



Los Angeles County – Department of Mental Health  
Service Area 6 Quality Improvement Committee Meeting  
March 26, 2020  
**AGENDA**

Welcome & Introductions

Minutes from November 2019, January 2020 & February 2020

COVID 19 Check In

**Presentation/Training**

- I. Quality Improvement PIP – Access 2 Care/Medication Support Services (15 mins)

**Quality Improvement**

- I. Cultural Competency Updates *\*see attachment*
- II. ACCESS Center Updates
- III. Compliance, Privacy & Audit Services
  - a) Policy Updates *\*see attachment*
- IV. Quality Improvement
  - a) Spring 2020 CPS

**Quality Assurance**

- I. Recent/Upcoming Audits & Reviews
- II. Training and Operations
  - a) General Documentation Training Schedule *\*see attachment*
  - b) QA Webpage Updates
  - c) QA Knowledge Assessment Survey Process
  - d) Written QA Process
- III. Policy & Technical Development
  - a) Upcoming Webinars
    - Network Adequacy/Access to Care: 2<sup>nd</sup> Thursday of every month
    - Directly Operated QA/EC: Thursday, 3/26/2020, 9a.m.
    - CANS/PSC Discussion: Thursday, 3/26/2020, 2p.m.
  - b) Network Adequacy/Access to Care Updates
    - SRTS
  - c) CANS/PSC
  - d) FINAL Clinical Forms Bulletin 20-01 – ICARE, Disclosure of Probation Status, Walk-In Service Request
  - e) FINAL DRAFT QA Bulletin 20-01 – Co-Existing Mental Health and Substance Use Conditions
  - f) System/Chart Review Findings

**Announcements**

- I. Psychologist Candidate Waivers *\*see attachment*
- II. Schedule of Directly-Operated IBHIS Documentation Trainings/Presentations *\*see attachment*
- III. CANS/PSC Survey *\*see attachment*

**Next Meeting:** Thursday, April 23, 2020, 9am, at Compton Family Mental Health Clinic, G-7, basement (921 E. Compton Blvd., Compton, CA 90221) or via Skype

Please send in questions ahead of time so we can answer them as a group!

Dr. Erica Melbourne, Chair, [emelbourne@dmh.lacounty.gov](mailto:emelbourne@dmh.lacounty.gov)

Dr. Socorro Gertmenian, Co-Chair, [socorrog@wellnestla.org](mailto:socorrog@wellnestla.org)



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

<b>Type of Meeting</b>	<b>Service Area 6 QIC</b>	<b>Date</b>	<b>03/26/2020</b>	
<b>Place</b>	<b>VIA SKYPE</b>	<b>Start Time:</b>	<b>9:00 am</b>	
<b>Chairperson Co-Chair</b>	<b>Dr. Erica Melbourne Dr. Socorro Gertmenian</b>	<b>End Time:</b>	<b>11:00 am</b>	
<b>Members Present</b>	<i>Shaun Allen</i>	<i>Kedren</i>	<i>William Barreto</i>	<i>DMH Contract Agency</i>
	<i>Elizabeth Echeverria</i>	<i>SCHARP &amp; BFA</i>	<i>Erika Wilson</i>	<i>DMH-AFH</i>
	<i>Socorro Gertmenian</i>	<i>Wellnest (LACGC)</i>	<i>Daiya Cunnane</i>	<i>DMH QI</i>
	<i>Jamie Campos</i>	<i>Pacific Clinics</i>	<i>Patricia Lopez</i>	<i>DMH QA</i>
	<i>Beatrice Perez</i>	<i>1736 FCC</i>		
	<i>Carl Levinger</i>	<i>DMH-SFC-Wateridge SA6</i>		
	<i>Janae Clark</i>	<i>Weber</i>		
	<i>Erica Melbourne</i>	<i>DMH-SA6 Admin</i>		
	<i>Rashauna Fair</i>	<i>Didi Hirsch</i>		
	<i>Alejandra Ramos</i>	<i>Tessie Cleveland TCCSC</i>		
	<i>Buki Akinyemi</i>	<i>St. Joseph Center</i>		
	<i>Jocelyn Bush Spurlin</i>	<i>UMMA Community Clinic</i>		
	<i>Carina Hernandez</i>	<i>Star View Community Services</i>		
	<i>Julie Elder</i>	<i>SCHARP</i>		
<i>Cheyla Bellamy</i>	<i>Masada Homes</i>			
<i>Sacha Dovick</i>	<i>DMH SA6 AFH</i>			
<i>Yovette Roldan</i>	<i>SCHARP</i>			
<i>Rosely Hernandez</i>	<i>Shields for Families</i>			
<i>Karina Quintero</i>	<i>Shields for Families</i>			
<i>Jessica Palma</i>	<i>DMH</i>			
<i>Kanisha McReynolds</i>	<i>Amanaecer CCS</i>			
<i>Maria Amezquita</i>	<i>Kedren</i>			
<b>Call to Order &amp; Introductions</b>	Dr. Erica Melbourne called the meeting to order at 9:00a.m and members introduced their self via chat box and email.			
<b>Review of Minutes &amp; COVID 19 Check In</b>	Minutes were tabled since some members did not receive them. Members shared how their agencies are adapting to providing services to their clients/parents because of the pandemic.			

