

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5**

**QUALITY IMPROVEMENT COMMITTEE
January 9, 2007**

AGENDA

- | | | |
|--|----------------------------|-----------|
| I. Welcome and Introductions | Patrice/Jessica | (5 mins) |
| II. Review of Minutes | All | (10 mins) |
| III. Program Announcements | All | (10 mins) |
| IV. SA 5 QIC Project | Jessica/Patrice | (15 mins) |
| V. State Performance Outcome Surveys | Patrice | (10 mins) |
| VI. DMH Updates
Upcoming State System Review
Upcoming Outpatient Adult Audit
Procedure Code Updates
New DMH Form | Ted/Patrice | (20 mins) |
| VII. FSP Presentation | Maureen Cyr/Rachel Melvald | (30 mins) |
| VIII. CCCP Draft Review | All | (15 mins) |
| IX. Recent Audit Review Updates | All | (15 mins) |
| X. Next QIC Meeting | Jessica/Patrice | (5 mins) |

The next Service Area 5 Quality Improvement Committee meeting will be held on March 6, 2007 at Didi Hirsch Community Mental Health Center located at 4760 S. Sepulveda Blvd. Culver City, CA from 9:00AM -11:00AM.

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE

January 9, 2007

Minutes

Draft

In Attendance:

Patrice Grant, DMH
Jessica Wilkins, Alcott Center
Nilisa Gallardo, DMH-Edelman (Child)
Karen Williams, DMH
Mike Tredinnik, Didi Hirsch
Stacey Pachter, Didi Hirsch
Senta Kreger, OPCC
Martha Andreani, St. John's CFDC
Dorothy Berndt, St Joseph Center
Loretta Herndon, St. Joseph Center
Eloisa Ramos-Robles, UCLA Ties for Adoption
Jasmina Moore, Kayne-Eras
David Kneid, Exodus Recovery
Barbara Hold, Step Up On Second
Ted Wilson, DMH-PEQIC
Windy Gaston, The HELP Group
Kim Fuller, The HELP Group
Cheryl Carrington, Vista Del Mar
Rachel Melvald, DMH
Mariko Kahn, PACS
Ted Cannady, DMH
Jennine Holzknecht, Homes for Life
Maureen Cyr, DMH

Review of Minutes:

Participants reviewed and approved minutes for November 2006. Patrice distributed final approved minutes for September 2006.

Program Announcements:

Ted Wilson announced that PEQIC would be moving their office to 695 S. Vermont Ave. The Help Group announced that Kim Fuller is the new Clinical Director for SA5.

SA 5 QIC Project

Karen Williams reminded all of the providers of their obligation to participate in the current SA5 QIC Project. Patrice and Jessica inquired about who had completed the training and the accompanying logs. For those agencies that still needed the training, a sign-up sheet was circulated for all the remaining providers to sign-up for the training.

The goal is to have all of the SA5 providers trained before the next EQRO visit in April 2007. Patrice will give the list of agencies and contact information to Slettie Jones to arrange the trainings. Patrice has also agreed to resend, via email, the logs to each of the providers to ensure that they have a copy before the training takes place.

State Performance Outcome Surveys

Patrice provided a summary of the total number of surveys submitted for the SA. Although all of the providers submitted surveys, the numbers for the SA have decreased slightly over the past few periods. It is uncertain whether this decrease is a result of more services being delivered in the field or other extraneous variables. Ted distributed the "State Performance Outcomes-Summary Report by Service Area". This summary was from the May 1, 2006 - May 12, 2006 collection period. He also distributed a document titled "Recommendations" whereby he has summarized data based on the lowest subscale scores for the four different survey types (e.g. Adult, Older Adult, Youth, and Family). He also suggested that QA could focus on these projects in the future. He also informed the group that he could be contacted for more agency specific data. Mariko Kahn noted that her agency provides services in at least eight languages, of which the Performance Outcome surveys are not available.

DMH Update:

Ted Wilson distributed a packet of information titled "Quality Improvement Toolkit 2006". This packet included a number of handouts and explained Quality Assurance versus Quality Improvement. There were other items included such as a "Roadmap to a PIP", EQRO PIP Outline, Resources, and an article titled "Strategies & Innovations for Successful Quality Improvement in Behavioral Health". Ted also distributed a memo from the Patients' Rights Office regarding the Request for Change of Provider, the Policy (No 200.2) and monthly log. Patrice distributed a State DMH Information Notice No: 6-16 regarding EPSDT Chart Audits for Fiscal year 2006-2007. In addition, Patrice distributed a memo from Dr. Southard regarding Team Conference/Case Consultation service thresholds. Jessica noted that ATCMS was not listed under the "specialized Services" that are permitted more extensive team conference, and asked if it could be included, if this was an oversight. Karen Williams said she would seek clarification regarding this issue.

Upcoming State System Review- This review will focus on access to mental health services and Quality Improvement Plan for Los Angeles County. This State System Review will be held January 29 through February 2, 2007. Patrice distributed a "Review Protocol" for this process (Section I).

Upcoming Outpatient Adult Audit-The State Department of Mental Health will be auditing 80 adult charts from Los Angeles County. They will audit 40 charts from February 5 through February 9, 2007. Then, they will return and audit 40 more charts from February 26 through March 2, 2007. Patrice distributed a "Review Protocol" for this process (Sections A-H).

Procedure Code Updates- A Quality Assurance Bulletin went out regarding a modification in the Medication Support Code definitions. The changes affect coding for prescription services only. These changes are effective January 1, 2007. Please refer to the new Procedures Codes Manual dated December 18, 2006 for all other codes. Patrice distributed a "Compliance Bulletin" No. 06-I Regarding "Accurate Usage of Procedure Codes" sent to providers by Judith Weigand.

New DMH Form- A Caregiver's Authorization Affidavit form is under draft to be used when caregiver's, who may physical custody of a minor, are not the legal guardians. This form will most likely be used in cases where a minor is residing with a relative caregiver by whom the parents have made an informal arrangement with the caregiver. It may also be used when the parent's whereabouts are unknown. This affidavit will allow a caregiver to consent for treatment when they are not the minor's legal guardians.

FSP Presentation

Karen Williams began the presentation with an overview of Proposition 63, which led to the MHSA. She also talked about the stakeholders' process, which led to the FSP for the underserved, unserved, and inappropriately served populations in LAC.

Maureen Cyr and Rachel Melvald presented on Full Service Partnerships (FSP) for Adult, TAY, and Children. They discussed referral criteria for each age group, focal populations, and the referral process. Lastly, they noted that IMPACT meetings are now being held in each SA to screen for the FSP slots available to the SA.

CCCP Draft Review

Jessica reviewed the new CCCP with the QIC members. Feedback was given and taken into account. This information will be transmitted to the Office of the Medical Director who is spearheading this process.

Next QIC Meeting:

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