



OFFICE OF ADMINISTRATIVE OPERATIONS  
 QUALITY, OUTCOMES, AND TRAINING DIVISION – QUALITY IMPROVEMENT UNIT  
 COUNTYWIDE QUALITY IMPROVEMENT COUNCIL (QIC)

MEETING MINUTES  
March 2023

<b>Type of meeting:</b>	Monthly QIC Meeting	<b>Date:</b>	March 20, 2023
<b>Location:</b>	Microsoft Teams	<b>Start time:</b>	9:00 AM
		<b>End time:</b>	10:50 AM
<b>Recording:</b>	<a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10682">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10682</a>		
<b>Members Present:</b>	See table below.		
<b>Agenda Item</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, and/or Scheduled Tasks</b>	<b>Person(s) Responsible</b>
<b>I. Welcome and Introductions</b>	Review of Minutes from the last meeting.	Dr. Kara Taguchi greets the Quality Improvement Committee (QIC) and introduces the speakers and provides a brief overview on the meeting’s agenda items.  The Feb 13, 2023 Countywide QIC Meeting Minutes have been distributed, request for changes and/or recommendations can be emailed.	Dr. Taguchi
<b>II. QI Updates</b>	Consumer Perception Survey	Dr. Daiya Cunnane stated the Consumer Perception Survey (CPS) period is going to be May 15, 2023 through May 19, 2023. New Directly Operated Users need to submit a Service Request for access to the CPS portal. The CPS General Overview (Recording) is available on Granicus.	Dr. Cunnane

		Quality Improvement (QI) Unit Trainings will likely begin mid-April 2023.	
<b>III. New Policies and Procedures</b>	Clinical Standards and Policy	Helena Ditko Administrator of the Los Angeles County Department of Mental Health (LACDMH) Policies and Procedures (P&P) portal presented the QI- March 2023 Clinical Standards and Policy.pdf. Currently there are one hundred and fifty (150) policies in the Advisory mode que, there are also thirty (30) policy managers. Ms. Ditko also provided an overview on the difference between Policies & Parameters and provided a demonstration on how to navigate the internal and external portals.	H. Ditko
<b>IV. Collaborative Documentation Training</b>	Updates on Collaborative Documentation Training	Ms. Collier stated that the Collaborative Documentation Trainings have been on hold, Quality Assurance (QA) is currently in the process of finding a vendor to assist with coordination of those trainings. Trainings will resume when they obtain a vendor for the trainings. There are resources located on the LACDMH QA Collaborative Documentation website which includes a Collaborative Documentation Guidelines Manual. Collaborative Documentation is not a requirement but is encouraged. Ms. Collier provided the reasons and benefits of collaborate documentation. QA recently sent out a survey on collaborative documentation which is still available requesting if chairs and co-chairs can please share the link. Please see March Countywide QI Council Training Operations Updates attachments.	N. Collier
<b>V. QA Updates</b>	Access to Care	Ms. Hallman stated QA has just sent out a notice about the ninety (90) day rule for Board of Behavioral Services (BBS) and being able to claim	J. Hallman

