



Quarterly Countywide Children’s Quality Improvement Committee (QIC)
Facilitators – Debra Mahoney, Lisa Harvey, Mary Crosby and Susan Cozolino

May 15, 2014
10:00am– 12:00pm

600 S. Commonwealth Ave.
2nd Floor Conference Rm. 113
Los Angeles, CA 90005

<u>SUBJECT</u>	<u>DISCUSSION</u>	<u>DOCUMENTS</u>
Welcome and Introductions	The meeting was called to order. Attendees introduced themselves and minutes were reviewed and approved.	Handouts were distributed.
Updates from the County Quality Improvement Division (QID)	<u>External Quality Review Organization (EQRO)</u> : Pursuant to Title 42 of the federal Medicaid requirements for managed care programs, the QID team has just completed the EQRO process. This included multiple sessions with DMH and Contract Providers, in an effort to demonstrate our efforts toward improving the lives of the consumers and families we serve: especially in the areas of access, timeliness, quality and outcomes.	
Service Area (SA) Directories	<p><u>SA Directory Updates</u>: The QID is continuing to update the SA Directories. Providers are reminded to periodically review the Provider Directory by Service Areas on the DMH website. To update this information, click on the link below:</p> <p>Network of Care http://losangeles.networkofcare.org/mh/services/index.aspx This site is open to the public. DMH/Contract Providers can add new Providers or change existing information. After clicking the link above, left click Add or Correct Info on the left-hand side of the page. This opens to a new page that gives instructions how to change information. Do not click on the alphabet letters. Instead, type the agency name in the space provided. On the right-hand side of the page, under Add To Favorites in PHR, click on the link Edit This Listing and follow the directions. Add as much information as needed before pressing Submit. Changes are reviewed and approved by DMH, and as appropriate, are updated in the Provider Directory by Service Areas.</p>	
Cultural Competency Committee	<p><u>Cultural Competency Committee (CCC)</u>: The CCC has created six work groups. Meetings are held every month at DMH Headquarters, 550 South Vermont Avenue. To be added to the e-list, send a request to Leticia Ximenez at: LXimenez@dmh.lacounty.gov (213) 738-4440. Providers are encouraged to attend these meetings.</p>	<p>National Standards for Culturally and Linguistically Appropriate Standards in Health and Health Care</p> <p>CCC 2014 Meeting Schedule</p>
Patients’ Rights Office (PRO)	<u>PRO</u> : The warehouse will hold all new orders until July, and will begin distributing	

<p>Quality Assurance (QA) versus Quality Improvement (QI)</p> <p>DMH QI Work Plan CY 2014</p> <p>Hollygrove/EMQ FamiliesFirst QI Process</p> <p>Recognize, Intervene, Support, Empower (RISE) Initiative to Reduce Long-Term Foster Care for LGBTQ youth</p> <p>Next Countywide Children's QIC on August 21, 2014</p>	<p>stapled documents, rather than booklets. They are requesting that Providers pick up their orders. Envelopes for client packets may be obtained from PRO. Beneficiary forms in various threshold languages can also be downloaded from the PRO website. By clicking on the DMH Internet Site and putting the cursor over Our Services, in the right-hand column, under Resources, the Patients' Rights Office link can be found. Document links are located at the bottom of the PRO webpage. Agencies are reminded to continue providing all required documents to clients.</p> <p><u>Innovations in Recovery Conference</u>: The 3rd Annual Innovations in Recovery Conference will be held on June 23, 2014 at the California Endowment Center.</p> <p><u>QA versus QI</u>: Mary Crosby, QID, presented information on the differences between QA and QI, and reviewed the DMH QI Work Plan, Calendar Year (CY) 2014.</p> <p>QA is a top-down process driven by regulatory and accrediting agencies. It relies on inspections to identify errors and focuses on who is responsible. QI employs a shared governance model and focuses on improving the whole system. Problems and needs are identified and corrected by continuous evaluation, clarification and improvement of operations.</p> <p>The QI handbook and QI Policy 105.1 are in the process of being revised. The DMH website: http://dmhhqportal1/sites/ppsb/QI/default.aspx identifies the six areas targeted by DMH QID for continuous quality improvement: service accessibility, service delivery capacity, beneficiary satisfaction, clinical issues, continuity of care and provider appeals.</p> <p><u>Hollygrove/EMQ FamiliesFirst QI Process</u>: Lisa Harvey, Quality Support Manager, presented information on the agency's various QI processes.</p> <p>Providers were asked if they would be willing to take turns volunteering to present information on a QI project being implemented at their agencies. A QI questionnaire was distributed to serve as a set of talking points to help guide these presentations.</p> <p>Kathleen Kim, Director of Quality Assurance at Counseling 4 Kids, has agreed to present at the November 20, 2014 meeting.</p> <p>Erica Rodriguez and Jessica Correa, from the RISE Initiative, spoke about the services they offer for LGBTQ youth, ages 5-19, with open LAC DCFS cases. Their staff is available to provide advocacy for youth and training for mental health providers who are working with this population. Contact information is found at the end of the attached power point.</p> <p>The next Countywide Children's QIC will be held at 600 S. Commonwealth Ave., 2nd floor Conference Room 113, on Thursday, August 21, 2014 from 10 AM-12 PM. Jennifer Hallman, from the QA Division, will present information on the upcoming changes in DMH Documentation Policy. Please RSVP to me via email, by August 1, 2014, so we can plan accordingly.</p>	<p>3rd Annual Innovations in Recovery Conference</p> <p>QA versus QI</p> <p>QI for Mental Health: World Health Organization</p> <p>DMH QI Work Plan CY 2014</p> <p>QI Questionnaire</p> <p>RISE Power Point</p>
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