

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

Type of Meeting	Service Area 3 QIC	Date	10/20/2021																																																																																				
Place	Microsoft Teams Call-in Number: (323) 776-6996 Conference ID: 951 266 390# http://lacountymediahost.granicus.com/videos/9576/player?autoplay=1	Start Time:	9:30 am																																																																																				
Chairperson Co-Chairs	Dr. Kristin Gray Dr. Margaret Faye Mrs. Gassia Ekizian	End Time:	10:30 am																																																																																				
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Brenda Miranda</i></td> <td style="width: 25%;"><i>Alma Family Services</i></td> <td style="width: 25%;"><i>Rosa Alvarez</i></td> <td style="width: 25%;"><i>Heritage Group Homes</i></td> </tr> <tr> <td><i>Cynthia Concepcion</i></td> <td><i>Almansor</i></td> <td><i>Beth Foster</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>David Palmer</i></td> <td><i>Boys Republic</i></td> <td><i>Sybil Chacko</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges</i></td> <td><i>Gabriela Rhodes</i></td> <td><i>McKinley</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children's Bureau</i></td> <td><i>Leana Olague</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Sandra Spector</i></td> <td><i>Children's Bureau</i></td> <td><i>Erica Villalpando</i></td> <td><i>PUSD</i></td> </tr> <tr> <td><i>Misook Nierodzik</i></td> <td><i>CIFHS</i></td> <td><i>Rebecca DeKeyser</i></td> <td><i>San Gabriel Children's Center</i></td> </tr> <tr> <td><i>Renee Lee</i></td> <td><i>DMH- Med-Cal Certification</i></td> <td><i>Dawn Dades</i></td> <td><i>Social Model</i></td> </tr> <tr> <td><i>Marina Barrios</i></td> <td><i>DMH - ESGV</i></td> <td><i>Ivette Sanchez</i></td> <td><i>Spiritt</i></td> </tr> <tr> <td><i>Daiya Cunnane</i></td> <td><i>DMH - QI</i></td> <td><i>Rachel Wozniak</i></td> <td><i>Stars Inc. – BHUC COI</i></td> </tr> <tr> <td><i>Kristin Gray</i></td> <td><i>DMH – SA3 Admin</i></td> <td><i>Kathy Saucedo</i></td> <td><i>Stars Inc.</i></td> </tr> <tr> <td><i>Elizabeth Mota</i></td> <td><i>DMH - CMMD</i></td> <td><i>Jennifer Escorcia</i></td> <td><i>Starview</i></td> </tr> <tr> <td><i>Marc Borkheim</i></td> <td><i>DMH- QA</i></td> <td><i>Margaret Faye</i></td> <td><i>Sycamores</i></td> </tr> <tr> <td><i>Ariana Zepeda</i></td> <td><i>D'Veal</i></td> <td><i>Isamarra Ayala</i></td> <td><i>Tri-City Mental Health</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Joseph Bologna</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Ettie Lee</i></td> <td><i>Janee Young</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Cheri Noone</i></td> <td><i>Five Acres</i></td> <td><i>Samuel Moore</i></td> <td><i>Trinity</i></td> </tr> <tr> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> <td><i>Renzo Roel</i></td> <td><i>Victor Treatment Centers</i></td> </tr> <tr> <td><i>Rebecca Schaal</i></td> <td><i>Haynes</i></td> <td><i>Tori Mohmand</i></td> <td><i>West Covina FFA</i></td> </tr> <tr> <td><i>Patricia