

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

QUALITY IMPROVEMENT COMMITTEE
September 11, 2007

AGENDA

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|---|-----------------|-----------|
| I. Welcome and Introductions | Patrice/Jessica | (10 mins) |
| II. Review of Minutes | All | (10 mins) |
| III. Program Announcements | All | (10 mins) |
| IV. DMH Updates | Ted Wilson | (20 mins) |
| V. DMH Policy & Procedures | Patrice/Jessica | (10 mins) |
| • CiMH –EPSDT Documentation Manual Training (9/19/07) | | |
| VI. Discussion about QI Work Plan Goals | All | (55 mins) |
| • Capacity, Accessibility, Satisfaction, Clinical
Issues, Continuity of Care, Provider Appeals | | |
| VII. Next QIC Meeting | Patrice/Jessica | (5 mins) |

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

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SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE

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Minutes

In Attendance:

Patrice Grant, DMH
Jessica Wilkins, Alcott Center
Ted Wilson, DMH-PEQIC
Kim Fuller, The HELP Group
Cheryl Carrington, Vista Del Mar
Sawako Nitao
Loretta Herndon, St. Joseph Center
Martha Andreani, St. John's CDC
Jeff Kohn, DMH
Elizabeth Harris, Kayne-Eras
Jasmina Moore, Kayne-Eras
Nilsa Gallardo, Edelman – Child
David Kneip, Exodus Recovery
Dorothy Berndt, St Joseph Center
Barbara Hold, Step Up On Second
Eloisa Ramos-Robles, UCLA Ties for Adoption
Mark Rodriguez, Didi Hirsch
Michi Okano, PACS
Karen Williams, DMH
Nicole Ryan, The HELP Group
Jennifer Shaner, Homes for Life

Review of Minutes:

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

Program Announcements:

Jasmina Moore announced that Kayne-Eras will be merging with the Exceptional Children's Foundation (ECF). The agency's new name will be ECF. Kayne-Eras will be a division of ECF. Michi Okano announced they have openings in their Children's FSP program which is a Collaborative with Asian Pacific Alliance. If you have any questions or want to make a referral, please contact Michi Okano at PACS.

DMH Updates:

Ted announced that Norma Fritsche's team will no longer be responsible for Program Reviews. Instead, the Auditor Controller's office will be responsible for doing these

reviews. However, Norma's team will continue to do the Medi-Cal Certifications and Re-Certifications.

Ted distributed several handouts. His first handout, "Request to Change Provider Report" listed an agency name and actual number of requests that were made to change the rendering provider at that agency. Some of the agencies in attendance noted they had faxed their requests to Patients' Rights but did not see their agency listed on this particular report. When asked about this matter, Ted offered to present this issue to the Patients' Rights Office and report back his findings. His second handout titled, "California External Quality Review Organization (CAEQRO) LAC Mental Health Plan", highlighted findings from the April 2007 Los Angeles County visit. The group reviewed the findings which had previously been discussed following the exit conference. The third handout addressed, "Reasons for Recoupment in Fiscal Year 2007-2008". It was noted that there were no significant changes to the criteria for recoupment. In addition, Ted presented the "Findings for the Review Protocol for Consolidated Specialty Mental Health Services distributed by State Department of Mental Health Program Compliance/Medi-Cal Oversight. Ted elaborated on the "Out of Compliance" Protocol items and questions regarding Quality Improvement. Lastly, Ted addressed the State Performance Outcome Surveys return rate and highlighted that overall fewer surveys were completed in SA5. Of specific concern was that Older Adults had a significant decrease in the number of surveys submitted. The group discussed this issue and the variables that might have contributed to these rates. One provider asked that if some providers had given older adults the adult survey, would the data be measured in the appropriate category, since it was previously believed to have been acceptable to use the forms interchangeably. Ted noted that this procedure was not acceptable and that this would cause data to be skewed. It was suggested that older adult services are offered in the field, and thus these older adults would not be included in the outcome survey distribution totals. Providers discussed ways to increase participation in surveys being completed this November.

DMH Policy & Procedures:

An announcement was made regarding the upcoming CIMH – EPSDT Documentation Manual Training on September 19, 2007 at the Marriott in Burbank. Several providers noted they had registered for the training and planned to attend.

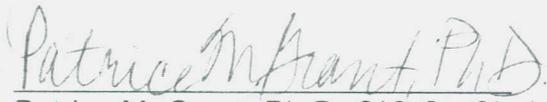
Discussion about QI Work Plan Goals:

The group discussed Quality Improvement Work Plan goals for 2007. Issues identified by LAC DMH were discussed regarding clinical experiences in this service area. The monitoring of service delivery capacity and accessibility were discussed. Jeff Kohn discussed concerns about the length of time between dates of discharge from acute hospitalization to next out-patient appointment. He noted the National standard is within 7 days of discharge. Most of the agencies reported that if they were aware that their existing client was hospitalized, then they were typically seen within 2 days of discharge. This raised questions on how the data was collected across LAC. Additional questions were raised as to whether the data was taken from the IS system. It was noted that this information may be skewed since all of the providers, including FFS

psychiatrists, may not be utilizing the IS system. It was also noted that cases discharged from hospitals may take time to be opened in the IS system and that the dates may not be visible right away. Others noted that some of these clients may be engaged in programs whose billing is not reflected in the IS system (e.g. Veterans).

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Noted and Approved:


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


Jessica Wilkins, MFT, QIC Co-Chair