

Los Angeles County – Department of Mental Health
Service Area 6 Quality Improvement Committee Meeting
September 26, 2019
AGENDA

Welcome and Introductions
Minutes from August

Presentation/Training

Quality Improvement

- I. Patient's Rights Office updates
- II. Cultural Competency Updates
 - a) CC Organizational Assessment Draft Report
- III. Quality Improvement Updates
 - a) Annual Test Calls Study updates
 - b) Customer Service Workshop for Contracted Providers
 - c) QI Input
 - ~ Field Based Surveys
 - ~ QI Work Plan in QIC Meeting
- IV. DMH Review by EQRO – 9/23-9/26

Quality Assurance

- I. Recent/Upcoming Audits
- II. Training and Operations
 - a) Schedule of Training and Presentations **see attachment*
 - b) QA Knowledge Assessment
- III. Policy & Technical Development
 - a) Network Adequacy/Access to Care Updates: NACT 2.0 & SRL Web service for Contractors
 - Access to Care/Network Adequacy Webinar, Tuesday 9/10 – Contact Howard – hwashton@dmh.lacounty.gov
 - b) Guide to Procedure Codes **see attachment*
 - c) DRAFT QA Bulletin: COD Services
 - d) CANS Certification Training

Announcements

- I. CPS Training
- II. ACCESS Center updates
- III. Compliance, Privacy, & Audit Services Bureau Policy Updates **see attachment*
- IV. Co-Practitioner Claiming - DO
- V. Continuity of Care
- VI. QIC Calendar 2020

Next Meeting: Thursday, November 7th, 9am – 11am
11833 S. Wilmington Ave., Los Angeles, CA 90059, Community Education Room
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	09/26/2019	
Place	MLK Center for Public Health 11833 So. Wilmington Ave, Los Angeles, CA 90059 Community Engagement Conference 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>Chloe Gomez</i>	<i>JWCH Institute</i>	<i>Roshni Patel</i>	<i>Kedren</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>Melissa Montilla</i>	<i>Kedren</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>Robert Dominguez</i>	<i>Kedren</i>
	<i>“Coco” Satoko Luce</i>	<i>DMH/WCMH</i>		
	<i>Carissa Delgado</i>	<i>TCCSC</i>		
	<i>Beatrice Perez</i>	<i>1736 FCC</i>		
	<i>Stephanie Castillo</i>	<i>SSG HOPICS</i>	<i>Bosco Ho</i>	<i>SSG APR</i>
<i>Erica Melbourne</i>	<i>DMH-SA6 Admin</i>	<i>Annie Jackson</i>	<i>Kedren</i>	
<i>Erica Julian</i>	<i>Shields for Families</i>	<i>Lauren Permenter</i>	<i>El Centro Del Pueblo</i>	
<i>Rashauna Fair</i>	<i>Didi Hirsch</i>	<i>Yovette Roldan</i>	<i>SCHARP & Barbour & Floyd</i>	
<i>Alejandra Ramos</i>	<i>Tessie Cleveland TCCSC</i>		<i>MA</i>	
<i>Lawanda Park</i>	<i>UMMA</i>	<i>Ana Viana</i>	<i>Starview</i>	
<i>Robin Gomez</i>	<i>Eggleston</i>			
<i>Akila Baskin</i>	<i>Children’s Bureau</i>			
<i>Shantele Blackmon</i>	<i>SSG Weber</i>			
<i>Patricia Lopez</i>	<i>LAC/DMH QA</i>			
<i>Jessica Palma</i>	<i>DMH</i>			
<i>Stephanie Stevens-Hicks</i>	<i>Kedren</i>			
<i>Maria Amezcuita</i>	<i>Kedren</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	Members reviewed the minutes from 8-22-2019.	Minutes were accepted.	
Quality Improvements	<p><i>Patients' Rights Office.</i></p> <ul style="list-style-type: none"> • <i>Please CC Dr. Melbourne in the Monthly Change in Provider Reports, which are due the 10th of every month.</i> <p><i>Compliance, Privacy, & Audit Services Bureau Policy Update.</i></p> <ul style="list-style-type: none"> • Policies are still being updated. • Cultural Competency Committee wants to come and do a presentation. <p><i>Quality Improvement Updates.</i></p> <ul style="list-style-type: none"> • <i>The test call questions, form and scripts are being reviewed.</i> • <i>Next year there will be customer service trainings available.</i> <p><i>QID Updates.</i></p> <ul style="list-style-type: none"> • A plan on an efficient way to collect Field Base Surveys is being worked on. • An electronic version of the Consumer Perception Survey is being worked on. • Dr. Erica expressed gratitude to those who participated in the EQRO. 	<p>Dr. Melbourne emailed out the correct form to members.</p> <p>A Change in Provider Report for September is due 10/10/19.</p> <p>There will be a training for filling out the form.</p>	

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<p>Quality Assurance</p>	<p><i>Recent/Upcoming Audits.</i></p> <ul style="list-style-type: none"> • Webner has an Audit coming up. <p><i>Training and Operations.</i></p> <ul style="list-style-type: none"> • A list of Documentation Training Schedules were provided in the handouts. • The QA division now has a website. You will be able to eventually register for trainings on the website. • If you are unable to attend a training, please let the coordinator know. <p><i>Policy & Technical Development.</i></p> <ul style="list-style-type: none"> • Whoever oversees the NACT in your agency should be on the webinar calls. • The NACT should be updated at least once a month. • The NACT calls every 2nd Tuesday of the Month. • The Guide to Procedure Codes are updated and emailed out. • Staff should be trained to utilize the proper Procedure Codes by Nov. 30th • There will be a Bulletin coming out on COD Services. It is in draft form at this time. • Dr. Socorro created a handout on CANS. 	<p>A QA Knowledge Assessment Survey was provided.</p>	
<p>Announcements</p>	<ul style="list-style-type: none"> • We will be dark in October, and have a meeting on November 7th, 2019. • The Open Ended Comments Report needs to be filled out by clinics and submitted. • Providers should not turn away clients. Consumers should have access to care. 		

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Next Meeting	Next Meeting is November 7 th , 2019 (9am – 11am) at 11833 S. Wilmington Ave., Los Angeles, CA 90059, Community Education Room		

Respectfully Submitted, Erika Wilson