

Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
May 23, 2019
AGENDA

Welcome and Introductions
Minutes from April

Presentation/Training

Quality Improvement

- I. Patients' Rights Office
- II. Compliance, Privacy, & Audit Services Bureau Policy Updates **see attachment*
- III. Cultural Competency Updates
 - a) Multicultural MH Conference: Health Integration through a “Who-Listic” Approach
 - b) Call for Volunteers
 - c) Culturally and Linguistically Inclusive Services P&P 200.09 ~ *in process of approval*
- IV. QID Updates
 - a) Annual Test Calls Study Updates
 - b) Customer Service Training on June 17th
 - c) Consumer Perception Survey Training FAQs
 - d) New QI Website – <https://dmh.lacounty.gov/QID/>
 - e) QI SharePoint

Quality Assurance

- I. Recent/Upcoming Audits
- II. Training and Operations
 - a) Training Calendar **see attachment*
 - b) LE Chart Review Coordination **see attachment*
 - c) QA Knowledge Assessment
 - d) QA Link: http://psbqi.dmh.lacounty.gov/QA_Div.html
- III. Policy & Technical Development
 - a) Network Adequacy Updates
 - Access to Care/Network Adequacy Webinar, Tuesday 5/14
 - b) DRAFT QA Bulletin 19-0x: CANS and PSC **see attachment*
<https://praedfoundation.org>
 - c) PERM Reviews
 - d) Guide to Procedure Codes (out May 18th)

Announcements

- I. Change of Provider Report – FY2018-2019

Next Meeting: Thursday, June 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, socorro@lacgc.org

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

Type of Meeting	Service Area 6 QIC	Date	05/23/2019																																																																																				
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																																																																																				
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Call to Order & Introductions	Dr. Erica Melbourne 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
<p>Quality Improvements</p>	<p>The Multicultural MH Conference will be on June 18th, 2019 and is a free. There will be volunteer opportunities.</p> <p>There were 9 test calls completed for our Service Area.</p> <p>There will be a Customer Service Training on June 17th 10:00-11:30am in person and will be videotaped.</p> <p>Customer Perception Surveys were due 5-23-2019, and were collected after the meeting.</p>	<ul style="list-style-type: none"> • Dr. Erica Melbourne and Dr. Socorro Gertmenian will work on providing a training for making future test calls. 	
<p>Quality Assurance</p>	<p>Network Adequacy should be updated so there is real live time information for clients.</p> <p>A copy of the training schedule for May-August was provided. Back to Basics, training information was passed out as well.</p> <p>Chart Review coordination form will be sent out around July or August to the main contact person with the QA department.</p> <p>CANS and PSC will be coming out in July. It will be set up on the eHR.</p> <p>Providers will be notified for the PERM "audit." A PERM reviews makes sure what agencies say the bill they actually billed and have the supported documents.</p>		
<p>Announcements</p>	<p>The Change of Provider Report is improving and will continue to be updated.</p>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Next Meeting	Next Meeting is June 27 th , 2019 (9am – 11am) at the MLK Community Hospital Interns & Residents Bldg. 1670 E. 120 TH St., Los Angeles, CA 90059		

Respectfully Submitted, Erika Wilson