

County of Los Angeles – Department of Mental Health *Service Area 3*  
Quality Improvement/Quality Assurance Committee Meeting  
September 18, 2019  
9:30 am – 11:30 am

**AGENDA**

- |                                    |                    |
|------------------------------------|--------------------|
| 1. Welcome and Introductions       | Rosalba Trias-Ruiz |
| 2. Review/approval of the Minutes* | All                |

**Quality Improvement**

- |   |                    |
|---|--------------------|
| 1. Test calls<br>Customer Service Workshop<br>QI Input                  | Daiya Cunnane      |
| 2. Patient's Rights Office updates<br>COP reports/application/trainings | Rosalba Trias-Ruiz |

**Quality Assurance**

- |  |                    |
|--|--------------------|
| 1. Network Adequacy/Access to Care Updates NACT 2.0 ** <ul style="list-style-type: none"><li>○ Network Adequacy Webinar (September 10, 2019)</li><li>○ Deadline for next data update <b>September 20th</b></li><li>○ Contact Howard Washington <b>hwashington@dmh.lacounty.gov</b></li></ul> | Rosalba Trias-Ruiz |
| 2. Policy and Procedure Update**   |                    |
| 3. QA/QI contact by SA**   |                    |
| 4. Schedule of Trainings**   |                    |
| 5. New QA Website**  |                    |
| 6. CANS Certification training** Use Website for <b>New Training Code</b>  |                    |
| 7. Final QA Bulletin 19-04 New "Guide to PC for SMHS" *  | Margaret Faye      |
| 8. Revised (9/3/19)" Guide to Procedure Codes for SMHS" *  |                    |

**Other Issues**

- |                  |     |
|------------------|-----|
| 1. Announcements | All |
|------------------|-----|

\*Handouts

\*\* e-mailed

**Next Meeting: November 20, 2019 (October Dark month)**  
**Location: Enki, 3208 Rosemead Blvd, 2<sup>nd</sup> Floor, El Monte, CA 91731**  
**Parking at lower level only**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>	<b>Date</b>	<b>9/18/2019</b>	
<b>Place</b>	<b>ENKI - 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731.</b>	<b>Start Time:</b>	<b>9:30 am</b>	
<b>Chairperson Co-Chairs</b>	<b>Dr. Rosalba Trias-Ruiz Mrs. Gassia Ekizian Dr. Margaret Faye</b>	<b>End Time:</b>	<b>11:30 am</b>	
<b>Members Present</b>	<i>Susan Lam</i>	<i>Alma</i>	<i>Vivian Chung Easton</i>	<i>Healthright 360 Prototypes</i>
	<i>Cynthia Concepcion</i>	<i>Almansor MH</i>	<i>Patricia Esparza</i>	<i>Healthright 360 Prototypes</i>
	<i>David Palmer</i>	<i>Boy's Republic</i>	<i>Grace Kim</i>	<i>Heritage Clinic</i>
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Samantha Ponce</i>	<i>Homes for Life Foundation</i>
	<i>Leslie Shrager</i>	<i>Children's Bureau of So. Cal</i>	<i>Shauna Singh</i>	<i>Leroy Haynes Center</i>
	<i>Erlene Quintos</i>	<i>David and Margaret</i>	<i>Sybil Chacko</i>	<i>Maryvale</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Gabriela Rhodes</i>	<i>McKinley Children's Center</i>
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>S Swenson</i>	<i>Prototypes Pomona</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>
	<i>Marina Barrios</i>	<i>DMH</i>	<i>Irene Insunza</i>	<i>SPIRITT Family Services</i>
	<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Yasmin Lopez</i>	<i>SPIRITT Family Services</i>
	<i>Bertha Berumen</i>	<i>East San Gabriel Valley MHC</i>	<i>Lucero Garcia</i>	<i>Starview</i>
	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Tiffani Tran</i>	<i>Five Acres</i>	<i>Michael Schmidt</i>	<i>Trinity</i>
	<i>Lora Cofield</i>	<i>Five Acres</i>	<i>Frank Sabado</i>	<i>Trinity</i>
	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Diana Saunders</i>	<i>Victor Treatment</i>
	<i>Margaret Faye</i>	<i>Hathaway Sycamores</i>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions.		
<b>Review of Minutes</b>	Motion to approve the minutes with one correction to the attendance list by Michael Olsen and seconded by Mark Rodriguez.	Please see handout.	
<b>Test Call Procedures/Customer Service Workshop</b>	Test Calls went well. Feedback given on trying to keep the calls as short as possible. Customer service workshops were held and the video will be on the website soon. Feedback from participants was positive.		
<b>Patient's Rights Office Updates/COP reports</b>	The Change of Provider forms information is still being collected. An email will be sent soon for training on submitting the COPs on the new system and asking that staff who submit them to get a C Number.		
<b>Network Adequacy/Access to Care</b>	There are webinars every month for the NACT 2.0. Information needs to be entered into the NACT and the SRL file needs to be sent by 9/20/19.	Updates have been sent through email.	
<b>Policy and Procedure Update:</b>	Policies pertaining to Access to Care were reviewed.	Updates have been sent through email.	
<b>QA/QI contact by SA</b>	Updated contacts have been sent.	Updates have been sent through email.	
<b>Schedule of Trainings</b>	There is a list of trainings for directly operated and legal entities.	Updates have been sent through email.	
<b>New QA Website</b>	The link has been sent. The website has information for policies and other information.	Updates have been sent through email.	
<b>CANS Certification training</b>	Can go to the website to get the code.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Final QA Bulletin 19-04</b>	There are updates to code 90791. Old codes and new codes are listed and the changes for each code.	Please see handout.	
<b>Revised (9/3/19) Guide to Procedure Codes for SMHS</b>	The layout has changed and groups the procedures codes in a more user-friendly manner.	Please see handout.	
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: August 21, 2019</li> <li>3. Quality Assurance Bulletin 19-04</li> <li>4. Guide to Procedure Codes for SMHS</li> </ol>		
<b>Next Meeting</b>	Next Meeting is November 20, 2019 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.		

Respectfully Submitted, Dr. Keri Zehm, Tri-City Mental Health