

**LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH**  
**Service Area II Program Administration**  
**Adult Quality Improvement Committee**  
**May 21, 2020**  
**San Fernando Mental Health Center**  
**10:00 am-12:00 pm**  
**Agenda**

Welcome- Introductions & Agency Updates	All
Review and Adoption of March 2020 Minutes	All
Update MAT Process	Office of Child Protection- reported by Kimber

**Quality Improvement**

PRO	Matin Hernandez –
• Grievances & Change of Provider Logs	Reported by Kimber
Test Calls	Kalene Gilbert- reported by Kimber
CPS aka Surveys	Kalene Gilbert- reported by Kimber
Performance Improvement Projects	Jennifer Regan, Ph.D. Data-Outcomes & Operations – Quality Improvement Division

**Quality Assurance**

Audits	All
Concurrent Reviews	Brad Bryant - reported by Kimber
Certifications	Harmandeep Hira, RN Data-Outcomes & Operations – QA Certifications Division
Policy & Technical Development	Michelle Young—rptd by Kimber
• Location of service	
• DHCS's Guidance	Jen Hallman- rptd by Kimber
○ Access to care	
○ Network adequacy	
Training Updates	Susan Cozolino/Nikki Collier- rptd by Kimber
Q&A Discussion	All

**Next Meeting for SA 2 Adult QIC: July 16, 2020 at 10-12 pm**

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH**  
**Service Area 2 Adult**  
**QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Service Area 2 Adult Quality Improvement Committee</b>	<b>Date:</b>	<b>May 21, 2020</b>	
<b>Place</b>	<b>Via skype</b>	<b>Start Time:</b>	<b>10:00 a.m.</b>	
<b>Chair</b>	<b>Kimber Salvaggio</b>	<b>End Time:</b>	<b>12:00 p.m.</b>	
<b>Co-Chair</b>	<b>None</b>			
<b>Members Present</b>	<b>APCTC - Tiger Doan</b> <b>Bridges – Cindy Luna</b> <b>Child &amp; Family Ctr – Lorena Chavez</b> <b>Didi Hirsch –Marina Eckart</b> <b>DMH Ofc Admin Ops QA – Ilda Aharonian</b> <b>DMH Ofc Admin Ops Countywide QID – Jennifer Regan</b> <b>DMH SCVMHC - Katy Ihrig</b> <b>DMH SFMHC – Diana Garcia</b> <b>DMH WVMHC – Denisa Suciu</b> <b>DMH Urgent Care – Amy Kress</b> <b>ECDA –</b> <b>ECDA –</b> <b>Hillview MHC – Stephanie Villasenor</b> <b>Hillview MHC – Maribel Najjar-Vargas</b> <b>IMCES –James Pelk</b> <b>Rancho San Antonio –Zeena Burse</b> <b>SFVCMHC, Inc. - Angela Khan</b> <b>Tarzana Tx Ctr - Karry Friedman</b> <b>Tarzana Tx Ctr – Nicole Calvento</b> <b>Tarzana Tx Ctr – Sherry Winston</b> <b>Topanga West Guest Home/ ACT Wellness Ctr – Megan McDonald</b>			
<b>Absent Members</b>	<b>DMH Ofc Admin Ops Cert – David Lee</b> <b>DMH Ofc Admin Ops Cultural Competency Unit –</b> <b>DMH PRO -</b> <b>DMH SA 2 HOME (AKA SB82) -</b> <b>El Dorado -</b> <b>JFS - Dora Escalante</b> <b>JFS – Linda Gingras</b> <b>Pacific Clinics –</b> <b>PACS-LA -</b> <b>SFVCMHC, Inc. - Leslie Di Mascio</b>			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions Recommendations Actions Tasks</b>	<b>Person Responsible</b>	
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 10:00 a.m.	Introductions were made	K. Salvaggio	

