



Los Angeles County – Department of Mental Health  
Service Area 6 Quality Improvement Committee Meeting  
February 27, 2020  
**AGENDA**

Welcome and Introductions  
Minutes from November 2019 & January 2020

**Presentation/Training**

- I. Quality Improvement PIP – Access 2 Care/Medication Support Services (30 mins)

**Quality Improvement**

- I. Test Calls Project Training *\*see attachment*
- II. Compliance, Privacy & Audit Services
  - a) Compliance Bridge Policy Platform
  - b) Policy Updates *\*see attachment*
- III. Quality Improvement
  - a) EQRO
  - b) CPS Administration Update
  - c) CPS Item Level Data

**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) Upcoming Webinars
    - Network Adequacy/Access to Care: 2<sup>nd</sup> Thursday of every month
    - Directly Operated QA/EC: Thur, 2/27/2020
  - b) Network Adequacy/Access to Care Updates
    - SRTS
  - c) CANS/PSC Feedback
  - d) System/Chart Review Findings

**Announcements**

- I. Willowbrook Library – The SOURCE – Sherri Diaz, Management Fellow, LA County Library
- II. Schedule of Directly-Operated IBHIS Documentation Trainings/Presentations *\*see attachment*
- III. LION Meeting – March 10<sup>th</sup>, 2-3:30p.m., 921 E. Compton Blvd., Compton, CA 90221

**Next Meeting:** Thursday, March 26, 2020, 9am, at Compton Family Mental Health Clinic, G-7, basement (921 E. Compton Blvd., Compton, CA 90221)

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>02/27/2020</b>	
<b>Place</b>	<b>11833 S. Wilmington Ave., Los Angeles, CA 90059, Community Education Room</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>Maria Alonzo</i>	<i>Hathaway Sycamores</i>	<i>Evelyn Gutierrez</i>	<i>Dignity Health CBHC</i>	
	<i>Sarah Barakat</i>	<i>Bayfront Youth &amp; 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 &amp; 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 &amp; 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 Guterrez</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>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>				
<i>Maria Amezquita</i>	<i>Kedren</i>				

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Call to Order &amp; Introductions</b>	Dr. Erica Melbourne called the meeting to order at 9:00a.m and followed with self-introductions.		
<b>Review of Minutes</b>	Minutes for the January meeting will be emailed out.		
<b>Presentation</b>	Ms. Shaun Allen discussed with members the PIP.	Handouts were provided. The PIP will be in place from April 1 <sup>st</sup> , 2020-June 30 <sup>th</sup> , 2020.	
<b>Quality Improvements</b>	<p><i>Test Calls Project Training</i></p> <ul style="list-style-type: none"> <li><i>Test Calls are now back. Only eight calls instead of 10 are needed. Some of the calls will need to be in Spanish. There will be a training for the upcoming test calls prior to May.</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>CPS</i></p> <ul style="list-style-type: none"> <li><i>There will be a pilot for collecting surveys in the field. This May the paper form will still be used.</i></li> </ul>	<p>An online form for test calls is in the works.</p> <p>Please let Dr. Melbourne know if you are interested in being a part of the pilot.</p>	
<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 on March 23, 2020.</i></li> <li><i>AFH is having a financial audit for 17-18.</i></li> </ul> <p><i>Training and Operations</i></p> <ul style="list-style-type: none"> <li><i>Schedule of trainings were made available.</i></li> <li><i>85/129 LE the QA Report and Written QA Process were turned in.</i></li> </ul>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	<ul style="list-style-type: none"> <li>• <i>For the QA Knowledge Assessment Survey please bring questions to the March Meeting.</i></li> </ul> <p><i>Policy &amp; Technical Development</i></p> <ul style="list-style-type: none"> <li>• <i>For the Upcoming Webinars someone at your agency needs to attend.</i></li> <li>• <i>When a provider leaves an agency, please close them out.</i></li> <li>• <i>CANS – Do your re-certification as close or on the day of your last certification. You will need the code you use before to gain assess.</i></li> <li>• <i>System/Chart Review Findings – During the re-assessment, process there will be a work group starting. If interested in being a part of the work group let Dr. Melbourne know.</i></li> <li>• <i>Information on CPT codes will be coming soon. We will no longer be billing by the minute.</i></li> </ul>	<p>Members agreed that a webinar would be helpful.</p>	
<b>Announcements</b>	<ul style="list-style-type: none"> <li>• At the Willowbrook Library The SOURCE will be there every 4<sup>th</sup> Friday of every month. There will be multiple providers to help link people to resources.</li> <li>• LION Meeting – Children Providers should plan to attend because there is a lot of helpful information.</li> </ul>		
<b>Next Meeting</b>	<p>Next Meeting is March 26<sup>th</sup>, 2019 (9am – 11am) VIA Skype <a href="tel:+13237766996">+13237766996</a> (Dial-In Number) Conference ID: 572837193</p>		