

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

May 15, 2019

2:00 – 4:00 p.m.

DMH SA 8 Administration  
2600 Redondo Ave – 6<sup>th</sup> Floor  
Long Beach, CA 90806

**Co-chairs:** Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)  
**SA 8 QI/QA Liaison:** Ann Lee

**QUALITY IMPROVEMENT (QI) MEETING**

2:00-3:00 p.m.

|    |  |
|----|--|
| 1. | <b>Welcome/Introductions/Announcement</b>  |
| 2. | <b>Patients' Rights Office Updates</b>   |
| 3. | <b>Compliance, Privacy, &amp; Audit Services Bureau – Policy Updates*</b>  |
| 4. | <b>Cultural Competency Updates</b> <ul style="list-style-type: none"><li>➤ Multicultural Mental Health Conference: Health Integration Through A Who-Listic" Approach, 6/18/19<ul style="list-style-type: none"><li>○ <a href="https://tinyurl.com/MULTICULTURAL-MHC">https://tinyurl.com/MULTICULTURAL-MHC</a></li><li>○ Call for Volunteers</li></ul></li><li>➤ Culturally and Linguistically Inclusive Services Policy &amp; Procedures 200.09 – no update yet</li></ul> |
| 5. | <b>QID Updates</b> <ul style="list-style-type: none"><li>➤ Annual Test Calls Study Updates</li><li>➤ Customer Service Training on June 17<sup>th</sup></li><li>➤ Consumer Perception Survey Training FAQs – Open Ended comments form is being revised. Ok to complete survey after one non-assessment svc</li><li>➤ New QI Website – <a href="https://dmh.lacounty.gov/qid/">https://dmh.lacounty.gov/qid/</a></li></ul>   |
| 6. | <b>Announcements</b> -none   |

*\*handouts*

**Next SA 8 QI Committee Meeting Info:**

June 19, 2019

2:00-3:00 p.m.

DMH SA 8 Administration  
2600 Redondo Ave, 6<sup>th</sup> floor  
Long Beach, CA 90806

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MEETING AGENDA

May 15, 2019

2:00 – 4:00 p.m.

DMH SA 8 Administration  
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Long Beach, CA 90806

**Co-chairs:** Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)  
**SA 8 QI/QA Liaison:** Ann Lee

**QUALITY ASSURANCE (QA) MEETING 3:00-4:00 p.m.**

|    |  |
|----|--|
| 1. | <b>Announcements</b><br>QA webpage: <a href="http://psbqi.dmh.lacounty.gov/QA_Div.html">http://psbqi.dmh.lacounty.gov/QA_Div.html</a>  |
| 2. | <b>Audits &amp; Reviews –</b> <ul style="list-style-type: none"><li>• MR Grant</li><li>• LE Chart Reviews by QA (May/June) – none scheduled</li><li>• DO Check-Ins by QA (May/June)<ul style="list-style-type: none"><li>○ Long Beach API; Women’s Reintegration; Palmdale Mental Health; Residential and Bridging Services; Rio Hondo Mental Health and Centre De Bienstar; EOB Crisis Homeless Antelope Valley</li></ul></li></ul>   |
| 3. | <b>State DHCS Updates - DHCS Audits of NACT Data</b>   |
| 4. | <b>Training and Operations –</b> <ul style="list-style-type: none"><li>• Schedule of Trainings and Presentations*</li><li>• LE Chart Review Coordination*</li><li>• QA Knowledge Assessment – <i>Marc Borkheim (QA Division)</i></li></ul>   |
| 5. | <b>Policy and Technical Development</b> <ul style="list-style-type: none"><li>• Network Adequacy Updates: Access to Care/Network Adequacy Webinar was held Tues, May 14<sup>th</sup>. Please contact Howard Washington <a href="mailto:hwashington@dmh.lacounty.gov">hwashington@dmh.lacounty.gov</a> to get on his webinar contact list.</li><li>• CANS-IP/PSC (DRAFT COPY attached – not ready for use) – Effective 7/1/19<ul style="list-style-type: none"><li>○ CANS will be required for 6-21 yrs; PSC - 3-18 yrs</li><li>○ Clinical staff must be certified to administer CANS; CANS training is the certification and includes a required test for certification. Future training expected to be available in June.</li><li>○ County still looking into how to bill for administering and training reimbursement</li><li>○ DRAFT: QA Bulletin 19-0x: CANS and PSC Implementation – will be sent via email</li><li>○ DRAFT Clinical Forms Bulletin 19-0x: CANS and PSC (Form Handouts)</li></ul></li><li>• PERM Reviews – QA will contact agencies and will inform what documents are needed if chosen. Focus is on payment</li><li>• Guide to Procedure Codes (expected to be sent by May 18)</li></ul> |
|    | <b>Medi-Cal Certification Section</b><br><i>SA 8 Lead: Joel Solis, (213) 251-6883 or <a href="mailto:jsolis@dmh.lacounty.gov">jsolis@dmh.lacounty.gov</a></i>  |
| 6. | <b>Health Information Management (HIM) Directly Operated ONLY – no report</b>  |
| 7. | <b>Upcoming Items:</b> <ul style="list-style-type: none"><li>• <i>Updating Org Manual; ICC/IHBS/TFC</i></li><li>• <i>CFI Assessment</i></li></ul>  |

