



County of Los Angeles – Department of Mental Health

Service Area 6

Quality Improvement Committee Meeting

August 23, 2018

AGENDA

Welcome and Introductions
Minutes from June and July

Quality Improvement

- I. Language Interpretation Services
- II. Cultural Competence Updates
- III. Compliance, Privacy & Audit
- IV. QID Updates
 - a) Non-Clinical/Front Desk Customer Satisfaction PIP
 - b) May MHSIP Report: <http://psbqi.dmh.lacounty.gov/QI.htm>

Quality Assurance

- I. Audits & Reviews
- II. Training Schedule
- III. Policy & Technical Development

Presentation/Training

Bertrand – How to develop Client Treatment Plans

Announcements

Pharmacy Services
OMR/Medication Consent (For Providers → Clinical Forms → Consent/HIPAA → Outpatient Medication Review MH556 (for LE) and Medication Consent and Treatment Plan – MH 730 (for DO))

Handouts:

Translation Vendors
Cultural Competence Summit Brochure
Front Desk Customer Satisfaction Survey
QA Division Documentation Training Schedule
QA Bulletin – No. 18-10
Clinical Forms Bulletin - No. 18-02
Mental Health Triage MH679, rev. 8/13/18
Contact Information MH525, rev. 8/13/18
Wellness Wednesdays
Pharmaceutical ID badges and registration/PSR Attestation Form Blank


Next Meeting: September 27th, 9am – 11am (4th Thursday of every month).
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





Questions and Notes:

