

**LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH**  
**Service Area II Program Administration**  
**Adult Quality Improvement Committee**  
**November 21, 2019**  
**San Fernando Mental Health Center**  
**10:00 am-12:00 pm**  
**Agenda**

Welcome- Introductions & Agency Updates	All
Review and Adoption of September 2019 Minutes*	All

**Quality Improvement**

Policy Updates** Cultural Competence Plan FY17-18*	Office of Compliance Sandra Chang, Ph.D. Ethnic Svcs Mgr - Cultural Competency Unit Countywide QID/All
QI Updates/Announcements EQRO FY18-19/PIPs Customer Service Training Update*	

**Quality Assurance**

Audits Medi-cal Certification Unit**/**	All David Lee, RN Quality & Risk Management Bureau   Quality Assurance Division   Medi- Cal Certification Section Countywide QA Train'g & Ops
Training & Operations Documentation Trainings**	
QA Policy Updates & Technical Asst NACT/Access to Care State System Review Prelim Info Continuity of Care	Countywide QA Policy & Tech Dev
QA Announcements	All

**Other**

How is this information disseminated in your agency	All
Future Agenda Items & Adjournment	All

Handout\*  
Sent Via Email\*\*

**Next Meeting for SA 2 Adult QIC: January 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>November 21, 2019</b>	
<b>Place</b>	<b>10605 Balboa Ave 2<sup>nd</sup> fl Conference Room</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>	<p> <b>Child &amp; Family Ctr – Jennifer Roecklein</b>  <b>Child &amp; Family Ctr – Michelle Chitel</b>  <b>Didi Hirsch –Marina Eckart</b>  <b>DMH Ofc Admin Ops Cert – David Lee</b>  <b>DMH Ofc Admin Ops QA – Patricia Lopez</b>  <b>DMH Ofc Admin Ops Countywide QID – Jennifer Regan</b>  <b>DMH Ofc Admin Ops Cultural Competency Unit – Sandra Chang</b>  <b>DMH Ofc Admin Ops Cultural Competency Unit – Hyun Lee</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 – Angie Sanchez</b>  <b>ECDA – Iliana Martinez</b>  <b>Hillview MHC –Julie Jones</b>  <b>Hillview MHC – Stephanie Villasenor</b>  <b>JFS - Dora Escalante</b>  <b>JFS – Linda Gingras</b>  <b>SFVCMHC, Inc. - Angela Khan</b>  <b>SFVCMHC, Inc. - Leslie Di Mascio</b>  <b>SFVCMHC, Inc. – Carmen Amaya</b>  <b>SFVCMHC, Inc. – Donnielle Jones</b>  <b>SFVCMHC, Inc. Consumer Wellness Ctr – Ruth Nixon</b>  <b>SFVCMHC, Inc. Victory Wellness - Jennifer Yates</b>  <b>Tarzana Tx Ctr - Karry Friedman</b>  <b>Tarzana Tx Ctr – Sherry Winston</b>  <b>Topanga West Guest Home/ ACT Wellness Ctr – Megan McDonald</b> </p>			
<b>Absent Members</b>	<p> <b>APCTC - Tiger Doan</b>  <b>DMH PRO -</b>  <b>El Dorado -</b>  <b>IMCES –James Pelk</b>  <b>Pacific Clinics –</b>  <b>PACS-LA -</b>  <b>Rancho San Antonio –Zeena Burse</b> </p>			
<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 September 2019 Minutes		All
<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions Recommendations Actions Tasks</b>	<b>Person Responsible</b>
<b>CLINICAL QUALITY IMPROVEMENT</b>	<b><u>QUALITY IMPROVEMENT</u></b> No Report	<b><u>QUALITY IMPROVEMENT</u></b>	
<b>Compliance, Privacy &amp; Audit SVCS Bureau</b>	<b><u>Policy Updates**</u></b> <ul style="list-style-type: none"> <li>• Provided via email</li> </ul>		Provided by Compliance Unit-Reported by Kimber/All
<b>Pt's Rights</b>	<b><u>No Report</u></b>		Provided by Martin Hernandez-Reported by Kimber
<b>Cultural Competency Unit</b>	<b><u>Cultural Competency Presentation</u></b> <ul style="list-style-type: none"> <li>• Cultural Competency Plan FY 17-18</li> </ul>		Provided by Sandra Chang & Hyun Lee
<b>QI Updates &amp; Announcements</b>	<b><u>QI Announcements/QID Updates</u></b> <ul style="list-style-type: none"> <li>• Non-clinical PIP CRC not accepted by EQRO as CRC is not a MC service our focus of customer service not ok'd not enough of a connection to MC beneficiaries</li> <li>• Customer Service Training Update*</li> <li>• Provider Level Data Spring 2019 – presentation pending</li> </ul>		Reported by Countywide QID/All
<b>Audits</b>	<b><u>QUALITY ASSURANCE</u></b> None noted or reported	<b><u>QUALITY ASSURANCE</u></b>	
<b>Medi-Cal Certification</b>	Presentation on MCB 19-01; 19-02 & Policy 106.04		Provided by David Lee OAO-MC Certifications

<b>State DHCS Updates</b>	None Reported		Provided by PSB-QA staff reported by Kimber
<b>Training &amp; Operations</b>	Sch'd of DO and LE ibhis trainings** QA Website**		Provided Nikki Collier- reported by Kimber
<b>QA Policy Updates &amp; Technical Asst.</b>	<p><b><u>Network Adequacy/Access to Care</u></b></p> <ul style="list-style-type: none"> <li>submitted info in April abt 65%</li> <li>provider distances and timeliness is ok</li> </ul> <p><b><u>Draft QAB 19-0x COD Documentation</u></b></p> <ul style="list-style-type: none"> <li>Pending</li> <li>no12 step in a note</li> </ul> <p><b><u>SSR</u></b></p> <ul style="list-style-type: none"> <li>chart review appeals</li> <li>disallowance 11%</li> <li>non official</li> <li>good trajectory</li> </ul> <p><b><u>Codes manual clarification</u></b></p> <ul style="list-style-type: none"> <li>2 new codes added</li> <li>use addendum if you can't dx</li> </ul>		Provided J. Hallman - reported by Kimber
<b><u>HIM</u></b>	None		
<b>Announcements</b>	None noted		
<b>Handouts</b> **Via Email	<ul style="list-style-type: none"> <li>➤ Draft of September 2019 Meeting Minutes</li> <li>➤ CCP FY 17-18 PPT &amp; Presentation Exercise</li> <li>➤ Medi-Cal Certification Bulletin 19-01</li> <li>➤ Medi-Cal Certification Bulletin 19-02</li> <li>➤ LACDMH Policy Number 106.04</li> <li>➤ Hard copy of QI Customer Service Training Link</li> <li>➤ 2020 SA 2 Adult QIC Mtg Sch'd</li> <li>➤ CPS Informal Preliminary Info</li> </ul>		
<b>Next Meeting</b>	➤ <b>January 16, 2020</b>		

Respectfully Submitted,



Kimber Salvaggio