



Quality Assurance Bulletin

September 10, 2012 No. 12-05

Program Support Bureau

County of Los Angeles - Department of Mental Health
Marvin J. Southard, DSW, Director

NEW QUALITY ASSURANCE DIVISION LEADS

In an effort to provide greater support, structure, and organization to all Quality Assurance (QA) Liaisons in managing their QA-related assignments, effective September 10th, 2012 we have established QA Division "Leads." Each Lead is assigned to specific Service Areas (including Countywide Children) and has responsibility for responding to the QA Liaison(s) assigned to the Service Area (SA) for which they have responsibility. The purpose in developing the QA Division Leads is to provide greater consistency in the dissemination of information provided to SA Liaisons and to promote stronger relationships and involvement by QA staff within the SA. Another intention in creating the QA Division Leads is to develop broad service area related knowledge within the individual QA Division Leads in order to promote quick and accurate responses to QA related questions.

The QA Division Leads will be responsible for:

1. Attending Service Area QIC Meetings;
2. Attending pre-exit (i.e. final audit day) meetings and Exit Conferences for the audits occurring in the Service Areas, if requested;
3. Providing consultation to the SA QA Liaison regarding documentation, procedure codes, claiming and audits; and
4. Assisting in the implementation of the internal QA process/committee for Directly-Operated clinics*.

Questions related to documentation, claiming and procedure codes, should continue to be directed to the QA Email Address by SA QA Liaisons and the designated QA Division Lead will respond. The utilization of the QA email address will allow the QA Division to track and identify Frequently Asked Questions for our QA website. Service Area QA Liaisons should contact the appropriate QA Division Lead directly to schedule their attendance at the QIC meetings and/or audits/exit conferences.

As a reminder, all QA related questions should first be directed to a supervisor or manager. If the Supervisor/Manager is unable to answer the question, the Service Area QA Liaison should be consulted who will then consult with the QA Division Lead as appropriate. Please refer to QA Bulletin 11-09 (http://file.lacounty.gov/dmh/cms1_172308.pdf) for additional information related to the procedure for questions related to QA issues.

*Program Heads and QA Committee Chairpersons for Directly-Operated programs may contact the QA Division Leads directly for assistance in the implementation of the internal QA process.

The assigned QA Division Leads are as follows:

QA Division Lead	Telephone Number	Email Address
Marilou Joguilon <ul style="list-style-type: none">• Service Area 1 - Debra Berzon-Leitelt• Service Area 2 – Kimber Salvaggio & Michelle Rittel• DHS/DMH Collaboration Programs – Naga Kasarabada	(213) 251-6880	mjoguilon@dmh.lacounty.gov
Robin Washington <ul style="list-style-type: none">• Service Area 3 - Greg Tchakmakjian• Service Area 7 – Lupe Ayala• Juvenile Justice – Gail Blesi• Countywide TAY – Rosalie Reyes-Moreno	(213) 251-6734	rwashington@dmh.lacounty.gov
Susan Cozolino <ul style="list-style-type: none">• Service Area 4 - Anahid Assatourian• Service Area 5 – Monika Johnson• Countywide Children’s - Lisha Singleton	(213) 251-6847	scozolino@dmh.lacounty.gov
Lori Dobbs <ul style="list-style-type: none">• Service Area 6 - Kimberly M. Spears• Service Area 8 – Ann Lee	(213) 251-6848	ldobbs@dmh.lacounty.gov

For specialized programs, questions related to a specific agency should continue to be directed to the SA QA Liaison who manages the contract for the agency. If administrative staff who work with specialized programs such as Adults System of Care, Children’s System of Care, Healthy Way Los Angeles (HWLA), or Wraparound have a general QA question, they may email the QA Division directly through the QA Email address. These questions will then be distributed to the appropriate QA staff based on area of expertise and experience. QA staff will coordinate the dissemination of information and answers to all appropriate parties. If administrative staff would like to schedule QA attendance at a meeting, they may contact the following QA staff directly:

- All New Programs (HWLA, Innovations): Marilou Joguilon
- PEI / Children’s System of Care / Transitional Age Youth: Susan Cozolino
- Adult System of Care / Older Adults: Lori Dobbs

If you have any questions regarding this Bulletin, please contact your SA QA Liaison.

c: Executive Management Team	Judith Weigand, Compliance Program Office
District Chiefs	Nancy Butram, Revenue Management
Program Heads	Pansy Washington, Managed Care
Department QA staff	TJ Hill, ACHSA
QA Service Area Liaisons	Regional Medical Directors