Handwriting practice area with 18 horizontal lines. Each line is flanked by a butterfly illustration on both 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	08/23/2018																																																																																				
Place	MLK Interns & Residents Bldg. I&R Conference Room 1670 E. 120th Street Los Angeles, CA 90059	Start Time:	9:00 am																																																																																				
Chairperson Co-Chair	Dr. Erica Melbourne Dr. Socorro Gertmenian	End Time:	11:00 am																																																																																				
Members Present	<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>Bertrand Levesque</i></td> <td style="width: 33%;"><i>DMH</i></td> </tr> <tr> <td><i>Jasmine Boyden</i></td> <td><i>DMH/AFH</i></td> <td><i>Jenn Ma-Pham</i></td> <td><i>WLCAC</i></td> </tr> <tr> <td><i>Michele Burton</i></td> <td><i>Aviva</i></td> <td><i>Martin McDermott</i></td> <td><i>Bayfront</i></td> </tr> <tr> <td><i>Patricia Carrillo</i></td> <td><i>SHIELDS</i></td> <td><i>Kanisha McReynolds</i></td> <td><i>Amanecer CCS</i></td> </tr> <tr> <td><i>J. Adrian Chavez</i></td> <td><i>PIC</i></td> <td><i>Erica Melbourne</i></td> <td><i>DMH SA 6 Admin</i></td> </tr> <tr> <td><i>Rebecca Cousineau</i></td> <td><i>JWCH</i></td> <td><i>Jay Mosoff</i></td> <td><i>SSG Weber</i></td> </tr> <tr> <td><i>Sara Dodd</i></td> <td><i>SHIELDS</i></td> <td><i>Aminah Ofumbi</i></td> <td><i>Didi Hirsch</i></td> </tr> <tr> <td><i>Valencia Dun</i></td> <td><i>PIC</i></td> <td><i>Jessica Palma</i></td> <td><i>DMH</i></td> </tr> <tr> <td><i>Elizabeth Echeverria</i></td> <td><i>SCHARP & BFA</i></td> <td><i>Ashanti Parker</i></td> <td><i>DMH-SFC</i></td> </tr> <tr> <td><i>Julie Elder</i></td> <td><i>SCHARP & BFA</i></td> <td><i>Lauren Permenter</i></td> <td><i>El Centro Del Pueblo</i></td> </tr> <tr> <td><i>Jennette Fackler</i></td> <td><i>JWCH</i></td> <td><i>Jenny Quach</i></td> <td><i>Tessie Cleveland CSC</i></td> </tr> <tr> <td><i>Lily Fowler</i></td> <td><i>Didi Hirsch</i></td> <td><i>Demitri Richmond</i></td> <td><i>1736 Family Crisis Center</i></td> </tr> <tr> <td><i>Laurel Fox</i></td> <td><i>SHIELDS</i></td> <td><i>Mark Shokair</i></td> <td><i>CA Mentor</i></td> </tr> <tr> <td><i>Lummy Galbusera</i></td> <td><i>Alafia MHI</i></td> <td><i>Jocelyn Bush Spurlin</i></td> <td><i>UMMA</i></td> </tr> <tr> <td><i>Socorro Gertmenian</i></td> <td><i>LACGC</i></td> <td><i>Andrea Urrea</i></td> <td><i>Masada Homes</i></td> </tr> <tr> <td><i>Kia Glymph</i></td> <td><i>CMMD</i></td> <td><i>Andy Vigil</i></td> <td><i>Drew CDC</i></td> </tr> <tr> <td><i>Chloe Gomez</i></td> <td><i>JWCH</i></td> <td><i>Marietta Watson</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Adriana Guerrero</i></td> <td><i>Drew CDC</i></td> <td><i>Mariko Yamada</i></td> <td><i>St. Francis</i></td> </tr> <tr> <td><i>Leah Gutierrez</i></td> <td><i>The Guidance Center</i></td> <td></td> <td></td> </tr> <tr> <td><i>Cynthia Hibbard</i></td> <td><i>SSG Weber</i></td> <td></td> <td></td> </tr> <tr> <td><i>Jonna Howard</i></td> <td><i>SSG/Weber</i></td> <td></td> <td></td> </tr> </table>			<i>Sarah Barakat</i>	<i>Bayfront</i>	<i>Bertrand Levesque</i>	<i>DMH</i>	<i>Jasmine Boyden</i>	<i>DMH/AFH</i>	<i>Jenn Ma-Pham</i>	<i>WLCAC</i>	<i>Michele Burton</i>	<i>Aviva</i>	<i>Martin McDermott</i>	<i>Bayfront</i>	<i>Patricia Carrillo</i>	<i>SHIELDS</i>	<i>Kanisha McReynolds</i>	<i>Amanecer CCS</i>	<i>J. Adrian Chavez</i>	<i>PIC</i>	<i>Erica Melbourne</i>	<i>DMH SA 6 Admin</i>	<i>Rebecca Cousineau</i>	<i>JWCH</i>	<i>Jay Mosoff</i>	<i>SSG Weber</i>	<i>Sara Dodd</i>	<i>SHIELDS</i>	<i>Aminah Ofumbi</i>	<i>Didi Hirsch</i>	<i>Valencia Dun</i>	<i>PIC</i>	<i>Jessica Palma</i>	<i>DMH</i>	<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Ashanti Parker</i>	<i>DMH-SFC</i>	<i>Julie Elder</i>	<i>SCHARP & BFA</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>	<i>Jennette Fackler</i>	<i>JWCH</i>	<i>Jenny Quach</i>	<i>Tessie Cleveland CSC</i>	<i>Lily Fowler</i>	<i>Didi Hirsch</i>	<i>Demitri Richmond</i>	<i>1736 Family Crisis Center</i>	<i>Laurel Fox</i>	<i>SHIELDS</i>	<i>Mark Shokair</i>	<i>CA Mentor</i>	<i>Lummy Galbusera</i>	<i>Alafia MHI</i>	<i>Jocelyn Bush Spurlin</i>	<i>UMMA</i>	<i>Socorro Gertmenian</i>	<i>LACGC</i>	<i>Andrea Urrea</i>	<i>Masada Homes</i>	<i>Kia Glymph</i>	<i>CMMD</i>	<i>Andy Vigil</i>	<i>Drew CDC</i>	<i>Chloe Gomez</i>	<i>JWCH</i>	<i>Marietta Watson</i>	<i>Pacific Clinics</i>	<i>Adriana Guerrero</i>	<i>Drew CDC</i>	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Leah Gutierrez</i>	<i>The Guidance Center</i>			<i>Cynthia Hibbard</i>	<i>SSG Weber</i>			<i>Jonna Howard</i>	<i>SSG/Weber</i>		
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Call to Order & Introductions	Dr. Socorro Gertmenian called the meeting to order at 9:00a.m and followed with self-introductions.																																																																																						
Review of Minutes	Minutes from the June 2018 QIC minutes were reviewed and presented. Jocelyn Bush Spurlin																																																																																						

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<p>moved for adoption of the minutes as amended and Julie Elder seconded the motion. Minutes were approved as amended.</p> <p>Minutes from the July 2018 QIC minutes were reviewed and presented. Jennette Fackler moved for the adoption of the minutes and Julie Elder seconded the motion. Minutes were approved</p>		
<p>Language Interpretation Services</p>	<p>The County states that Agencies may utilize the Language Interpretation Services list if the agencies are in need of interpretation services. The list consists of vendors who provide translation services. It is up to the Agency to decide if the agency wants to utilize the list for translation services. It is the agency's responsibility to set up individual agreements with the vendors if the agency decides to use the services. Agencies that have Clients with ASL needs will have to contact the Access Center.</p>		
<p>Cultural Competence Updates</p>	<ul style="list-style-type: none"> • Cultural Competence Summit flyer emailed to members. The summit will take place on October 23- 24, 2018. The flyer states the registration fee is \$290 the correct amount is \$275. There are no discounted rates. Lodging is available at the Mission Inn Hotel. • The Deaf and Hard of Hearing Community is looking to revise the County's Policy, 200.02. The Policy was initially issued in 1993 and last updated in 2010. The Community has a reaction to the term "Hearing Impaired". The Community says the term is not culturally sensitive and should no longer be utilized. There will be 	<p>Dr. Melbourne will email members more information regarding any changes to the Language Line.</p>	