Tyler</i></td> <td><i>Heritage Clinic</i></td> <td></td> <td></td> </tr> <tr> <td><i>Maria Serratos</i></td> <td><i>Heritage Group Homes</i></td> <td></td> <td></td> </tr> </table>			<i>Brenda Miranda</i>	<i>Alma Family Services</i>	<i>Rosa Alvarez</i>	<i>Heritage Group Homes</i>	<i>Cynthia Concepcion</i>	<i>Almansor</i>	<i>Beth Foster</i>	<i>Hillsides</i>	<i>David Palmer</i>	<i>Boys Republic</i>	<i>Sybil Chacko</i>	<i>Maryvale</i>	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Gabriela Rhodes</i>	<i>McKinley</i>	<i>Leslie Shrager</i>	<i>Children's Bureau</i>	<i>Leana Olague</i>	<i>Pacific Clinics</i>	<i>Sandra Spector</i>	<i>Children's Bureau</i>	<i>Erica Villalpando</i>	<i>PUSD</i>	<i>Misook Nierodzik</i>	<i>CIFHS</i>	<i>Rebecca DeKeyser</i>	<i>San Gabriel Children's Center</i>	<i>Renee Lee</i>	<i>DMH- Med-Cal Certification</i>	<i>Dawn Dades</i>	<i>Social Model</i>	<i>Marina Barrios</i>	<i>DMH - ESGV</i>	<i>Ivette Sanchez</i>	<i>Spiritt</i>	<i>Daiya Cunnane</i>	<i>DMH - QI</i>	<i>Rachel Wozniak</i>	<i>Stars Inc. – BHUC COI</i>	<i>Kristin Gray</i>	<i>DMH – SA3 Admin</i>	<i>Kathy Saucedo</i>	<i>Stars Inc.</i>	<i>Elizabeth Mota</i>	<i>DMH - CMMD</i>	<i>Jennifer Escorcia</i>	<i>Starview</i>	<i>Marc Borkheim</i>	<i>DMH- QA</i>	<i>Margaret Faye</i>	<i>Sycamores</i>	<i>Ariana Zepeda</i>	<i>D'Veal</i>	<i>Isamarra Ayala</i>	<i>Tri-City Mental Health</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Joseph Bologna</i>	<i>Trinity</i>	<i>Windy Luna-Perez</i>	<i>Ettie Lee</i>	<i>Janee Young</i>	<i>Trinity</i>	<i>Cheri Noone</i>	<i>Five Acres</i>	<i>Samuel Moore</i>	<i>Trinity</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Renzo Roel</i>	<i>Victor Treatment Centers</i>	<i>Rebecca Schaal</i>	<i>Haynes</i>	<i>Tori Mohmand</i>	<i>West Covina FFA</i>	<i>Patricia Tyler</i>	<i>Heritage Clinic</i>			<i>Maria Serratos</i>	<i>Heritage Group Homes</i>		
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Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions by presenting staff.		
Review of Minutes	Motion to approve the September 2021 meeting minutes by Michael Olsen and second by Rebecca DeKeyser.		
Quality Improvement			
QI Process at Foothill Family Services	Gassia Ekizian discussed the QI workflow at Foothill Family Services. They formalized a 5-year strategic plan with a focus on purpose, intent, and connection. An annual planning meeting will take place each year to set goals. Goals will be reviewed on a quarterly basis. One main goal is focused on improving knowledge of QA and QI (knowing the difference) and providing trainings.		Gassia Ekizian, LMFT
Non-Clinical Performance Improvement Project: Access to Care	<p>Dr. Daiya Cunnane presented on the Non-Clinical PIP Review: Closing the Gap Between the Access to Care Beneficiaries Receive and What is Expected:</p> <ul style="list-style-type: none"> • For providers with timeliness rates 69% and under, develop and implement improvement strategies that will increase timeliness rates to 80%. • Looked at 3 different cohorts organized by time period where timeliness was reviewed. 	PPT Slides Emailed	Daiya Cunnane, PsyD