\*handouts

**Next SA 8 QA Committee Meeting Info:**

June 19, 2019, 3:00-4:00 p.m.,

DMH SA 8 Administration, 2600 Redondo Ave, 6<sup>th</sup> floor, Long Beach, CA 90806

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE COMMITTEE MEETING MINUTES**

|   |  |   |  |  |   |
|---|--|---|--|--|---|
| <b>Type of Meeting</b>  | Service Area 8 Quality Improvement/Quality Assurance Committee (QIC)   |   |  |  | <b>Date</b><br>May 15, 2019                                       |
| <b>Location</b>   | DMH SA 8, 2600 Redondo Ave, 6 <sup>th</sup> Fl,<br>Long Beach, CA 90806  | <b>Start Time &amp; End Time</b>                                |  |  | 2:00 – 4:00 p.m.  |
| <b>Co-chairs</b>  | <b>Co-Chairs:</b> Emily Ramos (absent), Michele Munde (absent), Courtney Stephens (MHALA)  |   |  |  |   |
| <b>DMH Representatives</b>  |  |   |  |  |   |
| <b>SA 8 QI/QA Liaison:</b><br>Ann Lee                             | <b>QI Division Lead:</b><br>Lynetta Shonibare  | <b>QA Division Lead:</b><br>Marc Borkheim                       | <b>Medi-Cal Certification:</b><br>Joel Solis                 |  |   |
| <b>Members Present by Provider Name</b>                           |  |   |  |  |   |
| <b>1736 FCC</b>   | <b>AADAP</b><br>Jessica Sandoval   | <b>Alafia</b>   | <b>Alma Family Services</b><br>Lisa Ngo                      | <b>Aspiranet</b>   | <b>Bayfront</b><br>Sarah Barakat                                  |
| <b>California Mentor</b><br>Irasema Sandoval                      | <b>Childnet</b><br>Leia Miranda  | <b>Children’s Bureau</b><br>Seung Won Hong                      | <b>Children’s Institute Inc</b>                              | <b>City of Gardena</b><br>Christina Theobald, James<br>Kimmons | <b>Coastal APIFMHC</b><br>Helen Chang                             |
| <b>Community Representative</b>                                   | <b>Counseling4Kids</b><br>Kathleen Kim   | <b>Crittenton</b>   | <b>Didi Hirsch</b><br>Aminah Ofumbi                          | <b>Exodus</b>  | <b>For The Child</b>  |
| <b>Harbor-UCLA</b>  | <b>HealthView</b>  | <b>Helpline Youth<br/>Counseling, Inc</b><br>Nicole Santamaria  | <b>Heritage Clinic</b><br>Jessica Peraza                     | <b>Long Beach Adult</b>  | <b>Long Beach APIFMHC</b>   |
| <b>Long Beach Child &amp;<br/>Adolescent Program</b><br>Jeff Baer | <b>Masada Homes</b><br>Linda Nakamura  | <b>MHALA</b><br>Courtney Stephens<br>Susan Osborne              | <b>MHUCC</b>   | <b>Olive Crest</b><br>Jennifer Mitzner                         | <b>PACS</b>   |
| <b>Personal Involvement<br/>Center</b><br>Brittany White          | <b>San Pedro MHC</b><br>Kathleen Villagomez  | <b>Shields For Families</b><br>Laurel Fox                       | <b>South Bay Children’s<br/>Health Center</b><br>Daphne King | <b>South Bay MHC, FSP, WC</b><br>Cynthia Arias                 | <b>Special Services for<br/>Groups (SSG-OTTP)</b><br>Debra DeLeon |
| <b>Specialized Foster Care</b>                                    | <b>Specialized Foster<br/>Care (South County)</b><br>Laia Vicens-Fuste   | <b>Specialized Foster<br/>Care (Torrance)</b><br>Della Clayburg | <b>SSG Alliance</b><br>Hala Masri                            | <b>Star View</b><br>Kathy Saucedo                              | <b>Tarzana</b><br>Michelle Bucholtz                               |
| <b>Telecare</b><br>Denise Palacios                                | <b>Tele-Mental</b><br>Annketse Desta   | <b>Tessie Cleveland</b><br>Latrice Bradley                      | <b>The Guidance Center</b><br>Elva Gutierrez                 | <b>TIES For Families</b><br>Angela Lee                         |   |
| <b>Review of Minutes</b>  | There was no meeting in April due to the survey training. March minutes are not yet completed. Will be emailed to members upon completion. |   |  |  |   |
| <b>Call to Order &amp;<br/>Introductions</b>                      | The meeting was called to order at 2:00 and attendees introduced themselves.   |   |  |  |   |

