

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY IMPROVEMENT COMMITTEE (QIC)

MEETING AGENDA

June 19, 2019

2:00 – 4:00 p.m.

DMH SA 8 Administration
2600 Redondo Ave – 6th 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.	Welcome/Introductions/Announcement New QI Website – https://dmh.lacounty.gov/qid/
2.	Patients' Rights Office Updates
3.	Compliance, Privacy, & Audit Services Bureau – Policy Updates*
4.	Cultural Competency Updates <ul style="list-style-type: none">• Cultural Competence & Implicit Bias Exercise (from the recent Equity Summit)
5.	QID Updates <ul style="list-style-type: none">➤ Provider-level CPS data for CY Spring 2018 and Fall 2018* (will also send via email)➤ Spring 2019 CPS Return Rate – Preliminary Results:<ul style="list-style-type: none">○ 17,095 surveys returned (increase of about 4000)○ 2787 were refused (pretty consistent).○ 7973 Adult surveys (47%); Youth Family 5433 (32%); Youth 2681 (16%); older adult 988 (6%)○ English 13623 (80%); Spanish 3438 (20%)○ SA 8 Completed tally – 1795; Refused tally – 213 (<i>approximate; not official count</i>)➤ Annual Test Calls Study Survey Form – Question #10➤ EQRO Site Review - week of 9/23. Will be reviewing SA 6 & 8
6.	Announcements -none

*handouts

Next SA 8 QIC Meeting Info:

July 17, 2019

2:00-3:00 p.m.

DMH SA 8 Administration
2600 Redondo Ave, 6th floor
Long Beach, CA 90806

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

Type of Meeting	Service Area 8 Quality Improvement Committee (QIC)			Date	
				June 19, 2019	
Location	DMH SA 8, 2600 Redondo Ave, 6 th Fl, Long Beach, CA 90806	Start Time & End Time		2:00 – 4:00 p.m.	
Co-chairs	Co-Chairs: Emily Ramos (absent), Michele Munde (Star View), Courtney Stephens (MHALA)				
DMH Representatives					
SA 8 QI/QA Liaison: Ann Lee		QI Division Lead: Jennifer Regan	QA Division Lead: Marc Borkheim	Medi-Cal Certification: Joel Solis	
Members Present by Provider Name					
1736 FCC Demitri Richmond	AADAP Jessica Sandoval	Alafia Erika Flores	Alma Family Services Lisa Ngo	Aspiranet Sangita Shukla	Bayfront Martin McDermott
California Mentor	Childnet Leia Miranda	Children’s Bureau Seung Won Hong	Children’s Institute Inc	City of Gardena Christina Theobald	Coastal APIFMHC Helen Chang
Community Representative	Counseling4Kids Kathleen Kim	Crittenton Marcella Briceno	Didi Hirsch Aminah Ofumbi	Exodus Jamie Chess	For The Child Pastora Salazar
Harbor-UCLA Harmandeep Hira	HealthView	Helpline Youth Counseling, Inc Natalie Gower, Nicole Santamaria	Heritage Clinic Emma Hernandez	Long Beach Adult	Long Beach APIFMHC Layhearb Poon
Long Beach Child & Adolescent Program Jeff Baer	Masada Homes Linda Nakamura	MHALA Courtney Stephens Susan Osborne	MHUCC Cheryl Malinowski	Olive Crest Jennifer Mitzner	PACS
Personal Involvement Center Brittany White	San Pedro MHC	Shields For Families Laurel Fox	South Bay Children’s Health Center Daphne King	South Bay MHC, FSP, WC Cynthia Arias	Special Services for Groups (SSG-OTTP) Stephanie Hoffman
Specialized Foster Care	Specialized Foster Care (South County)	Specialized Foster Care (Torrance) Della Clayburg	SSG Alliance Renee Yu	Star View Michele Munde, Jesse Marquez, Christine Abitia, Paula Valencia	Tarzana Michelle Bucholtz
Telecare Martin Alvarez	Tessie Cleveland Latrice Bradley	The Guidance Center Leah Gutierrez	TIES For Families		
Review of Minutes	May minutes are not yet completed. Will be emailed to members upon completion.				
Call to Order & Introductions	The meeting was called to order at 2:00 and attendees introduced themselves.				


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

QUALITY IMPROVEMENT (QI)			
Please note: LE=Legal Entity Mental Health Contract Providers, DO=Directly Operated Clinics and Programs			
Agenda Item	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
QUALITY IMPROVEMENT	<p>New QI Website: https://dmh.lacounty.gov/qid</p> <p>MHSIP Surveys: SA 4 some challenges with survey compliance (some agencies missed/forgot). Kimber Salvaggio (SA 1 liaison) noted this for SA1, importance of client voice. how agencies are selected (field based); what gets data returned (provider level data). All surveys are counted. Connection to block grant. Missing those field-based clients. Delays in getting the data back from DMH.</p> <p>Compliance, Privacy, and Audit Services Bureau</p> <ul style="list-style-type: none"> ➤ Policy Updates: 5 policies were signed and have been posted. See handout. <ul style="list-style-type: none"> • 106.04 Eligibility to Participate • 312.02 Opening/Closing Service Episodes • 801.10 UCC Cost-Based Payment • 557.02 Email and PHI • 306.07 Pharmaceutical sales ➤ DMH moving to electronic policy management system (Compliance Bridge) ➤ Dr. Bonds and teams are updating parameters <p>6/18/19 Multicultural MH Conference is sold out! Cultural Competence & Implicit Bias Exercise was included in the handouts (originally shared at the 2019 Equity Summit). Answers: 1b, 2a, 3, 4b, 5a, 6c, 7a</p> <p>QI Updates</p> <ul style="list-style-type: none"> ➤ CY 2018 provider level data is available ➤ Seeing consistent ratings across 2017 and 2018. 7 Domains: 		

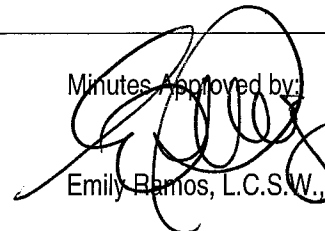
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	<ul style="list-style-type: none"> Improved functioning consistently rated lowest, not better able to handle needs, not seeing services integrating into changes in their life Quality and appropriateness consistently rated highest, feel empowered, that they can complain Access per Youth and Families improved ratings in 2018 Participation in Treatment: adult responses declined from 92 to 90% ("I, not staff, decided my treatment goals") Older Adults: social connectedness started to improve in Fall 2018. <p>May Surveys</p> <ul style="list-style-type: none"> 17,095 surveys returned (increase of about 4000). 2787 were refused (pretty consistent). 7973 Adult surveys (47%); Youth Family 5433 (32%); Youth 2681 (16%); older adult 988 (6%) English 13623 (80%); Spanish 3438 (20%). <p>Test Calls This month is SA 8's test call month. Calls will be made in threshold languages: Spanish, Khmer, Korean, and Vietnamese</p> <p>EQRO Will be held the week of 9/23/19. SA 6 & 8 will be reviewed.</p>	Ann Lee has not yet been able to contact volunteers. She will reach out to volunteers and provide information to make calls.	Ann Lee – 6/20/19-6/30/19
Announcements	The next mtg will be held on July 17, 2019 from 2-4pm at the SA 8 Administration office, 2600 Redondo Ave, 6 th 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