



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA 6 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date: 10.28.2021
 Time: 10am-12pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	<i>Dr. Socorro Gertmenian, Kisha Thompson, Jasmine Boyden, Andy Vigil, Anna Galindo, Annie Jackson, April Mayorga, Akila Bacon, Barbara Negron, Beatrice Perez, Brittany White, Carl Levinger, Chloe Gomez, Coco Satoko Luce, Colette James, Dr. Daiya Cunnane, David Worden, Dr. Tiffany Harvey, Ekaete Ekpo, Elizabeth Echevarria, Enrique Zuniga, Erica Julian, Geralyn La Fleur, Gerardo Avila, Janine Solano, Jennifer Palma, Jennifer, Jenny Rodriguez, Jessica Ayala, Jocelyn Bush Spurlin, Julie Elder, Karina Quintero, Katherine Webb, Laura Aquino, Mandy Sommers, Maria Amezcuita, Mariko Yamada, Martin McDermott, Nicole Cuevas, Niloufar Tahery, Robin Moten, Robin Washington, Rocio Rodriguez, Sara Van Koningsveld, Shaun Allen, William Barreto, Yvonne Tiffer, Zuneby Contreras</i>

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Socorro Gertmenian called the meeting to order at 10:00a.m.	Dr. Socorro Gertmenian	
Minutes from September 2021	Minutes were emailed to members by Dr. Melbourne.	Barbara Negron approved the minutes.	
COVID 19/Racial Inequity	Dr. Gertmenian gave members a moment to share and reflect on the COVID/Racial Inequity issues.		
Quality Improvement <ul style="list-style-type: none"> EQRO 2021 Preliminary Feedback 	Dr. Cunnane provided members with general feedback from the reviewers at the EQRO meeting. <ul style="list-style-type: none"> Praise to staff for their creativity and being a to persevere through the challenging year. 	Dr. Daiya Cunnane	

	<ul style="list-style-type: none"> • Pleased with the work of the Cultural Competency Unit. • Please to see the expansion of the Peer Centers • Remarked on the consumer feedback that was given to them through the service areas reviewed from Service area 1 and 7. Consumers Felt hopeful and providers were supportive and flexible when meeting their needs. • Positive feedback on the Departments efforts for medication monitoring, • Pleased with the work regarding improving timely access. • High praise for the all the Service Area QIC Committees, notes were fantastic! • Both in clinical and non- clinical PIP were determined active and received high praise • Places for growth: Work on improving timeliness for psychiatry. Work towards finding a way to use the consumer perception survey data for continuous quality improvement. Quality Improvement will work on improving the use of QI to address system wide needs, including incorporating demonstrations of the use of QI in meetings. • QI maybe developing a knowledge assessment to have people complete and work on how to improve everyone's QI knowledge. 		
<p style="text-align: center;">Presentation: Non- Clinical PIP Review</p>	<p>Dr. Daiya Cunnane from the Quality Improvement Unit presented on the NON-</p>	<p style="text-align: center;">Dr. Daiya Cunnane</p>	

<p>Quality Assurance</p> <ul style="list-style-type: none"> ● State Updates ● QA Emails ● Training & Operations <ul style="list-style-type: none"> - Collaborative Documentation - LE Chart Reviews - QA Knowledge Assessment Survey ● Policy & Technical Development <ul style="list-style-type: none"> - QA Bulletin 21-05: Update to Practice from COVID-19 - QA Bulletin 21-06: Update to Access to Care Policies - QA Bulletin 18-07R: Updates to MAT Documentation & Claiming Guidelines - QA Bulletin 20-08: PAVE Enrollment - Reminder: Inactive Procedure Codes: H205 and H0002 - Directly Operated Chart Reviews 	<p>Clinical PIP Review; Closing the gap between the access to care beneficiaries receive and what is expected.</p> <ul style="list-style-type: none"> ● Dr. Gertmenian mentioned there are no State updates now. ● Dr. Gertmenian mentioned that an email was sent out on Thursday, 9/23- highlighting QA bulletins for access to care as well as MAT guidelines <ul style="list-style-type: none"> ○ On Friday, 9/17 an email was sent out with Covid 19 updates. ● Emails are being sent out to sign up for two trainings: <ul style="list-style-type: none"> - 11/01/21 General Collaborative Documentation training - 11/02/21 Train the Trainer Training ● The Legal Entity Chart Reviews are still in process. No updates or lists are available for Service Area 6. ● Dr. Gertmenian mentioned the QA Knowledge Assessment Survey- Survey #4 issues have been resolved. Once the survey closes the County Wide results will be available on the Knowledge Assessment page of the QA website. ● Dr. Gertmenian went over the QA Bulletin 21-05 regarding the updates to practices from COVID-19. <ul style="list-style-type: none"> - Clarifications on Signatures on Authorization to release PHI & Medication Consent 	<p>Dr. Socorro Gertmenian</p>	
---	--	-------------------------------	--

	<ul style="list-style-type: none"> • Dr. Gertmenian briefly went over the QA Bulletin 21-06 regarding the updates to Access to Care Policies. <ul style="list-style-type: none"> - DMH Policy 302.7 Access to Care - DMH Policy 302.14 Responding to initial requests for service - Changes to Policy 302.7 - Added information when Triage is required - Added a requirement to document all information related to the determination of when a client needs to be seen • Dr. Gertmenian went over the QA Bulletin 18-07R regarding updates to MAT documentation & claiming guidelines. • Access to Care Timeframe Reminder- Dr. Gertmenian Reminded members there is a recorded training on the Time Frames. • Dr. Gertmenian reminded members to enroll in PAVE. Licensed staff should enroll in PAVE. • Dr. Gertmenian informed members that Procedure Codes H2025 and H0002 are no longer active, claims will be denied starting in November. • Dr. Gertmenian mentioned that 1908 West Central MHC and 7955 Wellness Field Based will have their Chart Reviews in October. <p>Upcoming Webinars-</p> <ul style="list-style-type: none"> • Quality Assurance and Quality Improvement meeting is 11/8/21 		
--	---	--	--

	<ul style="list-style-type: none"> • Network Adequacy & Access to Care meeting is 11/9/21 		
Questions/Announcements	<p>If you're having any trouble locating information, please email: EMelbourne@dmh.lacounty.gov and/or Socorroq@wellnestla.org Dr. Gertmerian answered questions for members.</p> <p>▶ General QA: QualityAssurance@dmh.lacounty.gov</p> <p>▶ IBHIS/Documentation: ibhiserrorcorrection@dmh.lacounty.gov</p> <p>▶ Training for DO: QADOTraining@dmh.lacounty.gov</p> <p>▶ Requests for additional telehealth and/or telephone procedure codes: Su Kim sjkim@dmh.lacounty.gov</p> <p>▶ Network Adequacy & Access to Care: (new email coming soon) NetworkAdequacy@dmh.lacounty.gov</p> <p>▶ Policy Updates: Compliance@dmh.lacounty.gov</p>		

NEXT MEETING: Date: January 27, 2022, Time: 10am-12pm, via Microsoft Teams