



**LACDMH Service Area 7 Administration
Quality Improvement / Quality Assurance Committee**

**Jan 21, 2020
2:00 to 4:00 p.m.**

1. Welcome/Introductions Caesar Moreno, LCSW
2. Review of November 2019 minutes Susan Lam, LMFT
3. **Quality Improvement: 2:00 to 3:00 pm**
 - a. Access Center Updates Dr. Greg Tchakmakjian Ph.D
 - b. Cultural Competency Updates
 - c. Paperless Surveys
 - d. QI Division Updates: Dr. Daiya Cunnane, Psy.D.
Presentation: Spring 2019 CPS
4. **Quality Assurance: 3:00 pm to 4:00 pm**
 - a. MR Grants or Audits (Notifications)
 - b. Training and Operations
 - i. Schedule of Trainings and Presentations *
 - ii. Annual LE QA Reports and QA Process
 - iii. QA Knowledge Assessment
 - c. Policy and Technical Development
 - i. Schedule of DO IBHIS Documentation Trainings/Presentations *
 - ii. Network Adequacy/Access to Care updates
 1. CSI Assessment
 - iii. CANS/PSC Updates
 - iv. System/Chart Review Findings
 - d. Medi-cal Certification

Next Quality Improvement/Quality Assurance Meeting

Feb 18, 2020

**Location: Alma Family Services
9101 Whittier Blvd, Pico Rivera**

Greg Tchakmakjian Ph.D.- Chair	(213) 639-6733	gtchakmakjian@dmh.lacounty.gov
Caesar Moreno, LCSW – Co Chair	(562) 692-0383 x 236	cmoreno@thewholechild.org
Susan Lam, LMFT, PPSC – Co Chair	(323) 526-4016 x 217	susanl@almafamilyservices.org

**Handouts*

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date:	January 21, 2020	
Place:	Alma Family Services 9101 Whittier Boulevard Pico Rivera, California 90660	Start Time:	2:02 PM	
Chairpersons:	Greg Tchakmakjian, Chair Susan Lam, Co-Chair Caesar Moreno, Co-Chair	End Time:	3:35 PM	
Members Present:	Violeta Kim, Hsiang-Ling Hsu, Gwen Lo, Dawn Ledesma, Michael Olsen, Natalie Gowern, Jenny Silver, Jennifer Mitzner, Elizabeth Hernandez, Arlene Contreras, Irene Juaregui, Cinthia Sanchez, Priscilla Gonzalez, Daiya Cunnane, Javier Nevarez, Michelle Bilotta Smith, Yolanda Hernandez-Lara, Cynthia Juarez, Linda Garcia, Gloria Guevara, Grace Guzman, Melissa Cruz, Irma Gonzalez, Donetta Jackson, Elizabeth Mota, Martin Alvarez, Justin Andersen			
Agenda Item	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome/Introductions	Meeting was called to order at 2:02PM		Introductions were made and new members welcomed,	Caesar Moreno
Chair Updates				
Review & Approval of Minutes	Minutes from November 2019 were reviewed		Minutes were approved by: Michael Olsen Cinthia Sanchez	Caesar Moreno
Quality Improvement	<p><u>Spring 2019 Consumer Perception Survey Outcomes</u></p> <p>Presentation reflected a change in how outcome information is to be shared with the collaborative. Dr. Cunnane reviewed the CPS survey structure and results. It was suggested that providers consider where improvements can be made as the survey data is being reviewed.</p> <p>SPA 7 demonstrated an increase to the number of adult surveys that were collected, but a decrease to the number of older adult surveys collected. Two reasons for the limited number older adult surveys may be related to: restriction of survey only being office based rather than field based and</p>		Handouts Provided	Daiya Cunnane, Psy.D.

	<ul style="list-style-type: none">• Electronic may still require direct assistance from another (in terms of language)• Visual issues for electronic with persons who are older• Field issues - can provider bill for it <p>QI Division may continue to explore a pilot project using the electronic version. No volunteers were asked prior due to the timeframe of the last CPS suveys.</p> <p><u>Population Needs Assessment Data</u></p> <ul style="list-style-type: none">• Estimated total population by race, ethnicity, age group and gender.• Estimated total population living at or below 138% Federal Poverty Level (FPL).• Estimated prevalence of Serious Emotional Disturbances (SED).in children/youth and Serious Mental Illness (SMI) in adults and older adults living at or below 138% FPL.• Population enrolled in Medi-Cal by race, age group and gender• Estimated prevalence of SED and SMI among population in threshold languages.• Clients served in outpatient programs by race, ethnicity, age group, and gender.• Primary languages of clients served in outpatient programs by SA. <p>These variables were look at in order to estimate the targeted population needs for Mental Health Services. Moreover, to enhance Quality Improvement in order to provide quality servces to clients.</p>	<p>Handout Provided and sent by e-mail</p>	<p>Greg Tchakmakjian Ph.D.</p>
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Quality Assurance	<p><i>Medi-Cal Certification</i></p> <p>Please begin to use the new checklist sent out for certifications. If you are experiencing difficulty with accessing any DMH policies, please check the browser you are using. If using Safari, consider accessing the system using a different browser.</p> <p><i>MR Grants or Audits</i> (Notifications)</p> <p>Hillsides – April 2020 ENKI – February 2020 Community Family Guidance – March 2020 The Whole Child – June 2020</p> <p><i>Training and Operations</i></p> <p><u>Schedule of Training and Presentations</u></p> <p>Handout provided noting training and available dates.</p> <p><i>QA reports and QA processes</i></p> <p>LE QA Reports and QA Processes are due by the end of January 2020. Please do not use any previous templates as the new templates have been revised to include information regarding the NACT. Only use the templates that have been recently distributed.</p> <p><u>QA Knowledge Assessment</u></p> <p>The current QA Knowledge Assessment is available through February 8th if any providers wish to participate.</p>		Susan Lam. LMFT
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<p>Quality Assurance (continued)</p>	<p><i>System Review/Chart Review Findings</i></p> <ul style="list-style-type: none">• Medication consent forms did not have all the required data elements.• Timeliness of documentation (signatures of approval).• Missing elements in the reassessments.• Treatment plans were not being updated when a significant change occurs. <p><u>Disallowances</u></p> <ul style="list-style-type: none">• No treatment plans in charts• Procedure codes are incorrect (incorrect code used for a specific activity)• Medical necessity not being established through an assessment (assessment not finalized until the clinician signs it).• No specialty mental health billing (clerical work being billed, discussion of 12 steps)• Not giving a DSM 5 diagnosis (explore this issue further)• Missing progress notes• Interventions of the co-practitioner not mentioned <p><i>Other Announcements:</i> None</p>		
<p>Adjournment</p>	<p>Meeting was adjourned at 3:35 pm</p> <p>Respectfully Submitted, Caesar Moreno, LCSW SPA 7 QIC Chair</p>	<p>Next Meeting:</p> <p>February 18, 2020 Alma Family Services Pico Rivera, California</p>	

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