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	<ul style="list-style-type: none"> • The cohort timeliness study met its goal, with each cohort reporting a timeliness at or above 80%. • Administered a 62-item survey to 20 providers to assess strategies for targeting timeliness. • Survey results indicated that providers preferred immediate capacity adjustments, administrative changes, and training that showed results in the shortest amount of time. Often had a higher provider rating of success impacting timely access. Strategies highly specific to the provider's needs and those that fell in the "Other" category were rated the highest in success in impacting timely access. 		
Quality Assurance			
Policy Bulletin 21-09	<p><u>Revised DMH Policies:</u></p> <ul style="list-style-type: none"> • 302.05 – Reporting Suspected/Alleged Sexual Behavior between Service Providers and Clients • 302.07 – Access to Care • 302.14 – Responding to Initial Requests for Service • 508.01 – Safeguards for Protected Health Information 	https://secure2.compliancebridge.com/lacdmh/public/index.php?fuseaction=app.main&msg=	
QA Bulletin 21-06: Updates to Access to Care	<p>Policies 302.07 and 302.14 have been updated and are available on the DMH Website. Reminder that all providers must provide or arrange for timely access to needed Specialty Mental Health Services upon client request or a</p>	https://dmh.lacounty.gov/qa/qa/bul/	

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	<p>provider acting on behalf of the client. For questions, can contact NetworkAdequacy@dmh.lacounty.gov</p>		
<p>QA Bulletin 18-07 Revised: Updates Regarding MAT</p>	<p>In accordance with DMH Policy 302.07 (Access to Care), MAT will immediately make referrals to needed treatment services. If needed treatment services are identified, a referral will not be delayed until the presentation of the MAT findings.</p> <p>Updated procedure codes include – 90791, 90792, H2000 and T1001</p> <p>MAT FAQs are now available next to this bulletin on the QA website.</p>	<p>https://dmh.lacounty.gov/qa/qa/bul/</p>	
<p>Child Welfare and Training Division</p>	<p>Required Trainings for those who provide SMHS:</p> <ul style="list-style-type: none"> • Promoting Placement Stability Utilizing the Child and Family Team Process - can access at https://eventshub.dmh.lacounty.gov/ • Fetal Alcohol Spectrum Disorder for the Mental Health Professional – can access at https://eventshub.dmh.lacounty.gov/ • Trauma Informed Strategies for working with Individuals with ID/DD/ASD – wellbeing4la.org <p>Contact: CWDTraining@dmh.lacounty.gov</p>		
<p>Quality Assurance Updates</p>	<p>Video Recordings now available on the website:</p> <ul style="list-style-type: none"> • Access to Care and Recording Initial Requests for Service 		

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	<ul style="list-style-type: none"> • Access to Care Timeframe Reminders • NOABD Application for LE Providers <p>Upcoming Collaborative Documentation Training on November 1st.</p> <p>Knowledge Assessment #4 is completed and results will be available soon.</p>		
<p>Network Adequacy/Access to Care</p>	<p><u>Access to Care Updates</u></p> <ul style="list-style-type: none"> • Currently updating the internal provider directory for directly operated providers and will update the external provider directory in the future. • QA is continuing the Access to Care Monitoring Plan and will be focusing on numbers from July to September 2021. • Per DHCS and EQRO review, DMH needs to start tracking timeliness of psychiatry appointments. • Continue to review the accepting new beneficiaries information to make sure it is up to date. <p><u>NAPPA Updates</u></p> <ul style="list-style-type: none"> • NAPPA instructions have been revised as of 9/28/21. • The Population Served tab in NAPPA has been updated to improve usability. • QA Unit will begin developing a plan to monitor PAVE enrollment. • NAPPA Monitoring Plan will occur 2 times per year. Will Pilot with 6 providers at the end of October. 	<p>https://dmh.lacounty.gov/qa/na/</p> <p>Email questions to: NetworkAdequacy@dmh.lacounty.gov</p>	

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	<ul style="list-style-type: none"> • Make sure primary and secondary contact information is in NAPPA for your provider. 		
Handouts	<ul style="list-style-type: none"> • October SA3 QIC PPT • Non-Clinical PIP PPT • QA Bulletin 21-06: Access to Care Updates • QA Bulletin 18-07 Revised: MAT Updates 		
Next Meeting	Next Meeting is December 15, 2021 via Microsoft Teams.		

Respectfully Submitted, Kristin Gray, Psy.D., Department of Mental Health