



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

Date: 09.23.2021  
 Time: 10am-12pm

<b>Type of meeting:</b>	Virtual meeting
<b>Meeting Link:</b>	Join Microsoft Teams Meeting
<b>Members Present:</b>	<i>Dr. Socorro Gertmenian, Dr. Erica Melbourne, Carl Levinger, Shaun Allen, Enrique Zuniga, Erika Wilson, Dr. Daiya Cunnane, Laura Aquino, Jenny Rodriguez, Gerardo Avila, David Worden, Beatrice Perez, Ana Viana, "LaShawn Smith, Martin McDermott, Jocelyn Bush Spurlin, Anna Galindo, Janine Solano, Stephanie Castillo, Dr. Tiffany Harvey, Sacha M Dovick, Veronica Macias, Sara van Koningsveld, Rocio Favela Rodriguez, Karina Quintero, Carlos Quintero, Jessica Ayala, LyNetta Shonibare, Jennifer Palma, Lizbeth Alvarado, Geralyn La Fleur, Kristina Castellanos, Barbara Negron, Brittany White, Chloe Gomez, Ekaete Ekpo, Jamie Campos, Niloufar Tahery, Cheyla Bellamy, Bosco Ho, Erica Lopez, Bobby J. Davis, April Mayorga</i>

<b>AGENDA ITEMS</b>	<b>DECISIONS AND ACTIONS</b>	<b>RESPONSIBLE UNIT/STAFF</b>	<b>DUE DATE</b>
Welcome & Introductions	Dr. Erica Melbourne called the meeting to order at 10:00a.m. and asked members to click on the forms link to sign in and folks that called in by phone were asked to email their attendance. Dr. Erica Melbourne announced that Erica Wilson will be leaving DMH and Jasmine Boyden will replace her.	Dr. Erica Melbourne	
Minutes from August 2021	Minutes were emailed to members by Dr. Melbourne.	Janine Solano approved the minutes and Dr. Tiffany Harvey seconded.	

COVID 19/Racial Inequity	Dr. Melbourne gave members a moment to reflect on the COVID/Racial Inequity issues.		
Quality Improvement <ul style="list-style-type: none"><li>Gallup Well Being Survey</li><li>EQRO- No updates- Preparing for EQRO</li><li>Revisit SA6 QIP-MSS-2022</li></ul>	<p>Dr. Melbourne reminded members of the Gallup Well Being Survey for adult clients. Gallup conducts the survey giving DMH clients an opportunity to provide feedback about their lives and wellbeing. DMH uses the findings from the survey to better understand and improve the wellbeing of adults 18 and older. The next survey period is from September 30th, 2021 through November 4th, 2021. If you have questions please email <a href="mailto:ASOCEBP@dmh.lacounty.gov">ASOCEBP@dmh.lacounty.gov</a>.</p> <p>No updates at the moment for September since they are preparing for EQRO</p> <p>Planning to revisit the SA6 QIP sometime in 2022.</p>	Dr. Erica Melbourne	
Quality Assurance <ul style="list-style-type: none"><li>State Updates</li><li>CalAIM</li><li>DRAFT State Plan Amendment Review</li><li>DRAFT Information Notice- re: Criteria to Access Specialty Mental Health Services</li><li>DRAFT Information Notice- re: Telehealth/Telephone Services</li><li>Quality Assurance Email Updates</li></ul>	<p>Dr. Melbourne went over the proposed changes to Eligibility Criteria for Mental Health Services that will take place in January 2022.</p> <p>Dr. Melbourne went over the proposed changes to Documentation redesign, adding Language in reference to peer support services that will take place in January 2022. More details to come in future meetings.</p> <p>Dr. Melbourne mentioned the DRAFT State Plan Amendment Review coming up and the DRAFT Information Notice regarding Criteria to Access Mental Health Services, which will impact changes to medical necessity. Dr. Melbourne mentioned that more details are to</p>	Dr. Erica Melbourne Dr. Socorro Gertmenian	

<ul style="list-style-type: none"> <li>• Announcements/Reminders: Health Information Management Updates</li> <li>• Training &amp; Operations <ul style="list-style-type: none"> <li>▪ Legal Entity Chart Review</li> <li>▪ Updates to Chart Review Tool</li> <li>▪ Collaborative Documentation Updates</li> <li>▪ General Collaborative Documentation</li> <li>▪ Train the Trainer</li> <li>▪ Resource Webpage</li> <li>▪ QA Knowledge Assessment</li> <li>▪ QA Resources Module</li> </ul> </li> <li>• Policy &amp; Technical Development <ul style="list-style-type: none"> <li>▪ DRAFT QA Bulletin 21-0x: Updates to Practice from COVID-19</li> <li>▪ Network Adequacy and Access to Care Webinar</li> <li>▪ Directly Operated Chart Review</li> </ul> </li> </ul>	<p>come with the DRAFT Information Notice regarding Telehealth and Telephone Services. Dr. Melbourne informed members that there was only one Quality Assurance Email sent out on August 10, 2021, regarding the C numbers and CPS Applications.</p> <p>Dr. Melbourne informed members that there was a change with the Health Information Management Department. The Director was promoted and they are in the process of filling the position.</p> <p>Directly Operated Providers should send Subpoenas to Olga Birov, Yvonne Mijares, or Heather McDonald. Please send any questions you may have regarding the Health Information Management, to <a href="mailto:dmhhim@dmh.lacounty.gov">dmhhim@dmh.lacounty.gov</a>.</p> <p>The Legal Entity Chart Reviews are still in process.</p> <p>Dr. Melbourne shared the link to the LE Chart Review Tool. <a href="https://dmh.lacounty.gov/qa/qacrr/">https://dmh.lacounty.gov/qa/qacrr/</a></p> <p>Dr. Melbourne announced that members should have received an email forwarded from Dr. Melbourne or QA regarding the training dates for the Collaborative Documentation.</p> <p>Dr. Melbourne mentioned that The General Documentation date is October 12, 2021.</p> <p>Train the Trainer has 50 slots available, which is October 25, 2021. If you need additional information, please email Dr. Melbourne.</p> <p>The Resource Webpage will be available at the end of September 2021.</p> <p>Online Training is in development for COS and will be placed on the QA Training page, dates and more information to come.</p>		
--	--	--	--

Dr. Melbourne mentioned that the QA Knowledge Assessment Survey #4 was sent out on August 19, 2021. The survey Will remain open until the end of September. Dr. Melbourne shared the QA Knowledge Assessment #3 link with members.  
<https://dmh.lacounty.gov/qa/Knowledge-Assessment-surveys/>

Dr. Melbourne went over updates and a few commonly asked questions and answers for the QA Bulletin 21-Ox regarding the Updates to Practice Arising from COVID-19. Dr. Melbourne informed members that they are working on a Clinical Forms Bulletin and Policy regarding consent. Dr. Melbourne mentioned that all questions related to financial forms, please email the central business office at [cbo@dmhlacounty.gov](mailto:cbo@dmhlacounty.gov). Dr. Socorro Gertmenian went over the MAT FACs questions and answers. Dr. Melbourne went over the topics discussed at the webinar for the Network Adequacy and Access to Care. Information provided regarding Access to care for eating disorders. Dr. Melbourne went over the upcoming modifications to NAPA. Dr. Melbourne mentioned the upcoming Directly Operated Chart reviews for West Central Mental Health is in October.

The next and final meeting for this year will be October 28, 2021.

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

**NEXT MEETING:** Date: 10.28.2021, Time: 10am-12pm, via Microsoft Teams