

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

January 15, 2020
9:30 am – 11:30 am

AGENDA

- | | |
|------------------------------------|--------------|
| 1. Welcome and Introductions | Kristin Gray |
| 2. Review/approval of the Minutes* | All |

Quality Improvement

- | | |
|---|---------------|
| 1. Consumer Perception Survey (CPS) Results | Daiya Cunnane |
| 2. ACCESS Center Work Plan Goals for 2019 | |
| 3. Change of Provider (COP) Database | Kristin Gray |

Quality Assurance

- | | |
|---|----------------|
| 1. Annual Quality Assurance Report for Legal Entities** | Kristin Gray |
| 2. Medi-Cal Certification/Re-Certification Checklist** | |
| 3. Knowledge Assessment Survey #2** | |
| 4. Schedule of Trainings* | |
| 5. Network Adequacy/Access to Care Updates | Gassia Ekizian |
| 6. System/Chart Review Findings* | Margaret Faye |

Other Issues

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

*Handouts

** e-mailed

Next Meeting: February 19, 2020

Location: ENKI, 3208 Rosemead Blvd, 2nd Floor, El Monte, CA 91731

Parking at lower level only

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

Type of Meeting	Service Area 3 QIC	Date	01/15/2020																																																																																					
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:35 am																																																																																					
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	10:50 am																																																																																					
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Susan Lam</i></td> <td style="width: 25%;"><i>Alma</i></td> <td style="width: 25%;"><i>Grace Kim</i></td> <td style="width: 25%;"><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Cynthia Concepcion</i></td> <td><i>Almansor MH</i></td> <td><i>Maria Serratos</i></td> <td><i>Heritage Homes</i></td> </tr> <tr> <td><i>David Palmer</i></td> <td><i>Boy's Republic</i></td> <td><i>Beth Foster</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Shianne Torales</i></td> <td><i>Bridges</i></td> <td><i>Erica Wirtz</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Alma Reyes</i></td> <td><i>California Mentor</i></td> <td><i>Toni Aikins</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Misook Nierodzik</i></td> <td><i>Center for Integrated Family and Health Services</i></td> <td><i>Rebecca Schaal</i></td> <td><i>Leroy Haynes Center</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children's Bureau of So. Cal</i></td> <td><i>Lisa Rueda</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Paula Randle</i></td> <td><i>David and Margaret</i></td> <td><i>Danielle Waldman</i></td> <td><i>McKinley Children's Center</i></td> </tr> <tr> <td><i>Renee Lee</i></td> <td><i>DMH</i></td> <td><i>Leanna Olague</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Daiya Cunnane</i></td> <td><i>DMH</i></td> <td><i>Samantha Swenson</i></td> <td><i>Prototypes</i></td> </tr> <tr> <td><i>Robin Washington</i></td> <td><i>DMH</i></td> <td><i>Erica Villalpando</i></td> <td><i>PUSD School Mental Health</i></td> </tr> <tr> <td><i>Kristin Gray</i></td> <td><i>DMH</i></td> <td><i>Rebecca DeKeyser</i></td> <td><i>San Gabriel Children's Center</i></td> </tr> <tr> <td><i>Darlene Medina</i></td> <td><i>DMH</i></td> <td><i>Lan Nguyen-Chawkins</i></td> <td><i>Asian Pacific Counseling and Treatment Centers</i></td> </tr> <tr> <td><i>Marina Barrios</i></td> <td><i>DMH</i></td> <td><i>Dawn Dades</i></td> <td><i>Social Model Recovery Systems</i></td> </tr> <tr> <td><i>Elizabeth Mota</i></td> <td><i>DMH</i></td> <td><i>Irene Insunza</i></td> <td><i>SPIRITT Family Services</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Yasmin Lopez</i></td> <td><i>SPIRITT Family Services</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Ettie Lee Homes</i></td> <td><i>Lucero Garcia</i></td> <td><i>Starview</i></td> </tr> <tr> <td><i>David Felix</i></td> <td><i>Five Acres</i></td> <td><i>Rocio Bedoy</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> <td><i>Lynette Gonzalez</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Margaret Faye</i></td> <td><i>Hathaway-Sycamores</i></td> <td></td> <td></td> </tr> <tr> <td><i>Elizabeth Boerkoel</i></td> <td><i>HealthRight 360</i></td> <td></td> <td></td> </tr> </table>				<i>Susan Lam</i>	<i>Alma</i>	<i>Grace Kim</i>	<i>Heritage Clinic</i>	<i>Cynthia Concepcion</i>	<i>Almansor MH</i>	<i>Maria Serratos</i>	<i>Heritage Homes</i>	<i>David Palmer</i>	<i>Boy's Republic</i>	<i>Beth Foster</i>	<i>Hillsides</i>	<i>Shianne Torales</i>	<i>Bridges</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>	<i>Alma Reyes</i>	<i>California Mentor</i>	<i>Toni Aikins</i>	<i>Hillsides</i>	<i>Misook Nierodzik</i>	<i>Center for Integrated Family and Health Services</i>	<i>Rebecca Schaal</i>	<i>Leroy Haynes Center</i>	<i>Leslie Shrager</i>	<i>Children's Bureau of So. Cal</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>	<i>Paula Randle</i>	<i>David and Margaret</i>	<i>Danielle Waldman</i>	<i>McKinley Children's Center</i>	<i>Renee Lee</i>	<i>DMH</i>	<i>Leanna Olague</i>	<i>Pacific Clinics</i>	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Samantha Swenson</i>	<i>Prototypes</i>	<i>Robin Washington</i>	<i>DMH</i>	<i>Erica Villalpando</i>	<i>PUSD School Mental Health</i>	<i>Kristin Gray</i>	<i>DMH</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>	<i>Darlene Medina</i>	<i>DMH</i>	<i>Lan Nguyen-Chawkins</i>	<i>Asian Pacific Counseling and Treatment Centers</i>	<i>Marina Barrios</i>	<i>DMH</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>	<i>Elizabeth Mota</i>	<i>DMH</i>	<i>Irene Insunza</i>	<i>SPIRITT Family Services</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Yasmin Lopez</i>	<i>SPIRITT Family Services</i>	<i>Windy Luna-Perez</i>	<i>Ettie Lee Homes</i>	<i>Lucero Garcia</i>	<i>Starview</i>	<i>David Felix</i>	<i>Five Acres</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Lynette Gonzalez</i>	<i>Trinity</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>			<i>Elizabeth Boerkoel</i>	<i>HealthRight 360</i>		
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Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.	Darlene Medina was introduced as the new minute taker for the SA 3 QIC Meeting.	
Review of Minutes	Motion to approve the minutes with corrections to Fire Clearance Requirements by Lisa Rueda and seconded by Robin Washington.	Please see handout.	
Information from QI division			
CPS Spring 2019 Results	CPS data results for agencies that had 15 or more completed surveys. Pilot of electronic CPS surveys to be determined.	Spring 2019 results sent through email	
ACCESS Center Report for 2019	Access Center work plan goal of 2019 was discussed. 85% of calls during business hours were answered within 1 minute and 82% of calls after hours were answered within 1 minute. Discussion about how providers can make this information useful for their agencies.		
Change of Provider (COP) Database	Requested information for COP Database was collected and sent to Patient's Rights in December 2019. No current updates to launch of COP Database. Discussion about C#/token process for COP.		Kristin will follow-up regarding C#/token process for COP database and provide updates, when available.
Quality Assurance			
Annual Quality Assurance Report for Legal Entities **	Annual QA Report for LEs due by January 31, 2020. Updated forms were emailed. Questions can be directed to Robin Washington.	Documents sent through email	LEs to submit by January 31, 2020

