



Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
January 23, 2020

AGENDA

Welcome and Introductions
Minutes from November

Presentation/Training

- I. Provider-level CPS data, Spring 2019 – Dr. Daiya Cunnane (30 mins)

Quality Improvement

- I. Access Center
 - a) Monthly Response Times and Test Calls **see attachment*
- II. Cultural Competency – Dr. Sandra Chang (30mins)
- III. Quality Improvement
 - a) Quality Improvement Project (QIP) – **Let's VOTE**

Quality Assurance

- I. Recent/Upcoming Audits & Reviews
- II. Training and Operations
 - a) Schedule of Training and Presentations **see attachment*
 - b) Annual LE QA Report and Written QA Process
 - c) QA Knowledge Assessment Survey
- III. Policy & Technical Development
 - a) System Chart Review Findings
 - b) Network Adequacy/Access to Care Updates
 - CSI Assessment
 - 274 Expansion

Announcements

- I. LION Meeting
 - a) All Children's Providers are encouraged to attend, 2-3:30p.m. on Tuesday, 2/11/2020 – Compton Family MHC
- II. Medi-Cal Certification/Re-Certification Checklist (DO & LE) **see attachment*
- III. Paperless CPS Surveys
- IV. COP Online Training - Have you been contacted?
- V. Schedule of Directly-Operated IBHIS Documentation Trainings/Presentations
 - New Training: QA Requirements for Directly Operated
- VI. QIC Calendar 2020 **see attachment*

Next Meeting: Thursday, February 27, 2020, 9am, at the Martin Luther King, Jr. Center for Public Health, CER Room (11833 S. Wilmington Ave. Los Angeles, CA 90059)

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

Dr. Erica Melbourne, Chair, emelbourne@dmh.lacounty.gov

Dr. Socorro Gertmenian, Co-Chair, socorrog@wellnestla.org

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

Type of Meeting	Service Area 6 QIC	Date	01/23/2020	
Place	Weber Community Center 5849 Crocker St., Unit L, Los Angeles, CA 90003 (Multicultural Room)	Start Time:	9:00 am	
Chairperson Co-Chair	Dr. Erica Melbourne Dr. Socorro Gertmenian	End Time:	11:00 am	
Members Present	<i>Shaun Allen</i>	<i>Kedren</i>	<i>William Barreto</i>	<i>DMH Contract Agency</i>
	<i>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Evelyn Gutierrez</i>	<i>Dignity Health CBHC</i>
	<i>Sarah Barakat</i>	<i>Bayfront Youth & Family Services</i>	<i>Kathy Saucedo</i>	<i>Starview</i>
	<i>Jamie Chess</i>	<i>Exodus Recovery</i>	<i>Ashlei Sullivan</i>	<i>Olive Crest</i>
	<i>Elizabeth Echeverria</i>	<i>SCHARP & BFA</i>	<i>Brittany White</i>	<i>Personal Involvement Center</i>
	<i>Robin Gomez</i>	<i>Eggleston Youth Center</i>	<i>Christine Pina</i>	<i>Aviva Family & Children Serv.</i>
	<i>Iling Wang</i>	<i>DMH Cert</i>	<i>Erika Wilson</i>	<i>DMH-AFH</i>
	<i>Socorro Gertmenian</i>	<i>Wellnest (LACGC)</i>	<i>David Espana</i>	<i>SSG/Weber</i>
	<i>David Grams</i>	<i>PIC</i>	<i>Erika Flores</i>	<i>Alafia Mental Health Institute</i>
	<i>Mariko Yamada</i>	<i>St. Francis</i>	<i>Stephanie DeLange</i>	<i>SSG HOPICS</i>
	<i>Jamie Campos</i>	<i>Pacific Clinics</i>	<i>Daiya Cunnane</i>	<i>DMH QI</i>
	<i>“Coco” Satoko Luce</i>	<i>DMH/WCMH</i>	<i>Leah Gutierrez</i>	<i>The Guidance Center</i>
	<i>Charles Obika</i>	<i>DMH CFMHC</i>	<i>Rosely Hernandez</i>	<i>SHIELDS for Families</i>
	<i>Beatrice Perez</i>	<i>1736 FCC</i>	<i>Terri Kennedy</i>	<i>Kedren Health</i>
	<i>Carl Levinger</i>	<i>DMH-SFC-Wateridge SA6</i>	<i>Johnson</i>	
	<i>Shantise Fields</i>	<i>SSG HOPICS</i>	<i>Bosco Ho</i>	<i>SSG APR</i>
	<i>Erica Melbourne</i>	<i>DMH-SA6 Admin</i>	<i>Ana Viana</i>	<i>Starview</i>
<i>Olubukayo Akinyemi</i>	<i>St. Joseph Center</i>	<i>Maria Amezcua</i>	<i>Kedren</i>	
<i>Rashauna Fair</i>	<i>Didi Hirsch</i>			
<i>Alejandra Ramos</i>	<i>Tessie Cleveland TCCSC</i>			
<i>Geraldine Tinson</i>	<i>LAC-DMH-SFC</i>			
<i>Robin Gomez</i>	<i>Eggleston</i>			
<i>Jyoh Patel</i>	<i>SFC-DMH-Compton</i>			
<i>Shantele Blackmon</i>	<i>SSG Weber</i>			
<i>Rasean Jones</i>	<i>DMH-CMMD</i>			
<i>Jessica Palma</i>	<i>DMH</i>			
<i>Kanisha McReynolds</i>	<i>Amanaecer CCS</i>			

