LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
Countywide QIC Meeting
Minutes

Type of Meeting	Countywide QIC	Date	March 5, 2008
Place	DMH office (550 Vermont)	Start Time	10:00 am
Chairperson	Belen Fuller, LCSW	Adjournment	12:00 pm
Members Present	Reza Khosrow Abadi, Michael Kaufman, Shiva khatami, Tracy Chinn, Susana Zendejas, Ivy Cotee, Hope Lovato, Kelly Asato, Anahid Assatourian, Diane Beekman, Mike Ford, Kathy Moon, Teresa Quijano, Ruchika Puri, Diann Wingert, Toni Aikins, Heather George, Joshua Ciszek, Esther Lee, Brenda Martinez, Susan Edelstein, Nikki Ryan, Julie L. Barron, Laquita Suggs, Tracy Wilson, Emily Mould, Jayne Millstein, Cindy Coons, Leeann Ekstrom, Jennifer Mitzner.		
Absent Members	Darlene Malott, Lisa Harvey, Christy Maeder, Angel Kelly-Blaydes, Eloisa Ramos Robles, Adrine Bazikyan, Olga Zysman, Jayne Millstein, Larry Spink, Ronald Baker, Carolyn Heier, Carlos Tobar, Anu Mandaqati, Christine Williamson, Erma Oppenmir, Leeann Esktron, Jan Nolan, Romalis Taylor, Lauralee Markey, Sonya Hines, Cynthia Lopez, Shirley Robertson, Leah Merjil, Michael Miller, Kim Tran, Candace Sims, Monique Vega, Denise Gonzales, Shay Wilson, Dennis Brotman, Lisa Sumlin, Caryn May, Trudy Wagner, Dan Thorne, Dennis Brotman, Janelle Gonzales, Debra Gilmore,		

Agenda Item & Presenter	Findings and Discussion	Decisions and Recommendations	Person Responsible/Due Date
Call to Order & Introductions	The meeting was called to order at 10:00 a.m.	None	Belen Fuller
Review of Minutes and Handouts	Minutes were approved.		Belen Fuller, Cindy Coons

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DMH Updates Elizabeth Fitzgerald	• To correct a billing call RMD or void the claim at the provider level. (see RMD Bulletin) • DMH now has contractual authority to distribute money without having to go to Board of Supervisors – resolved thanks to the County Council.	None. Informational only	Contract Providers to use RMD Bulletin as guide to void claims.

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QIC update **Belen Fuller**	Several handouts were reviewed and distributed: 1. Clinical Records Bulletin 2. Performance Outcome Surveys received by State DMH – May 2007 3. Service Areas Quality Improvement Committee Schedule of Meetings 4. Updated Service Location Codes from the IS Codes Manual 5. Integrated System News Bulletin (New Place of Service and Facility Type) 6. RMD Bulletin (Voiding and Rebilling Medi-Cal Claims) 7. Clinical Records Bulletin (Dec. 3, 2007) 8. LA County Dept. of Auditor-Controller Contract Monitoring Compliance Review 9. DMH Memo-Jan 08 Implementation of Performance Based Outcomes Measurement 10. State Performance Outcomes-Summary Report by Service Area 11. MHSA Implementation Study: Phase II 12. Quality Improvement Work Plan for 2008 (Executive Summary) 13. Quality Improvement Work Plan Evaluation for 2007 and QI Work Plan for 2008 (full plan) 14. Request to Change Provider report 15. Program Review: Quality Improvement Profile 16. QI Program- Service Area Quality Improvement Committee	Informational	. Contract providers will use hand-outs as guide to implement at agency level.

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QIC update **Belen Fuller continued**	If a mistake is made on a clinical note, the new protocol is as follows: single line through the error, write "mistaken entry," first initial, last name and title. This new way of noting documentation errors can be found on the Medical Records Bulletin on website, under Standards and Records/QA. Starting 1/08 Performance Based Outcomes will be collected for baseline data. Next year will begin to evaluate contract amount based on outcomes. State surveys encourage providers to participate, to feed data up because it effects the evaluation of your contract. School based and Outpatient services in the field have raised concern that there is no way to capture these client surveys. Intra-net services – everything happening with QI will be posted online. Program Support Bureau is where QA and QI will be posted. "Performance Survey" (see handout on Jan 08 Performance Based Outcomes Measurement): One person within your agency should coordinate the data collection because so use and completion of data is readable. There is a pilot program to help train consumers how to complete the surveys. Auditor-Controller (see handout on Contract Monitoring): Review QI links on Intra-net. Make sure these are printed, read and on-site at each provider location. There is an Executive Summary (see handout) that summarizes the full manual. Keep this information current, including QI Committee handouts for Countywide QIC vs. your Service Area meetings.		

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QIC update **Belen Fuller continued**	MHSA Phase II (see handout): Please review the MHSA Executive Summary Nov 07 handout. Note the 6 domains with highlights on satisfaction surveys, clinical goals, and continuity of care. Reminder that when consumers discharge from psychiatric hospitals they need to be seen and evaluated within 7 days. Reminder to report Change of Provider data even if no changes were requested. Providers only need to report if the consumer is requesting the change.	Informational	N/A
TBS Presentation **Esther Lee/Kathy Moon** **ISSUES/CONCERNS**	Esther and Kathy presented on how to make a referral for TBS services. Handouts included the Referral for TBS form and a list of TBS providers by Service Area. Providers were encouraged to keep the contact information updated through their TBS liaison. Discussion included how to access TBS services, reminding the QIC that MHS services must also be in place in order to receive TBS. A release of information is needed (signed by consumer's attorney if a minor) to refer to TBS. A Consent for services does not cover this, you must use a separate release form.	Informational	Providers will know referral process for TBS
Agenda Items Recommended for next Meeting	Belen will try to get an Auditor-Controller representative to present at a future QIC meeting. Someone raised the question whether DMH staff is available to do documentation training at agencies. Belen encouraged providers to let your liaison know if you need training support. Liaisons can consult on a case, but cannot do formal trainings for your agencies.	Schedule presenter if available	Belen Fuller or designee

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Respectfully submitted,

Belen Fuller, LCSW