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE COMMITTEE MEETING MINUTES**

| <b>QUALITY IMPROVEMENT (QI)</b>  |   |  |   |
|--|---|--|---|
| Please note: LE=Legal Entity Mental Health Contract Providers, CP=Contract Provider, DO=Directly Operated Clinics and Programs |   |  |   |
| <b>Agenda Item</b>   | <b>Discussion and Findings</b>  | <b>Decisions/ and Recommendations<br/>Actions/Scheduled Task</b> | <b>Person Responsible/<br/>Due Date</b> |
| <b>QUALITY IMPROVEMENT</b>   | <p><b>Patient's Rights Office:</b> No updates</p> <p><b>Compliance, Privacy, &amp; Audit Services Bureau – Policy Updates</b></p> <ul style="list-style-type: none"> <li>➤ 19 total policies have been processed, of which 2 are new and 17 existing. See handout. There are 5 policies signed and submitted for posting to the DMH Policies &amp; Procedures website:<br/><a href="http://lacdmh.lacounty.gov/ContractorsPolicies/index.htm">http://lacdmh.lacounty.gov/ContractorsPolicies/index.htm</a></li> <li>➤ There is a new format for Policies &amp; Procedures</li> <li>➤ Policies 200.03 Language Translation and Interpretation Services and 302.07 Access To Care, which apply to both DO and LEs, are pending HR review</li> <li>➤ 100.04 Recovery Model has been deleted. Parameter 1.1 has been updated and posted on the DMH website to replace the Recovery policy.<br/><a href="https://dmh.lacounty.gov/for-providers/clinical-tools/clinical-practice/">https://dmh.lacounty.gov/for-providers/clinical-tools/clinical-practice/</a></li> </ul> <p><b>Cultural Competency Updates</b></p> <ul style="list-style-type: none"> <li>➤ Multicultural Mental Health Conference: Health Integration Through A Who-Listic Approach - 6/18/19 at the LA Convention Center. Up to 6 CEUs will be offered.<br/><a href="https://tinyurl.com/MULTICULTURAL-MHC">https://tinyurl.com/MULTICULTURAL-MHC</a> <ul style="list-style-type: none"> <li>● Focusing on health integration. Registration is currently open. Asking for volunteers-contact Sandra Chang-Ptasinski.</li> </ul> </li> <li>➤ Culturally and Linguistically Inclusive Services Policy &amp; Procedures 200.09 – no update yet</li> </ul> |  |   |

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**Performance Improvement Project (PIP)** – Dr. Lynetta Shonibare provided an update on the non-clinical PIP (looking into peer services or peer employment).

**Annual Test Calls Study Updates**

- Common errors include the caller not providing their first and last name to the ACCESS agent, agent did not provide their name or caller did not ask for the name, and inconsistent responses.