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Medi-Cal Certification	Updated Medi-Cal Certification and Re-Certification checklists were emailed. Thank you to Renee for her assistance and support. To access DMH Policies, may need to try different web browser (i.e. Internet Explorer, Google Chrome, and Microsoft Edge).	Updates sent through email	
Knowledge Assessment Survey #2**	The Knowledge Assessment Survey is effective for 30 days from January 9 th , 2020. Providers all create their own codes within each agency for training purposes.	Link sent through email	
Schedule of Trainings*	There is a list of trainings for directly operated and legal entities.	Please see handout	
Network Adequacy/Access to Care updates	<p>Please make sure there is at least one representative for each provider on the monthly Network Adequacy/Access to Care webinar Contact Howard Washington hwashington@dmh.lacounty.gov to be added to the distribution list.</p> <p>Beginning March 1, 2020 the excel spreadsheet for Access to Care will no longer be accepted and information will need to be extracted from the EHR. Discussion about upcoming changes and updates.</p>		
System/Chart Review Findings*	DHCS State chart review - 4 findings and 7 disallowances were discussed. Refer to handout for detailed information. Can email Robin Washington for clarification/questions.	Please see handout	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Other Issues	Announcements: <ul style="list-style-type: none"> • Open position for a Training Manager at Foothill Family Services. • Any topics for discussion email Kristin, she will get presenters. • ENKI MR Grant. 		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: November, 2019 3. DHCS System/Chart Review Findings 4. QA Division General Documentation Training Schedule 		
Next Meeting	Next Meeting is February 19, 2020 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

Respectfully Submitted, Darlene Medina, Department of Mental Health