



County of Los Angeles – Department of Mental Health  
Service Area 7

Quality Improvement Committee

June 19, 2007  
Rio Hondo Mental Health  
2:00-4:00pm

AGENDA

- |  |                              |
|--|------------------------------|
| I. Welcome and Introductions                       | Michelle Hernandez           |
| II. Review & Approval of Minutes                   | Michelle Hernandez           |
| III. DMH Update                                    | Lupe Ayala                   |
| IV. QI Update                                      | Ted Wilson                   |
| V. Performance Improvement Project                 | All                          |
| VI. Audit Updates                                  | All                          |
| <i>EHKI - EPSET AUDIT</i>                          | <i>BELVARDOS - CAU AUDIT</i> |
| VII. QA Issues                                     | All                          |
| <i>PROCEDURE CODES - BELFI - REFERENCE HANDOUT</i> |                              |
| VIII. Announcements & Provider Updates             | All                          |

Next Meeting: July 17, 2007 @ Rio Hondo Mental Health, 2:00-4:00pm

**County of Los Angeles- Department of Mental Health**  
**Service Area VII- Quality Improvement Committee**  
Rio Hondo Mental Health  
June 19,2007  
2:00 p.m. – 4:00 p.m.

**Facilitator:**

Michelle Hernandez

**Individuals Present:**

ALMA

Almansor

Asian Pacific Clinics

Community Family Guidance Center

Dept Of Mental Health

Dept Of Mental Health

Dept Of Mental Health

ENKI

HELPLINE Youth Counseling

Pacific Clinics

Penny Lane

Providence

San Antonio Mental Health

Misty Allen

Tasha Collins

Kanako Hamano

Tracy Schmidt

Lupe Ayala

Reina Vidaurri

Ted Wilson

Michelle Hernandez

Eva Estrada

Teri Bartlett

Scott Kazarian

Jan Sora

Phylis Noriega

**I. Welcome and Introductions:**

Introduction and start of meeting

**II. Review and approval of minutes:**

Minutes from April 17,2007 and May 15,2007 were reviewed and approved.

**III. DMH Updates:**

- Lupe Ayala shared that document training took place at Roybal Mental Health and included additional agencies (San Antonio MH, HELPLINE). Chris Warren and Lynette Richardson presented. Some Information provided on procedural codes.
- Trainings within the service are to continue and opportunity for other agencies to participate will be available.
- Consultants reviewed the procedural codes manuals for currency and appropriate use of codes. The goal is prepare an updates procedural codes manual.

- Lupe Ayala handed out brief reference guide on procedural codes. Brief discussion regarding billable activity and non-billable activity. Continued need for clarification on use of procedural codes as agencies shared conflicting information (i.e.: discharge summary, etc). Discussed possibly forming study group or spending brief period of time during QIC meeting to address/clarify these issues as they can impact client care.
- Robyn Kaye (chief Deputy Director) has taken over for Sheila Schiema (information provided through ASCHA).
- RFS #2 Children and TAY are currently in the middle of contract negotiations.

**IV. QI Update:**

- Ted Wilson announced that PEQIC has been changed to Quality Improvement Council.
- Request for change of provider forms were discussed. Agency's are not following requirements and submitting forms. This form is completed when the client is requesting a change in provider (i.e.: to another provider, could be psychiatrist, CM, therapist, etc within the agency as well). Discussed that forms are available online and will be updated.

**V. Outcome Surveys:**

Ted Wilson shared that surveys have been scanned. Outcome results are not available.

**VI. Performance Improvement Project:**

Discussed ways agencies were able to get clients to complete outcome surveys (i.e.: competition amongst agency for pizza party, extra points towards behavior, etc). Performance project will need to address increasing return rate for surveys for November 2007 compared to May 2007 return. Project will continue to be discussed at subsequent meetings.

**VII. Audit Updates:**

- Michelle Hernandez reviewed EPSDT audit. ENKI received 3 recoupments (no note, billing time to write release, family preservation report billed to medi-cal). 178 files were requested, but only 171 reviewed. Audit was quick and went well.
- Discussed future audits to look at recoupment for blended notes (watch billing non-billable activity and then adding line to make note billable).

**VIII. Miscellaneous:**

- Client care plans are in the process of being revised, but final copy has not been completed.
- Discussion about time frame for intaking clients was addressed. Different programs have different requirements. Lupe Ayala discussed putting together a list of these programs and time frames. Agencies shared struggle with hiring and turnover and impact on servicing clients.
- Information passed out on consent for service and release forms for dependent minors. Continued discussion needed to address concerns and ongoing questions regarding this.

The meeting was adjourned at approximately 4:00 pm.

Next QIC meeting to be held on July 17, 2007 from 2:00- 4:00 pm at Rio Hondo Mental Health Center

Minutes approved by: Michelle Hernandez Date: 7/17/07  
Michelle Hernandez, MFT  
ENKI Health & Research Systems, Inc.

Minutes taken by: Tracy Schmidt  
Community Family Guidance Center