

Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
June 27, 2019
AGENDA

Welcome and Introductions
Minutes from May

Presentation/Training

Quality Improvement

- I. Compliance, Privacy, & Audit Services Bureau Policy Updates **see attachment*
- II. Cultural Competency Updates
 - a) Multicultural MH Conference: Health Integration through a “Who-Listic” Approach
 - b) Cultural Competence & Implicit Bias Exercise
- III. QID Updates
 - a) Provider-level CPS data Spring and Fall 2018 ~ Dr. Daiya Cunnane
 - b) Spring 2019 CPS Return Rate – Preliminary Results
 - c) Annual Test Calls Study Survey Form – Question #10
 - d) EQRO Site Review

Quality Assurance

- I. Recent/Upcoming Audits
- II. State DHCS Updates
- III. Training and Operations
 - a) Schedule of Training and Presentations **see attachment*
 - b) QA Website
 - c) QA Knowledge Assessment
- IV. Policy & Technical Development
 - a) Network Adequacy Updates
 - Access to Care/Network Adequacy Webinar, Tuesday 6/11 – Contact Howard – hwashingt@dmh.lacounty.gov
 - b) FINAL QA Bulletin 19-02: CANS and PSC Implementation **see attachment*
 - c) FINAL Clinical Forms Bulletin 19-03: CANS and PSC **see attachment*
 - d) Assessment form revisions **see attachment*
 - e) PERM Reviews
 - f) Guide to Procedure Codes Updates
 - g) Katie A Subclass Definitions **see attachment*

Announcements

Next Meeting: Thursday, July 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	06/27/2019	
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	<i>Shaun Allen</i>	<i>Kedren</i>	<i>William Barreto</i>	<i>DMH Contract Agency</i>
	<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Evelyn Gutierrez</i>	<i>Dignity Health CBHC</i>
	<i>Sarah Barakat</i>	<i>Bayfront Youth & Family Services</i>	<i>Yoshado Lang</i>	<i>Augustus F. Hawkins</i>
	<i>Daiya Cunnane</i>	<i>DMH QID</i>	<i>Victoria Kim</i>	<i>WCRSEC</i>
	<i>Stephanie DeLange</i>	<i>WLCAC</i>	<i>Elva Gutierrez</i>	<i>TGC</i>
	<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Akila Baskin</i>	<i>Childrens Bureau</i>
	<i>Julie Elder</i>	<i>SCHARP & BFA</i>	<i>Annie Jackson</i>	<i>Kedren</i>
	<i>Laurel Fox</i>	<i>SHIELDS for Families</i>	<i>Jocelyn Bush Spurlin</i>	<i>UMMA</i>
	<i>Socorro Gertmenian</i>	<i>Wellnest (LACGC)</i>	<i>Ana Viana</i>	<i>Starview</i>
	<i>David Grams</i>	<i>PIC</i>	<i>Brittany White</i>	<i>Personal Involvement Center</i>
	<i>Chloe Gomez</i>	<i>JWCH Institute</i>	<i>Erika Wilson</i>	<i>SMH-AFH</i>
	<i>Bosco Ho</i>	<i>SSG APR</i>	<i>Griselda Villalobos</i>	<i>SVCS</i>
	<i>Christina Leyva</i>	<i>SSG HOPICS</i>	<i>Melissa Montilla</i>	<i>Kedren</i>
	<i>“Coco” Satoko Luce</i>	<i>DMH/WCMH</i>		
	<i>Kanisha McReynolds</i>	<i>CCS</i>		
	<i>Elias Mejia</i>	<i>Alafia MH</i>		
	<i>Erica Melbourne</i>	<i>DMH-SA6 Admin</i>		
	<i>Aminah Ofumbi</i>	<i>Didi Hirsch</i>		
	<i>Lauren Permenter</i>	<i>Didi Hirsch</i>		
	<i>Alejandra Ramos</i>	<i>Tessie Cleveland</i>		
<i>Demitri Richmond</i>	<i>1736 FCC</i>			
<i>Yovette Roldan</i>	<i>SCHARP & BFA</i>			
<i>Mark Shokair</i>	<i>CA Mentor</i>			
<i>Michael Silverman</i>	<i>DMH SFC</i>			
<i>Stephanie Stevens-Hicks</i>	<i>Kedren</i>			
<i>Yolanda Robles</i>	<i>St. Francis</i>			
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
Presentation/ Training	n/a		
Quality Improvements	<p><i>Compliance, Privacy, & Audit Services Bureau Policy Updates.</i></p> <ul style="list-style-type: none"> • There was an updated Policy Procedure form handed out. You can also find updated policies online. <p><i>Cultural Competency Updates.</i></p> <ul style="list-style-type: none"> • The Multicultural MH Conference was great. • Dr. Melbourne went over the Cultural Competence & Implicit Bias exercise – questions were asked of the membership and answers shared with the group. <p><i>QID Updates.</i></p> <ul style="list-style-type: none"> • Dr. Daiya Cunnane discussed the Provider-level CPS data from spring, fall 2018 and spring 2019. Dr. Daiya received feedback from members. The preliminary total for the complete surveys is 17,985, with an increase of 4,805 surveys in the fall. Next survey is in November. • Regarding the test calls going further, Question # 10 will be revised. Volunteers for test calls are needed. Please let Dr. Erica or Dr. Socorro know if you are interested. • Our SA 6 was selected for an EQRO Site Review on September 23rd, 2019. EQRO (External Quality Review Organization) 		

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	<p>does reviews/audits of the County and the County's services.</p>		
<p>Quality Assurance</p>	<p><i>Recent/Upcoming Audits.</i></p> <ul style="list-style-type: none"> • None <p><i>State DHCS Updates.</i></p> <ul style="list-style-type: none"> • More information on DHCS is available on the website. A handout was not present at meeting. <p><i>Training and Operations.</i></p> <ul style="list-style-type: none"> • Schedule of trainings and presentations were emailed out. Some members stated that they are not able to register for trainings. Dr. Socorro informed members to email the training coordinator and ask to be placed on a list. Also, if you cannot make a training, please call to cancel so that spot is available. <p><i>Policy & Technical Development.</i></p> <ul style="list-style-type: none"> • Network Adequacy Updates: There have been issues with the webinars. The issues will be worked out, and the webinar will be available again. • Final QA Bulletin 19-02 & Final Clinical Forms Bulletin 19-03. CANS will only be available in English, PSC will be offered in English and Spanish. The child can do PSC, and parents should review it. Staff will have to be certified in the CANS. • Assessment Form Revisions. A new Assessment form was handed out. Adult 		

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	<p>and Child adolescent form is coming out in July.</p> <ul style="list-style-type: none"> • PERM Reviews – no new updates. • Guide to Procedure Codes Updates. New procedures codes are coming in July. Dr. Socorro recommends reading the first eight pages. • Katie A Subclass Definitions. Dr. Socorro reviewed the Kate A Subclass Definition form with members. 		
Announcements	There will be a QIC meeting in November, and will be dark for December. The meeting location for November is TBD.		
Next Meeting	Next Meeting is July 25 th , 2019 (9am – 11am) at the MLK Public Health Building. 11833 S. Wilmington Ave., Los Angeles, CA 90059		

Respectfully Submitted, Erika Wilson