

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

October 17, 2018

2:00 – 4:00 p.m.

Stars Behavioral Health Group

1501 Hughes Way, Ste 150

Long Beach, CA 90810

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)

SA 8 QI/QA Liaison: Ann Lee

QUALITY IMPROVEMENT (QI) MEETING - *Optional*

3:30-4:00 p.m.

1.	Welcome/Introductions/Announcement <i>Please note: Due to the survey training and no monthly chairs meeting to inform our agenda, today's meeting is optional and will focus on QI and QA related technical assistance and support to committee members.</i>
2.	VANS Quick Overview/Refresher http://egis3.lacounty.gov/DMH_SAIS/login
3.	Cultural Competency Q&A
4.	Patients' Rights Office Updates ➤ Change of Provider Logs – <ul style="list-style-type: none">○ LEs- Logs are due by the 10th of the following month. Please send directly to DMHCOP@dmh.lacounty.gov only. Do <u>NOT</u> email or copy the logs to Jose's individual email.○ DOs-please continue to enter requests as you receive them via the online COP database.
5.	MHSIP Consumer Survey – see attached survey return instructions* Survey period is from 11/5/18-11/9/18. Survey return due date is 5pm, November 16, 2018. For SA 8 providers, please SECURE/ENCRYPT email the completed Open-Ended Comments Report and <i>copies of the comments pages</i> to Ann Lee alee@dmh.lacounty.gov no later than <u>Monday, December 3, 2018</u>
6.	How to Find QI and QA Tools and Documents on the DMH Website: <ul style="list-style-type: none">● Policies & Procedures● Provider Directory● QA manuals and bulletins● Clinical Parameters http://psbqi.dmh.lacounty.gov/ https://dmh.lacounty.gov/for-providers/

*handouts

Next SA 8 QI Committee Meeting Info:

TBD –

- Will survey the committee since the next meeting date falls on the day before Thanksgiving.
- There is no meeting in December 2018.

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SA 8 QI/QA Liaison: Ann Lee

QUALITY ASSURANCE (QA) MEETING

3:00-3:30p.m.

1.	Welcome/Introductions/Announcements <i>Please note: Due to the survey training and no monthly chairs meeting to inform our agenda, today's meeting is optional and will focus on QI and QA related technical assistance and support to committee members.</i>
2.	Q&A: Technical Assistance and Support
3.	How to Find QI and QA Tools and Documents on the DMH Website: <ul style="list-style-type: none">• Policies & Procedures• Provider Directory• QA manuals and bulletins• Clinical Parameters http://psbqi.dmh.lacounty.gov/ https://dmh.lacounty.gov/for-providers/

Next SA 8 QA Committee Meeting Info:

TBD –

- Will survey the committee since the next meeting date falls on the day before Thanksgiving.
- There is no meeting in December 2018.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, October 17, 2018**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee				Date October 17, 2018
Location	Stars Behavioral Health Group 1501 Hughes Way, Ste 150 Long Beach, CA 90810		Start Time & End Time		2:00 – 4:00 p.m.
Co-chairs	Co-Chairs: Emily Ramos (absent), Michele Munde (absent), Courtney Stephens (MHALA)				
DMH Representatives					
SA 8 QI/QA Liaison: Ann Lee	QA Division Lead: Marc Borkheim		QI Division Lead: Lynetta Shonibare		Medi-Cal Certification:
Members Present by Provider Name					
1736 FCC	AADAP	Alafia Paul Ha	Alma Family Services	Aspiranet	Bayfront Martin McDermott, Sarah Barakat
California Mentor	Childnet Anaissa Ibrahim	Children’s Bureau Cristina Nolf	Children’s Institute Inc	City of Gardena Evette Benjamin	Coastal APIFMHC Helen Chang
Community Representative	Counseling4Kids	Crittenton	Didi Hirsch Rashauna Fair	Exodus	For The Child
Harbor-UCLA	HealthView	Helpline Youth Counseling, Inc	Heritage Clinic	Long Beach Adult	Long Beach APIFMHC
Long Beach Child & Adolescent Program	Masada Homes Linda Nakamura	MHA Courtney Stephens (co-chair)	MHUCC Cheryl Malinowski	Olive Crest Jennifer Mitzner	PACS Kim Antonio
Personal Involvement Center Valencia Dunn, Joseph Chavez	San Pedro MHC Kathleen Villagomez	SB 82 MTT	Shields For Families Sara Dodd, Patricia Carrillo	South Bay Children’s Health Center Angela Wilson	South Bay MHC, FSP, WC Jennifer Bailey
Special Services for Groups (SSG-OTTP) Debra DeLeon	Specialized Foster Care (South County) Laia Vicens-Fuste	SSG Alliance	Star View Mayra Hernandez, Stephanie Canales	Tarzana Michelle Bucholtz	Telecare
Tessie Cleveland Alejandra Ramos	The Guidance Center Elva Gutierrez	TIES For Families Lisa Althen			
Review of Minutes	September 2018 minutes are not yet completed. Will be emailed to members upon completion.				

