

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

QUALITY IMPROVEMENT COMMITTEE  
July 10, 2007

AGENDA

- |   |                 |           |
|---|-----------------|-----------|
| I. Welcome and Introductions  | Patrice/Jessica | (5 mins)  |
| II. Review of Minutes   | All             | (10 mins) |
| III. Program Announcements <ul style="list-style-type: none"><li>• "Trouble Shooter Roster"</li></ul>   | All             | (10 mins) |
| IV. DMH Updates   | Ted Wilson      | (15 mins) |
| V. Integrated Behavioral Health Information System (IBHIS) Update<br>Presenters: Paul Arns and Karen Bollow   |                 | (35 mins) |
| VI. DMH Policy and Procedures <ul style="list-style-type: none"><li>• "Organizational Provider Manual"</li></ul>  | Patrice/Jessica | (5 mins)  |
| VII. Discussion about QI Work Plan Goals <ul style="list-style-type: none"><li>• Capacity, Accessibility, Satisfaction, Clinical issues, Continuity of care, Provider appeals</li></ul> | All             | (35 mins) |
| VIII. Next QIC Meeting  | Jessica/Patrice | (5 mins)  |

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 11, 2007 at Didi Hirsch CMHC located at 4760 S. Sepulveda Blvd Culver City, CA from 9:00AM - 11:00AM

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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  
Martha Andreani, St. John's CDC  
Karen Williams, DMH  
Stacey Pachter, Didi Hirsch  
Eloisa Ramos-Robles, UCLA Ties for Adoption  
Eugenia Tsao, UCLA Ties for Adoption  
Kim Fuller, The HELP Group  
Nicole Ryan, The HELP Group  
Dorothy Berndt, St Joseph Center  
Barbara Hold, Step Up On Second  
Jasmina Moore, Kayne-Eras  
Elizabeth Harris, Kayne-Eras  
Anabel Aispuro, DMH  
Rissa Abriam, DMH  
Karen Bollow, DMH  
Paul Arns, DMH

Review of Minutes:

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

Program Announcements:

Patrice inquired about any changes to the current "Trouble Shooter Roster" then noted corrections. Changes will be made and an updated list will be distributed at the next QIC meeting.

DMH Updates:

Ted announced that the PEQIC will now be called "Quality Improvement". Ted distributed Policy #200.2 "Request for Change of Provider". He also distributed a 2007 First Quarter Report that listed the agencies that sent in the required information.

He reviewed the portion of the policy that describes specific instances when the Request for Change of Provider is to be completed by the client. Request Forms must be readily available to consumers at the reception area at each Provider site. In addition, Monthly Logs need to be faxed at the end of each month to the Patients Rights Office at (213) 365-2481. Monthly logs must be faxed even if there were no requests for a change in provider and thus the log would appear blank but a check mark is needed at the top near month and year.

Integrated Behavioral Health Information System (IBHIS) Update:

Paul Arns and Karen Bollow from the Office of the Medical Director gave a presentation that focused on the IS technology requirements along with the projected roll out dates. Each agency needs to assess their EDI readiness and develop a strategy for this to take place by September 2007. Each agency must have a designated EDI contact person. In addition, Karen Bollow invited providers to a CPTT workgroup where agencies come together to share information about vendors and other EDI issues. The workgroup meets the 3<sup>rd</sup> Tuesday of every month. Paul Arns noted that he would forward his PowerPoint presentation to Patrice who could then forward to the QIC members.

DMH Policy and Procedures:

Patrice followed up from last meeting and asked Norma Fritche's office for extra "hard copies" of the Organizational Manuals. Patrice was informed that they are not "warehousing" them any longer and thus agencies should download them off the DMH website. This Manual is located under Provider Tools.

Discussion about QI Work Plan Goals:

Patrice and Jessica redistributed the Quality Improvement Work plan Goals for 2007 and asked about related clinical issues. Jasmina brought up a relevant clinical issue regarding children who need a higher level of care. The group discussed the issue.

Next QIC Meeting:

There was a consensus that the next QIC meeting will be held Tuesday, September 11, 2007 since the first Tuesday of September is the day after Labor Day. The next meeting will return to Didi Hirsch CMHC located at 4760 S. Sepulveda Blvd. Culver City, CA from 9:00AM - 11:00AM

Noted and Approved:

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

  
Jessica Wilkins, MFT, QIC Co-Chair