

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

February 19, 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) | Daiya Cunnane |
| a. Field-based administration | |
| 2. EQRO Draft Report | |
| 3. Test Calls 2020 | Kristin Gray |
| 4. Policy Updates | |
| a. Revised - Policy 556.01 | |

Quality Assurance

- | | |
|---|----------------|
| 1. CANS Implementation Feedback | Gassia Ekizian |
| 2. Annual Quality Assurance Report for Legal Entities | Kristin Gray |
| 3. Knowledge Assessment Survey #2** | |
| 4. Schedule of Trainings** | |
| 5. Network Adequacy/Access to Care Updates | Margaret Faye |

Other Issues

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

*Handouts

** e-mailed

Next Meeting: March 18, 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	02/19/2020	
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	11:05 am	
Members Present	<i>Cynthia Concepcion Almansor MH</i> <i>David Palmer Boy's Republic</i> <i>Davis Truong Bridges</i> <i>Misook Nierodzik Center for Integrated Family and Health Services</i> <i>Daniel W. Kwong Countywide Activity Fund – approved member</i> <i>Daiya Cunnane DMH</i> <i>Robin Washington DMH</i> <i>Kristin Gray DMH</i> <i>Mira Kim DMH</i> <i>Elizabeth Mota DMH</i> <i>Darlene Medina DMH</i> <i>Aracely Kubota DMH</i> <i>Jonathan Medina DMH</i> <i>Zerri Gross D'Veal</i> <i>Danielle Milinovich D'Veal</i> <i>Yesenia Ruiz D'Veal</i> <i>Erika Frausto ENKI</i> <i>Windy Luna-Perez Ettie Lee</i> <i>David Felix Five Acres</i>	<i>Gassia Ekizian</i> <i>Margaret Faye</i> <i>Vivian Chung Easton</i> <i>Patricia Esparza</i> <i>Linda Heisen</i> <i>Darryl Sewell</i> <i>Erica Wirtz</i> <i>Rebecca Schaal</i> <i>Lisa Rueda</i> <i>Leana Olague</i> <i>Erica Villalpando</i> <i>Lan Nguyen-Chawkins</i> <i>Lucero Garcia</i> <i>Joe Bologna</i> <i>Lynette Gonzalez</i> <i>Renzo Roel</i>	<i>Foothill Family</i> <i>Hathaway Sycamores</i> <i>Healthright 360</i> <i>Healthright 360</i> <i>Heritage Clinic</i> <i>Heritage Homes</i> <i>Hillsides</i> <i>Leroy Haynes</i> <i>Maryvale</i> <i>Pacific Clinics</i> <i>PUSD School Mental Health</i> <i>Asian Pacific Counseling and Treatment Centers</i> <i>Starview</i> <i>Trinity</i> <i>Trinity</i> <i>Victor Treatment Centers</i>	

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.		
Review of Minutes	Motion to approve the minutes by Lisa Rueda and seconded by Dave Palmer.	Please see handout.	
Information from QI division			
Consumer Perception Survey (CPS)	<p>CPS surveys will stay with paper for May 2020. Discussion about electronic survey administration; a call is scheduled with the vendors who are developing the electronic survey. There was a Consumer Perception Survey (CPS) Workgroup exercise related to field-based administration. The two questions were</p> <ol style="list-style-type: none"> 1. What questions do you foresee arising in your Service Area pertaining to field-based administration of the CPS? 2. What barriers do you foresee arising in your Service Area pertaining to field-based administration of the CPS? 	Please see handout	
EQRO Draft Report	<p>Overall, better ratings this year. Reports were reviewed by third party</p> <ul style="list-style-type: none"> • Communication between DO/Contract providers good. • Clinical PIP improving substance abuse accepted. • QI currently developing Non-Clinical PIP concepts – improving access to care. 		
Test Calls 2020	Beginning in March 2020, “secret shopper” calls will evaluate whether the 24/7 Access line provides the information clients are requesting during and after business hours. There will be 8 calls per service area in different languages.	Providers interested in volunteering to be a test caller, contact Kristin Gray.	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	Three situations: mental health referral, crisis, beneficiary problem/complaint. Webinar training will be available on DMH website soon. Test Calls for SA3 will not be due until Fall 2020.		
Policy Updates	Policy 556.01 Revised for DO & LE: Acceptable Use for County Information Technology Resources. Please review to ensure understanding of policy.		
Quality Assurance			
CANS Implementation Feedback	Facilitated discussion about how implementation of CANS is going for agencies. Providers shared that preference of in-person or online training is based on the individual. Providers discussed CANS ratings and managing multiple providers.		
Annual Quality Assurance Report for Legal Entities **	Annual QA Reports were due January 31, 2020; if you have not sent, please do so. There will be individual emails sent out starting next week, if needed. Reminder emails were sent 2/18/2020 from Nikki Collier.	Documents sent through email	
Knowledge Assessment Survey #2**	Survey deadline was extended to February 18 th , 2020 due to technical difficulties. Results will be available through the DMH website soon.	Link sent through email	
Schedule of Trainings*	There is a list of trainings for directly operated and legal entities. If needed registration assistance, you can contact Training Coordinator, Wanta Yu.	Please see handout	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Network Adequacy/Access to Care updates	<p>One representative from each provider needs to be present on the Webinar. March 1, 2020 is last time for excel submission of SRL logs. New monitoring plan being put into place for SRTS. Please continue to update your agency information in NAS consistently every 30 days. Contact Howard Washington Hwashington@dmh.lacounty.gov to be added to the distribution list.</p>		
Other Issues	<p>Announcements:</p> <ul style="list-style-type: none"> • Presentation from Clinical Risk Management Safety Intelligence platform at next QIC meeting March 18, 2020. • Medi-Cal Certification Questions – Contact Renee Le at RMLee@dmh.lacounty.gov 		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: January, 2020 3. SA 3 QIC CPS Workgroup Exercise 		
Next Meeting	<p>Next Meeting is March 18, 2020 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.</p>		

Respectfully Submitted, Darlene Medina, Department of Mental Health