COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH

Service Area II Adult Program Quality Improvement Committee

MINUTES – TUESDAY, November 15, 2007

Facilitator – Kimber Salvaggio Co-Chair
Co-Chair- Luann Rollens

Present		**Absent**		**Other(s)**	
Amy Kress	DMH UCSP	Dominique Eugene	PACS	Ted Wilson	DMH QIC
Beth Briscoe	DMH SA 2 Admin	Leslie Dimascio	SFV, Inc.		
Cheryl Driscoll	Hillview MHC	Marilou Joguilon	DMH Progam Support Bureau		
Deborah Foulks	DMH – UCSP				
Denise Greenspan	Hillview MHC				
Elizabeth Bower	DMH WVMHC				
Emma Caparros	DMH – SFMHC				
Jim Randall	DMH O & E				
Julie Jones	Hillview MHC				
Karen Sammon	Jewish Family Services				
Kimber Salvaggio	DMH – SA II				
Liza Delmas	Child & Family Center				
Luann Rollens	ECDA				
Marina Geozalyan	Verdugo MHC				
Melanie Coleman	Tarzana Tx Ctr				
Michelle Loguinsky	Topanga West				
Teresa Quijano	DMH QIC				

SUBJECT	DISCUSSION	ACTION AGREEMENTS/DECISIONS

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1. Lots of handouts	• Addendum to case conference FSP, ACT not included in thresholds for team conference • New revenue management kit- for kids • Packet on AB2034 • Year III EQRO highlights- exempt practice Yearly Directly operated and contracted Data systems, charts, etc. ➢ Copies of survey info Ted to go over in detail later in the meeting	
2. Ted Liz Emma	• Last day of surveys Will utilize surveys in the pay for performance contracts Develop baselines 2009- performance based contracts DMH and contract providers. QUESTION: will include MHSA surveys In phase I • Wellness surveys came out at the same time- Difficult for clients and staff Wellness survey in February/May • Well Q had to be translated into Spanish Not enough time for those working, school Needed more time for clients	

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	• Kimber will advocate to timing of surveys • Jim Randall: create press release on whose doing surveys • Beth Briscoe: suggests advocating to Ted's office • Denise at HMHC concern: in the validity and reliability of the tests. Is data accurate? Long surveys for mentally ill clients. Studies on who is captured in studies? How will information be used? Number of surveys submitted down can result in cuts by SAMSA. Use consumers, students to help with surveys. • Factor analysis Ten fact similar for all Service Areas For QA should not wait for something to go wrong QI is proactive Factor 8 CH perception on their participation in our treatment plan. SA 1,000- 1,500 clients Families for children are being surveyed Suggestion to have families also do surveys for adults • Child surveys Using questions not included before Side effects questions • Perception • Two schools of thoughts- "You don't have to be sick to get better" or don't fix it if it's not broken • Copy of work plan goals! In every packet- Monitoring what needs to be monitored Include in QI handbook	

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	• Medi-Cal is looking at QA • MHSA surveys for field work consumers (future agenda item- family members) • Web-based surveys • QI= process! Brainstorm • Get staff to "buy in" to survey • Dealing with burnt out staff- change in thinking/ paradigm • QI- work smarter not harder	
3. Teresa	• Handouts Transformation Client feels being served better- quality • Results of State Review (Medi-Cal Review) January-February 2006 Every three years Need to look at highlighted areas • EQRO- External Quality Review Once a year Recert – every 3 years Medi-Cal every three years EQRO- every year February/April EPSDT- annual • Auditor Controller Reviews:	

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	Example given of SA VIII- AC asked for list of QIC members Why didn't certain members attend? Program review- system charts and contract audits 24 hour notice From Los Angeles County Triggered by complaints; finance Fiscal audit Program revenue QI • CalWORKs audits are annual • Federal audit by office of Inspector General CMS • Non-hospital services • Quarterly status report All areas being monitored Annual beneficiary grievance/appeal report	

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Notes taken by: Marina Geozalyan
Scribed by: Colleen Castro
Submitted by: Kimber Salvaggio