i>Aminah Ofumbi</i>	<i>Didi Hirsch</i>	<i>Erika Wilson</i>	<i>DMH-AFH</i>																																																																																
<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Patricia Lopez</i>	<i>DMH</i>																																																																																
<i>Julie Elder</i>	<i>SCHARP & BFA</i>	<i>Daiya Cunnane</i>	<i>DMH-QID</i>																																																																																
<i>Jessica Palma</i>	<i>DMH</i>	<i>Stephanie DeLange</i>	<i>WLCAC</i>																																																																																
<i>Ana Viana</i>	<i>Starview</i>	<i>Sarah Barakat</i>	<i>Bayfront Youth & Family Serv.</i>																																																																																
<i>David Grams</i>	<i>PIC</i>	<i>Stephanie DeLange</i>	<i>WLCAC</i>																																																																																
<i>Bosco Ho</i>	<i>SSG APR</i>	<i>Lani Espinas</i>	<i>Crittenton</i>																																																																																
<i>Socorro Gertmenian</i>	<i>LACGC</i>	<i>Laurel Fox</i>	<i>SHIELDS</i>																																																																																
<i>Mark Shokair</i>	<i>CA Mentor</i>	<i>Lisa Garcia</i>	<i>Kedren</i>																																																																																
<i>Lynetta Shonibare</i>	<i>DMH</i>	<i>Chloe Gomez</i>	<i>JWCH Institute</i>																																																																																
<i>Elias Mejia</i>	<i>Alafia MHI</i>	<i>Christina Leyva</i>	<i>SSG HOPICS</i>																																																																																
<i>Ariana Miller</i>	<i>Weber Community Cen.</i>	<i>Andy Vigil</i>	<i>Drew Child</i>																																																																																
		<i>Becky Durand</i>	<i>Weber Community Cen.</i>																																																																																
Call to Order & Introductions	Dr. Socorro Gertmenian called the meeting to order at 9:00a.m and followed with self-introductions.																																																																																		
Test Calls	Dr. Lynetta Shonibare and Dr. Daiya Cunnane gave a presentation on Test Calls. Handouts were sent and provided at the meeting																																																																																		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p>There will be secret shopper calls.</p> <p>Every Service Area will have to participate in 10 test calls (5 calls in English and 5 in non-English during the business and after hours).</p> <p>Each Service Area will be assigned a certain month to begin their test calls and will have a month to complete the 10 calls.</p> <p>A survey form must be completed for each call.</p>		
Quality Improvements	<p>There is a new policy about reporting critical incidents to the County. The policy is now being updated because we are doing critical incident reporting through the county through Safety Intelligence.</p> <p>If an agency or service area needs training, please let Dr. Gertmenian know.</p> <p>If anyone has questions about Safety Intelligence please email Doris: Dbenosa@dmh.lacounty.gov</p>	Doris and her team will be invited to do a presentation.	
Pharmacy Updates	Pharmacy update is for Directly Operated Agencies only. Based off of 2017-2018 fiscal year, there were 450 authorization request and 50% were approved and 50% were denied. The main reason why most were denied was due to administrative mistakes.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Compliance, Privacy, & Audit Services Bureau Policy Updates</p>	<p>11 policies have been updated. A list was not sent out yet. More policies are being reviewed and updated for signature.</p> <p>Please let Dr. Melbourne and Dr. Gertmenian know if you need help going online and looking up the policies.</p>		
<p>Cultural Competency Updates</p>	<p>The Integrated Health Multicultural Conference will be on June 18th 2019 at the LA Convention Center.</p> <p>An email was sent out with the policy called, A Languages Translation and Interpretations Services. This policy is being reviewed right now. The policy helps guides you to know what to do when you need interpretive services.</p> <p>The Cultural Competency Committee is having a project around careers in mental health. They want to reach high school aged youth to talk to them about future careers in mental health world. They want to implement a mentoring program, and a scholarship program.</p>		
<p>Trends in Consumer Perception Survey (CPS)</p>	<p>A request for on-sight or centralize training has been sent out. Feedback is needed.</p> <p>Surveys for Service Area will take place once select providers are picked. Information will be sent out once they know. Surveys come around during the end of May.</p>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p>There has been a higher success with properly completed surveys the last round, and the numbers have increased.</p> <p>The training would have to happen in April or early May.</p>		
<p>Training & Operations</p>	<p>Schedule of trainings has been sent out. The Case Management Rehab Training is filling up fast. The provide the Rehab training twice a month.</p> <p>Some members attended the Case Management Rehab training and said it was a good training.</p> <p>The components of Seeking Safety will be reviewed with the decision to add substance abuse to it.</p> <p>Substance abuse will be a part of Seeking Safety but trauma informed care will remain the core of it.</p>		
<p>Policy & Technical Development</p>	<p>Members said they liked how accessible the we Network Adequacy Webinar. Caseload management was discussed.</p> <p>Procedures codes are being updated again to look at RNs. They are removing the word authorized. Advance practice nurses moving forward can claim for 90791 and 90792, however RNs cannot.</p> <p>Please read page 39 of the Org. Manual to get familiar with the Medication Consent Requirements.</p> <p>Psychiatry Residents can't bill outside of their residency program. They must have a contract with your agency.</p>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Health Information Management (HIM)	When creating records please do a duplicate records search.		
Announcements	If you are doing Peer Work Force, please send to Dr. Melbourne and/or Dr. Gertmenian a clear definition of the job description and how that role functions in your agency. Also, make sure that there are clear guidelines for the supervisors and managers on how they can support that position.		
Next Meeting	Next Meeting is April 25th, 2019 (9am – 11am) at the MLK Community Hospital Interns & Residents Bldg. 1670 E. 120 TH St., Los Angeles, CA 90059.		

Respectfully Submitted, Erika Wilson