

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
 ANTELOPE VALLEY – SA1

A G E N D A

December 3, 2019, 2019
 2:00 – 4:00 p.m.
 2323-A Palmdale Blvd. Conference Room
 Palmdale, CA 93550

Debi Berzon-Leitelt, LCSW, MPA, Chair

Barbara Paradise, LMFT, Co-Chair

I.	Introductions and Review of Minutes	QIC Members
II.	Office of Administrative Operations Cultural Competency Unit <ul style="list-style-type: none"> • Cultural Competency Plan FY 17-18 	Hyun Kyung Lee, Ph.D.
III.	Quality Improvement <ul style="list-style-type: none"> • October Test Calls • November / Fall Consumer Perception Surveys • PIP updates 	D. Berzon-Leitelt Daiya Cunnane, PsyD
IV.	Quality Assurance updates – <ul style="list-style-type: none"> • Bulletins 	D. Berzon-Leitelt B. Paradise
V.	DMH Program Support Bureau Quality Assurance Division	P. Ramos
VI.	Medi-Cal Certification Section <ul style="list-style-type: none"> • Medi-Cal Certification Bulletin NO. 19-01 • Medi-Cal Certification Bulletin NO. 19-02 	Iling Wang, MHC-RN D. Berzon-Leitelt B. Paradise
VII.	Announcements	

Next Meeting:
 February 4, 2020

Please keep the SA-1 Liaison updated with your agency QA Liaison and Change of Provider contact(s).

2:00 – 4:00 p.m.
 2323-A Palmdale Blvd., Palmdale, CA 93550

DMH Internet
<http://dmh.lacounty.gov>
 Quality Improvement
<https://dmh.lacounty.gov/qid/>
 Quality Assurance
<https://dmh.lacounty.gov/qa/>
Cultural Competency Committee - CCC
<https://dmh.lacounty.gov/ccu/>

DMH Headquarters
 550 South Vermont Avenue
 Los Angeles, CA 90020

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

Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	December 3, 2019	
Place	Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550	Start Time:	2:00 PM	
Chairperson SA-1 Liaison	Debra Berzon-Leitelt, LCSW, MPA	End Time:	4:00PM	
Co-Chair SA-1 Liaison	Barbara Paradise, LMFT			
Members Present	Levana Adato, Amber Anderson, Crystal Isom, Debi Berzon-Leitelt, Brittany Reimann, Mary Camacho Fuentes, Daiya Cunnane, Monica Reyes, Paul Ha, Linda Leizerowitz, Patricia Lopez, Barbara Paradise, Yvette Perez, Lilia Siordia, Marilyn Ramirez-Torres, Thomas DiFilippi			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date	
Call to Order & Introductions	Meeting was called to order at 2PM. Introductions were made.	N/A	Debra Berzon-Leitelt, Barbara Paradise	
Review of Minutes	The October minutes were reviewed.	Paul Ha moved to adopt the October minutes and Amber Anderson seconded. Minutes approved.	Debra Berzon-Leitelt, Barbara Paradise	

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
ACCESS Center Test Calls	Debra Berzon-Leitelt and Daiya Cunnane presented information regarding Service Area 1's participation in the ACCESS Center test calls project. It was reported that some of the forms for the test calls need to be revisited by central administration. Debra Berzon-Leitelt discussed the significance of the test call process and how it relates to Quality Improvement Activities and why all providers are requested to assist with implementation of the test call program.	Members discussed strengths and challenges of the ACCESS Test Call program.	Debra Berzon-Leitelt, Barbara Paradise, Daiya Cunnane
Cultural Competency	Presentation by Dr. Lee regarding the Cultural Competence Plan for FY 17-18. Dr. Lee reviewed the strategies currently established to maintain cultural competency. She then asked the membership to identify possible alternative strategies and asked that they submit them at the end of the meeting.	Membership reviewed the information regarding the Cultural Competence Plan. There was a discussion of how ASL is not a threshold language.	Dr. Hyun Kyung Lee
Patient's Rights Office	No report	NA	Debra Berzon-Leitelt, Barbara Paradise
Policy Updates-Office of Compliance	Policy updates were distributed.	N/A	Debra Berzon-Leitelt, Barbara Paradise
Clinical Quality Improvement	Daiya Cunnane reported that there were no updates on Performance Improvement Projects (PIP) at this time. She reported that they are waiting on the final report from the EQRO. She reviewed that the Clinical PIP focusing on mental health education for substance abuse counselors. Daiya Cunnane reported that they are investigating non-clinical PIPs.	Members discussed the ramifications of the information. Members made suggestion for non-clinical PIP of having peers drive clients to their appointments. Daiya Cunnane reported that could be investigated through the Peer Discipline Chief.	Debra Berzon-Leitelt, Daiya Cunnane

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
Clinical Quality Improvement	Debra Berzon-Leitelt reported that Service Area 1 submitted 500 more Consumer Perception Surveys in November than the last period. Daiya Cunnane thanked the membership for their participation. There was a discussion of how the error on #13 occurred.	Members requested feedback in subsequent meetings.	Debra Berzon-Leitelt, Daiya Cunnane
Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Assurance			
Recent/Upcoming Audits & Reviews	None reported.		Debra Berzon-Leitelt, Barbara Paradise
Medi-Cal Certification Section	Debra Berzon-Leitelt provided Medi-Cal Certification Bulletins (19-01 and 19-02) regarding Determining Medi-Cal Activation Date and Fire Clearance Requirements.		Debra Berzon-Leitelt, Barbara Paradise
Training and Operations	Schedule of upcoming documentation trainings were distributed. Barbara Paradise presented on how to access the Clinical Policy and Procedure/Parameters on the DMH website from the public portal.		Debra Berzon-Leitelt, Barbara Paradise
Policy & Technical Development	None		Debra Berzon-Leitelt, Barbara Paradise
Next Meeting	February 4, 2020 SA-1 Geographic Administration 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800		N/A