<b>Review of Minutes</b>	Review and Adoption of March 2020 Minutes		All
<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions Recommendations Actions Tasks</b>	<b>Person Responsible</b>
<b>UPDATE MAT PROCESS</b>	<p>Office of Child Protection to evaluate the effectiveness of MAT (&amp; other front end assessment processes) April-July</p> <ul style="list-style-type: none"> <li>• will use focus groups</li> <li>• evaluating the current strengths &amp; weaknesses of MAT</li> <li>• timeliness-quality-consistency across regions &amp; providers</li> <li>• how the information gathered during MAT process is integrated into case planning &amp;/or court processes</li> <li>• not reviewing specific case outcomes or placement decisions</li> </ul>		Reported by J. Hallman- Reported by Kimber
<b>PRO</b>	<p style="text-align: center;"><b><u>QUALITY IMPROVEMENT</u></b></p> <p>Application for Grievances &amp; Change of Provider Logs on hold due CIOB supporting tele everything</p>	<b><u>QUALITY IMPROVEMENT</u></b>	Provided by M. Hernandez – reported by Kimber
<b>TEST CALLS</b>	Service Area Promotores will take over Test Calls project with SA QIC membership for back up with languages if needed		Provided by K. Gilbert – reported by Kimber
<b>CPS aka SURVEYS</b>	<ul style="list-style-type: none"> <li>• June 22 to the 26th</li> <li>• a hybrid of paper collection for those that are coming into the clinics</li> <li>• online for those receiving telehealth svcs</li> <li>• the workflow process coming</li> <li>• training will be done remotely</li> </ul>		Provided by K. Gilbert – reported by Kimber
<b>Performance Improvement Projects</b>	Dr. Regan led a discussion on the Depts. latest efforts around clinical & non-clinical PIP		Jen Regan, Ph.D. – Ofc of Admin Ops QI
<b>CULTURAL COMPETENCY</b>	No Report		
<b>Compliance, Privacy &amp; Audit SVCS Bureau</b>	No Report		

<b>QI Updates &amp; Announcements</b>			
<p><b>Audits</b></p> <p><b>Concurrent Reviews</b></p> <p><b>Medi-Cal Certification</b></p> <p><b>State DHCS Updates/QA Policy Updates &amp; Technical Asst.</b></p> <p><b>Training &amp; Operations</b></p>	<p style="text-align: center;"><b><u>QUALITY ASSURANCE</u></b></p> <p>None noted or reported</p> <p>For In-Pt Providers</p> <p>Presented on 'Virtual' M/C Certs</p> <p><b><u>Policy and Technical Development</u></b></p> <ul style="list-style-type: none"> <li>• location of service - no longer have to put cross streets &amp; ZIP Code when providing service from home</li> <li>• new current process is to put where the service would have been provided had COVID not happened</li> <li>• phone-SC</li> <li>• telehealth-GT</li> <li>• don't go back &amp; change historically - moving forward with this information</li> <li>• DHCS guidance on access to care is THE SAME no changes due to COVID</li> <li>• triage is OK-document your decision</li> <li>• expected to treat clients within the Access to Care guidelines</li> <li>• network adequacy no changes</li> </ul> <p>Back to Basics conducted via Skype &amp; few trainings online:</p> <ul style="list-style-type: none"> <li>• documentation &amp; claiming series</li> <li>• introduction to reimbursement &amp; claiming</li> <li>• intro to assessment documentation</li> <li>• treatment planning</li> <li>• progress note</li> <li>• all on the QA website</li> <li>• great for on boarding</li> </ul>	<p style="text-align: center;"><b><u>QUALITY ASSURANCE</u></b></p>	<p>All</p> <p>Provided by Brad Bryant - reported by Kimber</p> <p>Harmandeep Hira, RN – Certifications</p> <p>Reported by M. Young/J. Hallman – provided by Kimber</p> <p>Provided by Susan Cozolino/Nikki Collier-reported by Kimber</p>

<b><u>HIM</u></b>	No Report		
<b>Announcements</b>	None noted		
<b>Handouts</b> **Via Email	➤ Draft of March 2020 Meeting Minutes		
<b>Next Meeting</b>	➤ <b>July 16, 2020</b>		

Respectfully Submitted,

Kimber Salvaggio  
Electronically Signed