**Front Office Customer Service Training for LEs**

- Front Office Customer service training will be offered for LEs on June 17<sup>th</sup> – for LEs only. In-person only, no skype access.

**CPS**

- Survey docs are now on the website. Open-ended comments form is being revised. Foster parents and adult siblings can fill out the YSS-F surveys. Clients that have completed the intake process and had at least one non-assessment service can complete surveys.

QI has a new website [www.dmh.lacounty.gov/qid/](http://www.dmh.lacounty.gov/qid/)

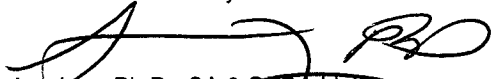
**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
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| <b>QUALITY ASSURANCE (QA)</b>  |  |  |   |
|--|--|--|---|
| Please note: LE=Legal Entity Mental Health Contract Providers, DO=Directly Operated Clinics and Programs |  |  |   |
| <b>Agenda Item</b>   | <b>Discussion and Findings</b>   | <b>Decisions/ and Recommendations<br/>Actions/Scheduled Task</b> | <b>Person Responsible/<br/>Due Date</b> |
| <b>QUALITY ASSURANCE</b>   | <p><b>Audits &amp; Reviews-</b></p> <ul style="list-style-type: none"> <li>➤ MR Grant – none listed</li> <li>➤ LE Chart Reviews by QA (May/June) – none scheduled</li> <li>➤ DO Check-Ins by QA (May/June)               <ul style="list-style-type: none"> <li>• Long Beach API; Women’s Reintegration; Palmdale Mental Health; Residential and Bridging Services; Rio Hondo Mental Health and Centre De Bienstar; EOB Crisis Homeless Antelope Valley</li> </ul> </li> </ul> <p><b>State DHCS Updates: DHCS Audit of NACT Data</b></p> <ul style="list-style-type: none"> <li>➤ DHCS is auditing NACT data sent from different counties. State found counties were submitting FTEs for admin staff and supervisory staff who do not provide direct services. The county will be resubmitting NACT data this Friday and wants providers to check their FTE's to make sure they don't include non-direct service staff.</li> </ul> <p><b>Trainings/Operations</b></p> <ul style="list-style-type: none"> <li>➤ Schedule of trainings and presentations was discussed and attached to the handouts</li> <li>➤ LE Chart Review form was created to help with chart review process. QA Lead will email it to agency QA contact when review is scheduled</li> <li>➤ QA Knowledge Assessment: Working on details in order for pilot to start</li> <li>➤ New QA website. QA webpage on the PSBQI website is not available, but QA is working on getting it back up</li> </ul> <p><b>NACT Updates</b></p> |  |   |

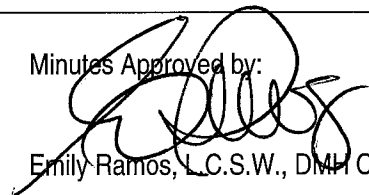
**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
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|                      |  |  |  |
|----------------------|--|--|--|
|                      | <ul style="list-style-type: none"> <li>➤ Webinar scheduled for 5/14 contact Howard Washington if you want/need an invite.</li> </ul> <p><b>CANS-IP/PSC</b></p> <ul style="list-style-type: none"> <li>➤ Effective 7/1/19</li> <li>➤ Bulletin covering all details should be sent via email 5/14.</li> <li>➤ Required for 6-21 years (CANS) and 3-18 years (PSC)</li> <li>➤ Must be certified to administer via Praed</li> <li>➤ County still looking into how to bill for administering, training reimbursement.</li> </ul> <p><b>PERM Review</b></p> <ul style="list-style-type: none"> <li>➤ QA will contact agencies next if they are chosen and will inform them what docs are needed. This is not an audit. Focus is on payment.</li> </ul> <p><b>Updated Guide to Procedure Codes</b> expected to be sent by May 18<sup>th</sup></p> |  |  |
| <b>Announcements</b> | The next mtg will be held on June 19, 2019 from 2-4pm at the SA 8 Administration office, 2600 Redondo Ave, 6 <sup>th</sup> Floor, MultiPurpose Room, Long Beach, CA 90806.   |  |  |

Minutes Recorded by:

  
Ann Lee, Ph.D., SA 8 QI/QA Liaison

Minutes Approved by:

  
Emily Ramos, L.C.S.W., DMH Co-chair