



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

Date:05.23.2024
 Time: 11am-12:30pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	<i>Dr. Socorro Gertmenian, Jasmine Boyden, Alejandra Munoz, Ana Gomes-Rodriquez, Dr. Armen Yekyazarian, Caitlin O'Hara, Carl Levinger, Courtney Olsen, Cristal Mejia, Dr. Daiya Cunnane, Diana Valdonvinos, Edith Cruz, Erika Castillo, Estefania Orelo, Ito Udoeyop, Jacqueline Cleavet, Jaleesa Adams, Jamie Campos, Jamie Chess, Jenny Rodriguez, Jocelyn Bush Spurlin, Karla Cano, Keisha Owens, Kristen Tanji, Martin McDermott, Patricia Melendrez, Roberta Del Angel, Robin Moten, Rosa Franco, Shantele Blackmon, Shaun Allen, Startlight Garcia, Stuart Jackson, Dr. Tiffany Harvey</i>

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Socorro Gertmenian welcomed everyone and called the meeting to order at 11:00 a.m. Attendees were asked to sign-in via electronic sign-in sheet.		
Minutes review and approval	Minutes from the April 2024 QIC meeting were placed in the chat by Jasmine Boyden.		
➤ QA Updates	<p>Dr. Gertmenian briefly reviewed the Screeners and Transition of Care Tools</p> <ul style="list-style-type: none"> • Ensure that clients are provided information and are aware that they are in agreement of the transition or transfer of care. 		