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, October 17, 2018**

Call to Order & Introductions	The QI meeting was optional today due to the survey training that was held from 2:00-3:00pm. The QA meeting was held immediately after the survey training from 3:00-3:30pm and then the QI meeting started at 3:30pm after the QA meeting. The meeting focused on technical assistance and support to committee members as there was no monthly chairs meeting to inform the agenda.
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QUALITY IMPROVEMENT (QI)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
QUALITY IMPROVEMENT	<p><u>Performance Improvement Projects (PIP)</u> Dr. Shonibare provided a brief overview of the clinical (COD groups) and non-clinical (front office staff customer service trainings) PIPs.</p> <p><u>VANS Quick Overview/Refresher</u> http://egis3.lacounty.gov/DMH_SAIS/login Members can contact Ann Lee if a VANS refresher is desired or for any provider updates needed in VANS.</p> <p><u>Cultural Competency Q&A:</u> None</p> <p><u>Change of Provider logs:</u> Reminder was provided for contract providers to submit logs by the 10th of the month directly to DMHCOP@dmh.lacounty.gov. Directly operated clinics can continue to enter requests as they are received via the online COP database.</p> <p><u>MHSIP Consumer Survey</u> – survey return instructions were included in today’s handouts and reviewed. Survey period is from 11/5/18-11/9/18. <i>Survey return due date is 5pm, November 16, 2018.</i></p> <p>For SA 8 providers, please SECURE/ENCRYPT email the completed Open-Ended Comments Report and <i>copies of the comments pages</i> to Ann Lee alee@dmh.lacounty.gov no</p>		

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	<p>later than Monday, December 3, 2018</p> <p><u>How to Find QI and QA Tools and Documents on the DMH Website:</u> briefly reviewed where to locate items. Links provided on the agenda as a reminder.</p> <ul style="list-style-type: none"> • Policies & Procedures • Provider Directory • QA manuals and bulletins • Clinical Parameters <p>http://psbqi.dmh.lacounty.gov/ https://dmh.lacounty.gov/for-providers/</p>		
Announcements	<ul style="list-style-type: none"> • For the November meeting, will survey the committee whether or not to hold the meeting since the next meeting date falls on the day before Thanksgiving. • There is no meeting in December 2018. 		

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QUALITY ASSURANCE (QA)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
QUALITY ASSURANCE	<p>Due to the survey training and no monthly chairs meeting to inform our agenda, this meeting was optional and focused on QA related technical assistance and support to committee members.</p> <p>Q&A: Technical Assistance and Support Providers asked and discussed QA questions and documentation guidelines.</p> <p>How to Find QI and QA Tools and Documents on the DMH Website:</p> <ul style="list-style-type: none"> • Policies & Procedures • Provider Directory • QA manuals and bulletins • Clinical Parameters <p>http://psbqi.dmh.lacounty.gov/ https://dmh.lacounty.gov/for-providers/</p>		
Announcements	<ul style="list-style-type: none"> • For the November meeting, will survey the committee whether or not to hold the meeting since the next meeting date falls on the day before Thanksgiving. Will notify via email. • There is no meeting in December 2018. 		

Minutes Recorded by:


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

Minutes Approved by:


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