

County of Los Angeles – Department of Mental Health *Service Area 3*  
Quality Improvement/Quality Assurance Committee Meeting

July 17, 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. Clinical Risk Mgmt.-Inactive accounts in Safety Intelligence Rosalba Trias-Ruiz  
**Policy Title: Reporting Clinical Events Involving Clients**  
**Policy Number: 303.05**  
**[http://file.lacounty.gov/SDSInter/dmh/1041203\\_303\\_05.pdf](http://file.lacounty.gov/SDSInter/dmh/1041203_303_05.pdf)**  
DMH CIOB Helpdesk at (213) 351-1335
2. QID Updates Daiya Cunnane
  - Spring 2018 Open Ended Comments Summary Reports
  - QI Evaluation Report Summary for CY 2018(DRAFT)
3. Language Interpretation Request for meetings Gassia Ekizian  
Cultural Competency Webpage
4. Policy/procedure updates\* Rosalba Trias-Ruiz  
Policy Bulletin#19-03 7/1/19\*

**Quality Assurance**

1. Network Adequacy/Access to Care Updates Rosalba Trias-Ruiz
  - Network Adequacy Webinar (July 9th)\*
  - Contact Howard Washington **[hwashington@dmh.lacounty.gov](mailto:hwashington@dmh.lacounty.gov)**
2. Final QA Bulletin No 19-03 CANS IP & PSC-35 updates #1\* Gassia Ekizian
  - Webinar Tuesday July 16<sup>th</sup> at 3:00pm
  - Contact David **[dcrain@dmh.lacounty.gov](mailto:dcrain@dmh.lacounty.gov)**
  - CANS and PSC FAQs\*
  - Questions to **[QualityAssurance@dmh.lacounty.gov](mailto:QualityAssurance@dmh.lacounty.gov)**
2. Updates to Guide to Procedure Codes(not finalized) Rosalba Trias-Ruiz
3. FINAL Clinical Forms Bulletin 19-04 Assessment Form Revisions  
E-mailed fillable forms and Bulletin
4. Schedule of Trainings\*

**Other Issues**

1. Announcements

All

\*Handouts

**Next Meeting: August 21, 2019**

**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>7/17/2019</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>Lisa Ngo</i>	<i>Alma</i>	<i>Margaret Faye</i>	<i>Hathaway Sycamores</i>
	<i>Susan Lam</i>	<i>Alma</i>	<i>Nicole Unrein</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>Janet Yang</i>	<i>Heritage Clinic</i>
	<i>Davis Truong</i>	<i>Bridges</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>
	<i>Alma Reyes</i>	<i>California Mentor</i>	<i>Jenna Ritsema</i>	<i>Hillsides</i>
	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>
	<i>Leslie Shrager</i>	<i>Children's Bureau of So. Cal</i>	<i>Barbar Negron</i>	<i>Leroy Haynes Center</i>
	<i>Estera Boresa</i>	<i>Crittenton Services</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>
	<i>Erlene Quintos</i>	<i>David and Margaret</i>	<i>Gabriela Rhodes</i>	<i>McKinley Children's Center</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Kaitlyn Lopez</i>	<i>Pacific Clinics</i>
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Erica Villapando</i>	<i>PUSD</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>Lan Nguyen-Chawkins</i>	<i>SSG/Asian Pacific Counseling</i>
	<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>
	<i>Bertha Berumen</i>	<i>East San Gabriel Valley MHC</i>	<i>Irene Insunza</i>	<i>SPIRITT Family Services</i>
	<i>Erika Frausto</i>	<i>ENKI</i>	<i>Lucero Garcia</i>	<i>Starview</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Tobi Nishikawa</i>	<i>Etti Lee Homes</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Tiffani Tran</i>	<i>Five Acres</i>	<i>Shareipha Myvett</i>	<i>Trinity</i>
	<i>Lora Cofield</i>	<i>Five Acres</i>	<i>Renzo Roel</i>	<i>Victor Treatment</i>
	<i>Cheri Noone</i>	<i>Five Acres</i>	<i>Diana Saunders</i>	<i>Victor Treatment</i>
	<i>Gassia Ekizian</i>	<i>Foothill Family Services</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 by Janet Yang and seconded by Rocio Bedoy.	Please see handout.	
<b>Clinical Risk Management</b>	Some providers are getting locked after not logging in for 90 days. Need to log in to stay active. Contact CIOB for assistance of getting back into the system.	Handout has been emailed.	
<b>QID Updates</b>	Open ended comments for spring, 2018 were reviewed. Positive themes: kindness and flexibility of staff and positive effects of treatment. Negative comments included: staff turnover, limited access in their language, and appointment times that were not convenient. Process is currently being refined to better understand and report the open ended comments. The 2018 QI Evaluation Report Summary was also presented. Goals are set each year and the goals that were met and not met were also reviewed.		
<b>Language Interpretation Request</b>	Please review the appropriate policies. There is a 2-3 week wait list for interpretation requests.		
<b>Cultural Competency</b>	There is now a webpage on the DMH website where you can find all of the resources for cultural competency.	Information has also been sent via email.	
<b>Policy/Procedure Updates</b>	Emails are being sent out. Please submit any questions or clarifications needed for policies.		
<b>Network Adequacy/Access to Care</b>	Webinars are held monthly. Data will be sent on a quarterly basis.		
<b>Final QA Bulletin No19-03 CANS/IP &amp; PSC-35 Updates #1</b>	Discussion of the implementation, certification, administration, and using it as a tool. Webinar has a lot of helpful information.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Updates to Guide to Procedure Codes (not finalized)</b>	These are still in process.		
<b>FINAL Clinical Forms Bulletin 19-04</b>	Directly operated is required.	Information has also been sent via email.	
<b>Schedule of Trainings</b>		Please see handout.	
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: June 19, 2019</li> <li>3. Policy/Procedure Update-July 8, 2019</li> <li>4. Quality Assurance Bulletin No. 19-03</li> <li>5. Documentation Training Schedule</li> </ol>		
<b>Next Meeting</b>	Next Meeting is August 21, 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