	<ul style="list-style-type: none">• Dr. Gertmenian reviewed the Fields in SRTS, indicating transfer referral from LA General.<ul style="list-style-type: none">– Note: LA General is closing July 1st, 2024. The clients will be transitioning to MCPs for non-SMHS and transferring to LACDMH provider for SMHS. Many of the Adult Clients are transferring to Northeast MHC.– Dr. Gertmenian highlighted the Ease of Access for homeless individuals and mentioned that DMH is working on making it easier for homeless individuals to access our System.<ul style="list-style-type: none">– Focusing on linkage– Providers may see an increase in referrals for homeless individuals. (Crisis/HOME/FSP/Outpatient Clinic)– Teaming with homeless outreach workers to streamline the referral process to get the homeless connected to our mental health services as needed.• Dr. Gertmenian briefly reviewed the 90-Day Rule with attendees, see bulletin 24-01.<ul style="list-style-type: none">– Send all proof that a person has applied for registration to: NetworkAdequacy@DMH.LACounty.gov– Once the provider receives their registration number, send to: NetworkAdequacy@DMH.LACounty.gov• Dr. Gertmenian reviewed the New NAPPA Requirements – LE & DO<ul style="list-style-type: none">– Recommended everyone review slides from the NAPPA/Access to Care May Meeting, there are slides that		
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-	<p>highlight the new requirements for Students and their Supervisors.</p> <ul style="list-style-type: none">- The steps are different for the DO and LE- NAPPA upgraded to Version 2024.1.0- Contract Providers will be receiving an alert regarding data discrepancies when the Effective Start Date does not match NAPPA & IBHIS. <ul style="list-style-type: none">• Dr. Gertmenian shared how to handle Interagency Transfer Cases with attendees CANS & PSC.<ul style="list-style-type: none">- On May 16th, there was a CANS/PSC Webinar.- The PSC Scoring Sheet has been updated. (Optional)- Please visit: PEIOutcomes@dmh.lacounty.gov• Recommends someone from your agency attend the next PEI/EPSTDT Virtual Drop-In Learning Lab on Tuesday, May 28th, 2024, from 1 p.m. – 2 p.m.• Visit: dmh.lacounty.gov/outcomes/training/<ul style="list-style-type: none">- EPSTDT → Labs• Dr. Gertmenian shared information about Professional Licensing Waivers regarding the purpose, when its required, and if it's needed if a registration number has been issued by the BOP.• Dr. Gertmenian mentioned that QA Bulletin 24-02, Quality Measures and Performance Improvement Requirements, has been finalized.		
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<p>Review QA Knowledge Assessment #8 – Dr. Armen Yekyazarian</p>	<ul style="list-style-type: none"> • Information was sent out on Collaborative Documentation Training and support: <ul style="list-style-type: none"> – dmh.lacounty.gov/qa/qa-training/dmh.lacounty.gov/qa – dmh.lacounty.gov/qa/collaborative-documentation/ • AB 665, Minor Consent to Mental Health Services was passed and will become effective July 1st, 2024. • AB 352, Privacy protections for information about gender-affirming care, abortion, abortion-related services, and contraceptives. <ul style="list-style-type: none"> – Agencies need to ensure that they are not releasing any gender or abortion related care information without proper consent. – Encourage organizations to speak to their EHR vendor. • DMH is updated their consent and release information. <p>Dr. Armen Yekyazarian reviewed the QA Knowledge Assessment Survey #8 results.</p> <ul style="list-style-type: none"> • Information disseminated is anonymous. • Survey #8 opened on March 26th and closed on April 22nd. The focus area is Payment Reform with continued focus from Survey #7 with 208 number of Participants. • Dr. Yekyazarian reviewed Five QA Knowledge Assessment Survey #8 Questions and Results. 		
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<p>QI Updates Dr. Daiya Cunnane</p>	<ul style="list-style-type: none"> • Reviewed Provider Feedback from SA QICs (recent feedback received during some of the SA QIC meetings that took place in April) • QA Knowledge Assessment Survey Information including previous surveys and information on the general process can be accessed on the Knowledge Assessment Survey page on the QA Website: https://dmh.lacounty.gov/gov/qa/knowledge-assessment-surveys/ • Please contact Marc Borkheim for any questions at Mborkheim@dmh.lacounty.gov • Please contact the QA Mailbox for any additional questions: QualityAssurance@dmh.lacounty.gov <p>Dr. Daiya Cunnane from the Quality Improvement Unit briefly shared QI updates with attendees.</p> <ul style="list-style-type: none"> • Tomorrow, May 24th is the last day to submit the Consumer Perception Survey. • Ensure that the surveys are out to clients by 3 p.m. since the survey system links shut down at 4 p.m. • The portal will remain open for 2 weeks. • If using paper or the UCLA electronic survey, you will need to have those declined survey information put in by tomorrow, May 24th. • Technical Assistance calls are available at 1 p.m. today, May 23rd, and tomorrow, May 24th at 9 a.m. and at 1 p.m. 		
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<p>QA Updates Continued- Dr. Socorro Gertmenian</p>	<p>Dr. Gertmenian briefly reviewed the meetings in May and highlighted the updates and changes to several policies, procedures, and parameters.</p> <ul style="list-style-type: none"> • Review of the QA on the Air questions and answers • Policy Bulletin Q1-24-DMH <ul style="list-style-type: none"> – LE and DO are expected to follow practice parameters. <p>Dr. Gertmenian shared information and screen shots from yesterday's QA on the Air with attendees.</p>		
<p>Questions/ Announcements</p>	<p>If you're having any trouble locating information, please email: Socorrog@wellnestla.org</p> <p>Quality Assurance Mailbox: ▶ QualityAssurance@dmh.lacounty.gov</p> <p>General Policy & Technical Development: ▶ QAPolicy@dmh.lacounty.gov</p> <p>▶ IBHIS Error Connection: IBHISErrorCorrection@dmh.lacounty.gov</p> <p>▶ Training Inquiries for Directly Operated Programs: QADOTraining@dmh.lacounty.gov</p> <p>▶ Network Adequacy & Access to Care: NetworkAdequacy@dmh.lacounty.gov</p> <p>▶ Professional Waivers: Waivers@dmh.lacounty.gov</p> <p>▶ Service Request Tracking System: SRTS@dmh.lacounty.gov</p>		

	<p>For any questions that may come up before the next meeting, please send an email for a timely response. Dr. Socorro Gertmenian, Co-Chair. socorro@wellnestla.org</p> <p>NEXT MEETING: Date: Thursday, June 27th, 2024, Time: 11am-12:30pm, via Microsoft Teams</p>		
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