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	Providers also shared some of the challenges/triumphs staff are having adjusting to the new way of providing services via telehealth and telephone.		
<b>Presentation/ Training</b>	Ms. Shaun Allen, Kedren reviewed the SA's chosen PIP.	The members decided to start data collection May 1 <sup>st</sup> -July 30 <sup>th</sup> instead of April-June due to COVID-19. A PowerPoint was available.	
<b>Quality Improvement</b>	<p><i>Cultural Competency Updates</i></p> <ul style="list-style-type: none"> <li>• <i>Handout provided that reviewed updated policies.</i></li> </ul> <p><i>ACCESSS Center</i></p> <ul style="list-style-type: none"> <li>• <i>A reminder to keep updating the NACT. If you are not able to take referrals, you must note it and refer clients to other centers.</i></li> </ul> <p><i>Compliance, Privacy &amp; Audit Services</i></p> <ul style="list-style-type: none"> <li>• <i>Policy Updates were emailed out.</i></li> </ul> <p><i>Quality Improvement</i></p> <ul style="list-style-type: none"> <li>• <i>Spring 2020 CPS is on hold for now. The date might change and/or be canceled altogether.</i></li> </ul>		
<b>Quality Assurance</b>	<p><i>Recent/Upcoming Audits &amp; Reviews</i></p> <ul style="list-style-type: none"> <li>• <i>St. Francis MR Grant is rescheduled for June 2020.</i></li> <li>• <i>Bayfront's MR Grant is scheduled for June 2020.</i></li> <li>• <i>El Centro del Pueblo's MR Grant is scheduled for June 2020.</i></li> </ul> <p><i>Training and Operations</i></p> <ul style="list-style-type: none"> <li>• <i>All trainings are placed on hold if they cannot be facilitated via Skype or ZOOM.</i></li> <li>• <i>QA Knowledge Assessment Survey is postponed until we can all meet together.</i></li> </ul>		

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	<ul style="list-style-type: none"> <li>• <i>Written QA Process is a mandatory requirement.</i></li> </ul> <p><i>Policy &amp; Technical Development</i></p> <ul style="list-style-type: none"> <li>• <i>For the Upcoming NACT/A2C Webinars you should receive emails regarding the date/time. If not, send an email to hwashington@dmh.lacounty.gov.</i></li> <li>• <i>When a provider leaves an agency, please close them out.</i></li> <li>• <i>CANS/PSC Discussion will take place on 3/26/2020 at 3:30pm instead of 2:00pm</i></li> </ul> <p><i>Network Adequacy/Access to Care Updates</i></p> <ul style="list-style-type: none"> <li>• <i>SRTS being updated. Providers need to log all referrals in the system.</i></li> </ul> <p><i>CANS/PSC</i></p> <ul style="list-style-type: none"> <li>• <i>Remind providers to begin the process of recertification. Webinar later today will review the process. Providers are still required to collect CANS/PSC data.</i></li> </ul> <p><i>CANS/PSC Survey distributed.</i></p> <p><i>FINAL Clinical Forms Bulletin 20-01 – ICARE, Disclosure of Probation Status, Walk-In Service Request.</i></p> <ul style="list-style-type: none"> <li>• <i>Review the Clinical Forms Bulletin, No. 20-01 that introduces two new forms - one that providers are to use to manage walk in request for services and one that clients may use to request disclosure of physicians probation status (DMH Policy 201.04).</i></li> </ul> <p><i>FINAL DRAFT QA Bulletin 20-01 – Co-Existing Mental Health and Substance Use Conditions</i></p> <ul style="list-style-type: none"> <li>• <i>Awaiting document.</i></li> </ul>		

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	<p><i>System/Chart Review Findings</i></p> <ul style="list-style-type: none"> <li>• <i>TCM Evaluation workgroup scheduled for April 13<sup>th</sup>.</i></li> <li>• <i>Provider Corrective Actions Plans under review.</i></li> </ul>		
<b>Announcements</b>	<ul style="list-style-type: none"> <li>• Medi-Cal Cert</li> <li>• Psychologist Candidate Waivers</li> <li>• Schedule of Directly-Operated IBHIS Documentation Trainings/Presentations</li> <li>• Health Information Management (DO's only)</li> </ul>		
<b>Next Meeting</b>	<p>Next Meeting is April 23<sup>rd</sup>, 2020 (9am – 11am) VIA Skype</p>		

Respectfully Submitted, Erika Wilson