

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

QUALITY IMPROVEMENT COMMITTEE
May 1, 2007

AGENDA

- | | | |
|---|-------------------|-----------|
| I. Welcome and Introductions | Patrice/Jessica | (5 mins) |
| II. Review of Minutes | All | (10 mins) |
| III. Program Announcements | All | (10 mins) |
| o Update Trouble Shooter Roster | | |
| IV. Step Up On Second | Barbara Hold | (10 mins) |
| o Client Run Center | | |
| V. EQRO Update | Karen J. Williams | (10 mins) |
| VI. DMH Updates | Ted Wilson | (15 mins) |
| VII. State Performance Outcome Surveys | Ted/Patrice | (10 mins) |
| VIII. DMH Policy and Procedures | Patrice/Jessica | (15 mins) |
| o Quality Assurance Bulletin (No. 07-1) | | |
| ▪ Accurate Usage of Individual Psychotherapy vs. Individual Rehab procedure codes | | |
| o Quality Assurance Bulletin (No. 07-2) | | |
| ▪ Inappropriate Claiming of Out-patient Services when client is in a 24-hour facility | | |
| o DMH Website (Where to find) | | |
| ▪ Organizational Providers Manual | | |
| ▪ Procedures Codes Guide | | |
| IX. Discussion about QI and QA Issues | All | (30 mins) |
| o Quality Improvement | | |
| o Quality Assurance | | |
| X. Next QIC Meeting | Jessica/Patrice | (5 mins) |

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 10, 2007 at the DMH- WLA GI Office located at 11388 W. Olympic Blvd. Los Angeles, CA from 9:00AM - 11:00AM

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SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE

May 1, 2007

Minutes

In Attendance:

Patrice Grant, DMH
Jessica Wilkins, Alcott Center
Ted Wilson, DMH-PEQIC
Michi Okano, PACS
Cheryl Carrington, Vista Del Mar
Nilsa Gallardo, Edelman – Child
David Kneip, Exodus Recovery
Loretta Herndon, St. Joseph Center
Karen Williams, DMH
Stacey Pachter, Didi Hirsch
Eloisa Ramos-Robles, UCLA Ties for Adoption
Kim Fuller, The HELP Group
Nicole Ryan, The HELP Group
Rachel Melvald, DMH
Dorothy Berndt, St Joseph Center
Steve Jacobson, Edelman – Adult
Barbara Hold, Step Up On Second
Jasmina Moore, Kayne-Eras
Elizabeth Harris, Kayne-Eras
Jennifer Wolfe, Homes For Life

Review of Minutes:

Participants reviewed and approved minutes for March 2007. Patrice distributed final approved minutes January 2007.

Program Announcements:

It was announced that Dorothy Berndt was named “Social Worker of the Year” for Region H and for the State.

Trouble Shooter Roster:

At the last QIC, there was request to update this roster due to recent changes within several agencies. Patrice asked about changes then noted the corrections on the current “Trouble Shooter Roster”. Patrice will make the recommended changes and distribute the updated list at the next meeting. There were a few agencies that noted they would email the changes within their agency once confirmed with the Program Manager at that particular agency.

Step Up On Second/Client Run Center:

Barbara Hold announced that Step Up On Second was awarded the contract for a Client Run Center in SA5. Their current facility in Santa Monica will not accommodate this new program. Thus, they are in the process of looking into some possible sites for their new program. Barbara asked the group for input into possible locations for their new site. In addition, she informed the group that she is open to sharing space with another agency if all of the needs of the contract are met.

EQRO Update:

Karen Williams shared her impressions of the recent EQRO visit to the SA along with the presentation of our Performance Improvement Project (PIP). The team visited both the Child and Adult Clinics at Edelman WMHC and spent the second day at Didi Hirsch and Vista Del Mar. They were very impressed with the focus groups that they met with at all of the agencies. Several questions were raised about the PIP most of which related to the distinction between a PIP and a more general needs assessment. Karen noted that there will be a final written report with all of their findings coming soon with an opportunity for us to review and provide feedback. Ted added his impressions about the EQRO visit as well.

State Performance Outcome Surveys:

Patrice noted the State Performance Outcome Survey Implementation begins May 1st through May 14, 2007. Ted Wilson conducted the trainings for all of the Service Areas. Ted distributed the California Performance Outcome Surveys Training packet. He also explained how to obtain surveys from the DMH website. Patrice stressed that the surveys need to be submitted to her by May 24, 2007. If additional information is needed, please contact Ted at (213) 251-6883.

DMH Policy and Procedures:

Patrice and Jessica announced and distributed two new DMH Quality Assurance Bulletins. The first **Quality Assurance Bulletin (No. 07-1)** titled "Accurate Usage of Individual Psychotherapy versus Individual Rehabilitation Procedure Codes" underscores the distinction between the two codes and who is eligible to bill under these codes. The second **Quality Assurance Bulletin (No. 07-2)** titled "Inappropriate Claiming of Outpatient Services When Client is in a 24-Hour Facility" explains actions that out-patient providers need to take to ensure that 24-hour facility claims do not get denied.

In addition, Patrice distributed information about the new DMH Website and where to find the Organizational Providers Manual and Procedures Codes Guide.

Discussion about QI and QA Issues:

Ted discussed how the CC/CP had been a QA project and gave examples of other QA issues including how adults are using fewer services as compared to children. This may reflect an access issue that could be addressed on a larger scale. Patrice and Jessica asked the group how they would like to proceed with addressing the QI Work

plan and Goals for 2007. The group discussed and decided to incorporate at least one of the six goals into each agenda to discuss service area specific Quality Improvement goals. Agency representatives requested an Integrated Behavioral Health Information System (IBHIS) presentation at our next QIC meeting. Patrice will contact Paul Arns to ask him for a presentation at our next QIC meeting.

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Noted and Approved:


Patrice M. Grant, Ph.D., QIC Co-Chair


Jessica Wilkins, MFT, QIC Co-Chair