

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

Date:01.25.2024 Time: 11am-12:30pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	Socorro Gertmenian, Geralyn La Fleur, Starlight Garcia, Paul Schafer, Annie Jackson, Lizbeth Alvarado, Shantele Blackmon, Courtney Olsen, Julie Elder, Sira, Patty Melendrez, Jocelyn Bush Spurlin, Dr. Brooke McLean, Erika Castillo, Ria Rodrick, Tiffany Harvey, Carl Levinger, Caitlyn O'Hara, Dorshonda, Cynthia Sarmiento, Laura Aquino, Jamie Campos, Itoro Udoeyop, Stephanie Castillo, Armen Yekyazarian, Martin McDermott, Stuart Jackson, Alejandra Munoz, Stacey Anne Smith, Daiya Cunnane, Satoko Luce, Dr. Farrah – HOPICS, Ana Gomez-Rodriguez, Shawnta Lee, Shaun Allen, Colette Harley, Sacha Dovick, Lauren Lang, Brandon Becker, Aisha Black, Colette James, Bosco Ho, Sherlyn Johnson, Sara van Koningsveld, Karla Cano

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Gertmenian welcomed everyone and asked that members enter their name and organization into the chat.		
Minutes review and approval	Minutes from the September 2023 QIC meeting were emailed to QIC members by Dr. Gertmenian. Jocelyn Bush Spurlin approved.		
QA Updates	• Dr. Gertmenian highlighted the importance of getting emails from LACDMH and show-cased one such email. Reminded members to reach out if they are not on the mailing list.		
CANs and Outcome Support	Dr. Gertmenian provided new CANS coupon code: QxfcDkPsIA		

08.06.2020 REV

CAL AIM, Organizational Manual Updates. Other QA Updates	<ul> <li>Dr. Gertmenian shared clinical utility of the CANS for the LE supervisor Training information. Next training is aimed for May 2024, it will be a virtual live 3 hours training for 3 CEU's. The training will be recorded. The recording will not offer CE's.</li> <li>Resources were provided for CANS and PSC and other outcomes (via links on the PowerPoint slide.</li> <li>Dr. Gertmenian highlighted PEI/EPSDT Virtual Drop in Learning Lab</li> </ul>
	<ul> <li>Dr. Gertmenian highlighted QA Review Process (QA Bulletin 23- 06)</li> </ul>
	<ul> <li>Dr. Gertmenian reviewed QA Bulletin 23-07 – updates to Org Manual and QA Bulletin 23-08. Highlighting key changes and fielding questions.</li> </ul>
	Briefly touched on Behavioral Health Administration Integration coming January 2027.
	Reminded members about the QA/QI Report due 1/31/2024
	<ul> <li>Alerted members of an up-coming interactive Progress Note training module pilot.</li> </ul>
	<ul> <li>Briefly shared and reviewed payment reform and CPT code resources.</li> </ul>
	<ul> <li>Reviewed Chart Review and Training, the importance of being consistent with how DMH audits records to ensure similar practices are happening within their own organizations.</li> </ul>
CA BBS 90-Day Rule	<ul> <li>Reviewed the BBS 90-day rule, fielded questions and discussed / reviewed what was reviewed regarding this from the County-Wide QIC in January.</li> </ul>

08.06.2020 REV

Dr. Daiya Cunnane from the Quality Improvement Unit reviewed the		
2024 Consumer Perception Survey coming in May. She introduced new names to the QI team: Dr. Moses Adegbola and Stacy Smith. Changes to the 2024 CPS will include Sexual Orientation and Gender Identity questions. Possibly DO site pilot of the CPS through the MyHealth2.0 patient portal. QI Unit CPS Distribution List → To be added complete this Forms survey: <u>https://forms.office.com/g/era148M3sw</u> For Legal Entities (LE)/Contracted providers, there is no change to the Contracted (C) Number process. As a reminder, please check that your C Numbers are active. Work with your Provider Advocacy Office (PAO) Liaison at your site to confirm your paperwork is up-to-date. More resources will follow. Spanish LACDMH electronic survey version is being reviewed. Working to get the announcement flyers out early. Slides were provided in an email to members.		
If you're having any trouble locating information, please email: Socorrog@wellnestla.org		
Quality Assurance Mailbox: ▶ <u>QualityAssurance@dmh.lacounty.gov</u> General Policy & Technical Development: ▶ <u>QAPolicy@dmh.lacounty.gov</u>		
<ul> <li>IBHIS Error Connection: <u>IBHISErrorCorrection@dmh.lacounty.gov</u></li> <li>Training Inquiries for Directly Operated Programs:</li> </ul>		
	to the 2024 CPS will include Sexual Orientation and Gender Identity questions. Possibly DO site pilot of the CPS through the MyHealth2.0 patient portal. QI Unit CPS Distribution List → To be added complete this Forms survey: https://forms.office.com/g/era148M3sw For Legal Entities (LE)/Contracted providers, there is no change to the Contracted (C) Number process. As a reminder, please check that your C Numbers are active. Work with your Provider Advocacy Office (PAO) Liaison at your site to confirm your paperwork is up-to-date. More resources will follow. Spanish LACDMH electronic survey version is being reviewed. Working to get the announcement flyers out early. Slides were provided in an email to members. If you're having any trouble locating information, please email: Socorrog@wellnestla.org Quality Assurance Mailbox: QualityAssurance@dmh.lacounty.gov General Policy & Technical Development: QAPolicy@dmh.lacounty.gov IBHIS Error Connection: IBHISErrorCorrection@dmh.lacounty.gov	to the 2024 CPS will include Sexual Orientation and Gender Identity questions. Possibly DO site pilot of the CPS through the MyHealth2.0 patient portal. QI Unit CPS Distribution List → To be added complete this Forms survey: <u>https://forms.office.com/g/era148M3sw</u> For Legal Entities (LE)/Contracted providers, there is no change to the Contracted (C) Number process. As a reminder, please check that your C Numbers are active. Work with your Provider Advocacy Office (PAO) Liaison at your site to confirm your paperwork is up-to-date. More resources will follow. Spanish LACDMH electronic survey version is being reviewed. Working to get the announcement flyers out early. Slides were provided in an email to members. If you're having any trouble locating information, please email: <u>Socorrog@ wellnestla.org</u> Quality Assurance Mailbox: > <u>QualityAssurance@dmh.lacounty.gov</u> General Policy & Technical Development: > <u>QAPolicy@dmh.lacounty.gov</u> > IBHIS Error Connection: <u>IBHISErrorCorrection@dmh.lacounty.gov</u>

Network Adequacy & Access to Care: NetworkAdequacy@dmh.lacounty.gov	
►Professional Waivers: Waivers@dmh.lacounty.gov	
Service Request Tracking System: <u>SRTS@dmh.lacounty.gov</u>	
For any questions that may come up before the next meeting, please send an email for a timely response. Dr. Socorro Gertmenian, Co-Chair. <u>socorrog@wellnestla.org</u>	
NEXT MEETING: Date: Thursday, February 22, 2023, Time: 11am- 12:30pm, via Microsoft Teams	