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Erica Melbourne called the meeting to order at 9:00a.m and followed with self-introductions.		
Review of Minutes	Minutes for November meeting has been tabled.		
Presentation	Dr. Daiya presented on Provider-level CPS data.	Handouts were provided. An electronic version of the survey is being worked on. Members gave input on the potential electronic survey.	
Quality Improvements	<p><i>Access Center</i></p> <ul style="list-style-type: none"> <i>The goals were met for 2019. There was a slight increase in the number of calls that were received. They want to know how providers are individually tracking timeliness of response time.</i> <p><i>Cultural Competency</i></p> <ul style="list-style-type: none"> <i>Dr. Sandra Chang gave a presentation on Cultural Competency.</i> <p><i>Quality Improvement</i></p> <ul style="list-style-type: none"> <i>Members have to vote on the Quality Improvement Project (QIP) for SA6.</i> 	<p>Access test calls are coming up. Please volunteer.</p> <p>Handouts were available. Dr. Sandra asked members to read over the strategies and note any strategy that they may have. Cultural Competency Committee (CCC) has a meeting that takes place on the 2nd Wednesday of each month.</p> <p>Discussed the two potential projects – utilizing CPS data for client/consumer satisfaction or A2C - Med Support Access. Per the vote, the QIP will be: Developing strategies and interventions to make sure clients are receiving Med Support</p>	

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		Services in a timely manner. (Med Support Access)	
Quality Assurance	<p><i>Recent/Upcoming Audits & Reviews</i> <i>Training and Operations</i></p> <ul style="list-style-type: none"> • <i>Schedule of trainings were made available.</i> • <i>For LE the QA Report and Written QA Process needs to be completed and submitted by 1/31/2020.</i> • <i>The QA Knowledge Assessment Survey link was sent out. Members need to complete survey.</i> <p><i>Policy & Technical Development</i></p> <ul style="list-style-type: none"> • <i>System Chart Review Findings</i> • <i>Network Adequacy/Access to Care Updates</i> 	<p>State wants us to track access to care. They want to make sure that there is a continuity of care and that it is document. Also, looking at how we are determining eligibility for ICC & IHBS. Timeliness with documentation. Treatment plans were not being updated as changes occurred.</p> <p>Some providers are using excel sheets to document their response times. Going forward excel sheets will not be accepted.</p>	
Announcements	<ul style="list-style-type: none"> • LION Meeting – All Children’s Providers are encouraged to attend, 2-3:30p.m. on Tuesday, 2/11/2020 – Compton Family MHC • Medi-Cal Certification/Re-Certification Checklist (DO&LE). 	Dr. Erica provided members with an updated copy of the Medical	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<ul style="list-style-type: none"> • Paperless CPS Surveys • COP Online Training • QIC Calendar 2020. 	<p>Certification and Re-certification Checklist for DO and LE</p> <p>For the remainder of the year after Feb. we will meet at Compton Mental Health. We are Dark October & December, and the November meeting will take place earlier in the month.</p>	
Next Meeting	Next Meeting is February 27 th , 2019 (9am – 11am) at 11833 S. Wilmington Ave., Los Angeles, CA 90059, Community Education Room		

Respectfully Submitted, Erika Wilson