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	<p>more information to come on the proposed changes. The TTY and TTD services were briefly discussed. The TTY and TTD are not supported by today's technology, since many of the phones are outdated.</p>		
Compliance, Privacy & Audit	<p>There are 24 Policies currently in process of being updated. 3 of the 24 policies have already been sent to HR for Union review.</p>		
QID Updates	<p>EQRO is scheduled for 9/24-27. On site review for SA 1 and 4.</p> <ol style="list-style-type: none"> 1) Non-Clinical/Front Desk Customer Satisfaction PIP 2) May 2017 MHSIP Report 	<p>Dr. Melbourne to resend the Front Desk Customer Satisfaction Survey.</p>	
Audits & Reviews	<p>MR Grant: Los Angeles Child Guidance Clinic & Guidance Center. Records for the entire year reviewed.</p>		
Training Schedule	<p>Training schedule received from the QA Division emailed to members. A shorter version of Understanding Documentation and a training for Case Management and rehabilitation documentation is being developed that should last about 2-3 hours.</p> <p>Developing a video on navigating QA Resources on the website.</p>		
Policy & Technical Development	<ul style="list-style-type: none"> • QA Bulletin No. 18-10 presented advising DO clinics not to claim for Co-Practitioners until IHBIS is updated to provide separate claims. • Clinical Forms Bulletin No. 18-02: DO's need to begin using the Mental Health Triage form in IBHIS. Shall be used to determine risk and need for services, not medical necessity. LE's may use their own version. 		

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	<ul style="list-style-type: none"> • Updated Contact Information form available. LE may utilize any form they deem appropriate. DO's – there are two different forms in IBHIS that collect this information. • Access to Care and SRL Updates - effective 7/1/18. Plans for how compliance will be monitored at the individual and system level were presented briefly. Webinar will be provided in early September on how to use the SRL. • Network Adequacy Reminder. Providers need to complete updates to the directory on a regular basis. • Co-Occurring Disorders - QA Bulletin in the works to address substance use documentation. 	<p>An email will re: Webinar details and invitation to attend will be sent later.</p> <p>If LE have not received the released candidate for technical specs emailed issued June 2018, please email Dr. Melbourne.</p>	
Presentation /Training	Dr. Levesque, PSB/QA/Training & Operation provided continued his training on developing client treatment plans with an emphasis on case management objectives.		
Announcements	<ul style="list-style-type: none"> • Dr. Melbourne clarified that providers should contact Hermelinda Romo-Salas to confirm if the pharmaceutical reps that visit their sites are included on the Pharmaceutical Sales Rep are on the PSR Master List. All reps that come on site need to have an attestation form signed and on file with the Pharmacy Services Division. • Dr. Melbourne clarified which forms are to be utilized with clients receiving medication support services at the clinics. LE are to use the Outpatient Medication Review (MH566) form and DO's are to use 	Contact Info for Hermelinda: (213)738.4725/hromo-salas@dmh.lacounty.gov	

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	<p>the Medication Consent and Treatment Plan (MH730) located in IBHIS.</p> <ul style="list-style-type: none"> • Dr. Levesque announced that there will be a State audit February, 2019. 		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: June 28, 2018 & July 26, 2018 3. Translation Vendors 4. Cultural Competence Summit Flyer 5. Front Desk Customer Satisfaction Survey 6. QA Division Documentation & Special Documentation Presentation Training Schedule, Rev 8/15/18 7. QA Bulletin – No. 18-10 8. Clinical Forms Bulletin – No. 18-02 9. Mental Health Triage MH679, rev. 8/13/18 10. Contact Information, MH525, rev. 8/13/18 11. Wellness Wednesdays 12. Pharmaceutical ID badges and registration/PSR Attestation Form Blank 		
Next Meeting	<p>Next Meeting is September 27, 2018 (9:00a.m. – 11:00 a.m.) at MLK Interns & Residents Bldg., 1670 E. 120th St., Los Angeles, CA 90059.</p>		

Respectfully Submitted, Jasmine Boyden