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

Date:05.25.2023
Time: 10am-12pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	*Dr. Socorro Gertmenian, Jasmine Boyden, Alejandra Munoz, Andy Vigil, Aminah Ofumbi, Annie Jackson, Dr. Armen Yekyazarian, Beatriz Perez, Belinda Williams, Bosco Ho, Brenda, Brittany White, Carl Levinger, Caitlyn O'Hara, Cedric Smoots, Chloe Gomez, Courtney Olsen, Cynthia Sarmiento, Daiya Cunnane, David Worden, Edith Cruz, Elizabeth Luevano, Erika Castillo, Erika Flores, Jamie Campos, Jamie Chess, Jamie Langford, Jane H. Park-Aspe, Jocelyn Bush Spurlin, Julie Elder, Karla Cano, Katherine Webb, Laura Aquino, Liz Echeverria, Lucy Khachtourians, Mandy Sommers, Mariana Villegas, Martin McDermott, M. Hernandez, Michael Bray, Myan Le, Robin Moten, Rosemary Stevens, Sacha Dovick, Sara Van Koningsveld, "Coco" Satoko Luce, Shantele Blackmon, Shaun Allen, Stuart Jackson, Sueretta Small, Dr. Tiffany Harvey, Vannessa Martin, Veronica Macias, Victoria Kim, Windy Gaston, Yolanda Robles, Yoshado Lang, Zonia K. Mijangos- Alonso..*

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Gertmenian welcomed everyone and called the meeting to order at 10:00a.m. Newcomers were given the opportunity to introduce themselves and sign-in via electronic sign-in sheet, chat box, over the phone and or by email.		
Minutes	Minutes from the April 2023 QIC meeting were emailed to members by Dr. Gertmenian.	Alejandra Munoz approved the minutes and Mandy Sommers seconded.	
Quality Assurance ➤ **Presentation- Armen Yekyazarian, Psy.D**	Dr. Yekyazarian from the Quality Assurance Unit presented on the QA Website and the updates that will be available on the LA County Department of Mental Health Quality Assurance website.	dmh.lacounty.gov	

08.06.2020 REV

Key Resources you'll find on the QA webpage:
> New and updated resources are usually released first through the QA Updates Subscriber email as the time it takes to be posted to QA Webpage/DMH Website can vary

Manuals
- The Organizational Provider's Manual and Guide to Procedure Codes are frequently updated
(*Recommended to access directly from the webpage to ensure referencing most current information*)

Bulletins
- FAQs located adjacent to the related QA Bulletin
(*Even if you don't see your specific question, review the FAQ, as the cumulative information may address your question*)
- Can use a key word search to quickly find bulletins on specific topics

Chart Review Requirements
- Chart Review Training Video
- Chart Review Tool for DO's & LE's
- QA Requirements for DO's
- QA Written Process for DO's
- QA/QI Report for LE's
- QA/QI Report Corrective Action Plan
- QA/QI Written Process for LE's

Training

Documentation and Claiming
- Criteria to Access SMHS and Medical Necessity (CalAIM)
- Documentation Requirements

Access to Care & Network Adequacy
- Standardized Screening Process
- NOABD Application for LE Providers

Consent/Authorization
- Retention and Release of Clinical Records

Other Resources available on the QA Webpage

Clinical Forms
- Clinical Forms Inventory is outdated and in the process of being removed (*The plan is to re-post it once updated*)

	- Screening/Triage has been added - Problem List MH 757 has been added - The COS forms are under Miscellaneous **Webinars** - The March QA/QI Central Webcast Meeting was cancelled - The May QA/QI Central Webcast Meeting is pending posting - The QA/QI monthly Central Meetings are posted on the QA Webpage **Collaborative Documentation** - Online Collaborative Documentation training in development **Knowledge Assessment Surveys** - QA Knowledge Assessment Survey #6 is currently in development **Contacts** - Locate the QA/QI Contacts by Service Area - Updated once or twice a year - Just updated in May 2023 Please contact the Quality Assurance Unit via the QA Mailbox for any additional questions at: QualityAssurance@dmh.lacounty.gov		
➢ **Let's review what we understand now** ➢ **Webinars and County Meeting**	Dr. Gertmenian briefly shared the NPPES updates with members - Other Mental Health Worker will be soon renamed the Other Qualified Provider (OQP) - Mental Health Rehabilitation Specialist (MHRS) Dr. Gertmenian shared that the Guide to Procedure Codes was sent out on May 24th but still in draft. Will be effective July 1, 2023. https://content.govdelivery.com/attachments/CALACOUNTY/2023/05/24/file_attachments/2507330/Procedure%20Codes%20Guides%207-1-23%20Draft%20v.2.pdf Dr. Gertmenian shared the May QA on the Air recording link with members: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10854 The next QA on the Air is on June 28, 2023, at 9 a.m.		

Quality Improvement	Dr. Gertmenian shared the QA/QI Monthly Central Meeting Recording link from Monday, May 8, 2023: https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10812
	
	 The next QA/QI Monthly Central Meeting is on June 12,2023 from 10:30 – 12:00
	
	 Dr. Gertmenian reviewed the QA on the Air and allowed Q&A with members.
	
	 Dr. Cunnane shared the CPS 2022 Countywide Highlights with members:
	 • Total Surveys Completed + 7225
	   - 25.8% increase from Spring 2021
	   - Adults completed the majority of surveys (40.9%).
	 • Survey Format:
	   - Families & Youth completed majority of surveys using online formats.
	   - Older Adults & Adults completed using the paper format.
	   - 63% surveys completed using electronic formats.
	 • Length of Enrollment.
	   - Majority of Older Adults & over half of Adults in services 1 + year.
	   - Families & Youth: Majority in services 1 + years or 6 months to a year.
	   - Language: 80% of surveys completed in English.
	 • Domain Satisfaction:
	 • Families & Older Adults had the highest satisfaction for the Quality and Cultural Appropriateness domains.
	 • Families had highest satisfaction in Social Connectedness, Access, and Improved Functioning domain.
	 • Older Adults had the highest satisfaction in the Perception of Outcomes, Participation in Treatment Planning, and General Satisfaction.		

	• Youth demonstrated the lowest scores among the four age groups across most domains except for Social Connectedness and Quality and Cultural Appropriateness.		
Questions/ Announcements	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 ►Training Inquiries for Directly Operated Programs: QADOTraining@dmh.lacounty.gov ►Network Adequacy & Access to Care: NetworkAdequacy@dmh.lacounty.gov ►Professional Waivers: Waivers@dmh.lacounty.gov ►Service Request Tracking System: SRTS@dmh.lacounty.gov For any questions that may come up before the next meeting, please send an email for a timely response. Dr. Socorro Gertmenian, Co-Chair. socorrog@wellnestla.org **NEXT MEETING**: Date: Thursday, June 22, 2023, Time: 10am-12pm, via Microsoft Teams		