	<p>Payment Reform</p>	<p>assessment in therapy if the ninety (90) day rule has been met which is a change in practice. QA had just received confirmation from the State that they would allow us to count folks as registered. QA is working on the Guide to Procedures Code but there are still a lot of questions with the State. QA is working on a Frequently Asked Questions (FAQs) sheet for Directly Operated (DO) about payment reform.</p> <p>We officially need to shift to the immediate same day assessment for DO. Contractors can and we would encourage you to switch over to an easier brief assessment.</p> <p>QA has been working with twelve (12) of the largest sites that get the most referrals across the entire department including Legal Entity (LE) providers to improve their access to care. All those providers in the course of a month and a half moved from below 50% timely access to care 90% to 100% timely access to care and they did that without staffing. QA has submitted their evidence of their plan of correction, we are now showing that our system as a whole is at 81% timely access to care. QA is working on the plan of correction with the system review. QA is going to be doing kind of targeted meetings in each Service Area (SA) to meet with service providers to talk about what they can do to help with access to care. We are going to be starting to move into our medium and long term intervention related to access to care which are more focused on setting standards and expectations to both DOs and LE Providers. We are working on submitting our plan of correction for the system review, which some of</p>		
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		<p>that was focused on several policies that need to be corrected. Under payment reform there are some changes coming there, also there is a new state plan amendment with payment reform as to which services are billable.</p> <p>We are also putting out a new Beneficiary Handbook and the Translated Beneficiary Handbook. T. Wilson and Elisabeth Gildemontes from Patient’s Rights Office (PRO) provided a brief update on the state’s version of the Beneficiary Handbook. Mr. Wilson stated the handbook is pending for language translation and their review and should be ready by this week. PRO has also prepared a Notice of the Beneficiary Handbook that will be posting throughout LAC and will be sending out notifications to beneficiaries on how to access the handbook.</p> <p>The next QA on the Air will be held Wed, March 22. 2023. QA will also be providing more information on these updates in their QA/QI April meeting.</p>		
<p><b>V. Non-Clinical PIP- Behavioral Health Quality Improvement Project (BHQIP)- Emergency Room Follow Up</b></p>		<p>Dr. Cunnane shared an overview of the BHQIP-FUM. It is based on the CalAIM payment reform initiative, this project came out from direction of the State, it involves meeting some milestones, in which the County can receive financial incentives. This project is a requirement and was given to all counties in the state.</p> <p>We are working to develop a data exchange with local emergency departments. The Chief of Information Office (CIOB) Bureau are working on contracts to get us linked up with Los Angeles Network Enhanced Services (LANES) and the Collective Medical Technologies (CMT). Our project is dependent on this data exchange</p>	<p>D. Cunnane</p>	



NAME	AGENCY	DMH PROGRAM
Angelica Fuentes	DMH	OCS South County Admin SA 5-8 & Countywide Specialty Programs.
Ann Lee	DMH	SA 8
Armen Yekyazarian	DMH	Quality Assurance
Bradley Bryant	DMH	Quality Assurance
Brian Dow	DMH	Quality Assurance
Caesar Moreno	The Whole Child	SA7
Christina Nairn	DMH	SA 4
Daiya Cunnane	DMH	Quality Improvement
Debbie Innes-Gomberg	DMH	Quality, Outcomes, and Training Division
Elisabeth Gildemontes	DMH	Patients' Rights Office
Emilia Ramos	DMH	SA 8
Gassia Ekizian	Foothill Family	SA 3
Greg Tchakmakjian	DMH	SA 7
Gwendolyn Davis	DMH	SA 5
Helena Ditko	DMH	Clinical Policy
Jennifer Hallman	DMH	Quality Assurance
John Sheehe	DMH	Access Center
Kara Taguchi	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Ly Ngo	DMH	CLRM
LyNetta Shonibare	DMH	Olive View
Marc Borkheim	DMH	Quality Assurance
Maria Moreno	DMH	SA 3
Michael D. Olsen	Enki Health Services, Inc.	SA 3, SA4, and SA 7
Michele Munde	Star View Behavioral Health	SA 8
Michelle Rittel	DMH	SA 2
Mirna Firestone	DMH	Contract Monitoring and Monitoring Division
Misty Aronoff	Step Up on Second	SA 4-5
Nicole Gutman	DMH	SA 4

Nikki Collier	DMH	Quality Assurance
Patricia Lopez	DMH	Quality Assurance
Paul Arns	DMH	Clinical Informatics
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3
Sandra Chang	DMH	ARDI Cultural Competency Unit
Sandra Spector	All4kids	Contracted Provider
Socorro Gertmenian	Wellnest LA	SA 4-7
Stephens, Courtney	MHALA	Contracted Provider
Theodore Wilson	DMH	Patients' Rights Office
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Dr. Kara Taguchi,