

**Service Area 7
QIC Meeting
October 16, 2007
Minutes**

Facilitators: Michelle Hernandez and Lupe Ayala

Present:

Misty Allen	ALMA
Ann Ciesniewski	Almanson
Kanako Hamano	Asian Pacific Counseling
Leah Merjil	Bienvenidos
Jyoti Patel	Community Family Guidance Center
Swarana Amarasinghe	Clontarf
Ted Wilson	DMH
Lupe Ayala	DMH
Carol Sagusti	DMH
Michelle Hernandez	ENKI
???	Hathaway Sycamores
Eva Estrada	Helpline
Lorelyn Hambelton	Helpline Youth Counseling
Jordan Dunyasha	Homes for Life Foundation
Terry Bartlett	Pacific Clinics
Scott Kazarian	Pennylane
Jan Sora	Providence

I. Welcome and Introductions

- Called to order at 2:10PM
- Introductions by all present

II. Review and Approval of Minutes

- July 2007 Minutes approved
- September 2007 Minutes approved pending addition of dialogue regarding outreach and inclusion of clients/family members at QIC meetings.

III. DHM Update

- Case and team consultation threshold remains 180 minutes per quarter except for agencies listed as specialized outpatient programs; these agencies have increased threshold of 360 minutes per quarter (agencies listed in Appendix A, memo dated September 13, 2007). Note: the 180 minutes threshold does not include the first 30 days of service.
- PEI (Prevention and Early Intervention): program applies to all age categories/populations. Stakeholder representatives have been chosen; RFP pending. Providers requested to outreach to community members and invite to forums for input. Submit interested participants from community to Anna Suarez or Carol Sagusti.

IV. Quality Improvement Council Update

- Two service areas selected each year for summary report. Service Area 7 not selected but should be aware of questions for future case review.
- Penetration rates of concern (number of Medi-Cal clients divided by number of Medi-Cal eligible); our rates are low. Question arose regarding the expectation that providers see fewer indigent clients.
- Concerns regarding providers acting as a silo; sharing ideas with other providers needs to be part of practice in an effort to improve quality
- Inaccurate data collected on face sheets is a concern; this alters statistics and becomes problematic when services need to reflect Transformation of MHS
- Services needs to be evidenced based, thus line staff and supervisors need to gather data correctly.
- Noted point: clinicians and line staff are not adequately trained to interview and collect relevant data such as race/ethnicity. (Procedure/Code manual available at DMH website.)
- LA County is spending more money than any other county; analysis of type of services/duplication of service, etc needs to be in place to support dollars spent.

V. Outcomes Surveys

- Survey will be collected from November 1-15, 2007 (disregard variances in holidays for providers; this will not alter data results)
- Training on Survey for providers on 10/30 from 1:30-3:30 (Survey will be provided)
- Carol Sagusti will coordinate the survey collection, her contact number is (213) 738-3468
- DMH program staff available for site visits to assist (will contact agencies prior to visit).

VI. Performance Improvement Project

- Recruitment of clients and family members in Outcome Surveys essential to project
- Ideas shared regarding having clients be greeters and providing incentives for survey completion. Clubhouses and Wellness programs also noted as a viable option to include clients in survey collection.

VII. Engagement and Recruitment of Clients and Families for Service Area 7 Membership and Activities

- QIC meeting may need to be reframed/restructured to solicit interest and incorporate concerns of clients/families
- Suggestions: case presentation, therapeutic issues, Homes for Life presentation on housing.
- Suggestions on possible client/family candidates: SHARE, Backup, and Pacific Clinics' Quality Assurance Board (composed of clients/families)
- Lupe Ayala will contact Eduardo Vega at the Office of Consumer Affairs to discuss bringing DMH clients to SA 7 QIC meeting.

VIII. Service Area 7 Procedure Codes Study Group

- Proposal to form subcommittee to discuss areas of concern with coding, scope of practice and further clarification.
- Sign up sheet for subcommittee passed out; email will be sent for first subcommittee on procedure codes for November 20th at 1PM at Rio Hondo prior to QIC meeting.

IX. Audit Updates

- One provider was audited for Program Compliance; given a two- day notice; audit consisted of compliance with procedure codes and progress notes. Audit appeared to be positive in hopes of increasing compliance and accuracy in charting.

X. QA Issues

- Training of interviewers is vital to capture accurate data in face sheets
- Errors such as race/ethnicity are an issue possibly due to interviewers discomfort with approaching clients and mistaken assumption of ethnicity based on appearances.
- Hispanic and other groups are broken into further categories such as Mexican, El Salvadorian, Native American tribe, etc. and need to be captured to illustrate demographic served.
- A question came up regarding an agencies' move to an electronic record and the requirement to use the county COS form; the form they want to use, captures the info but is formatted differently; Carol Sagusti will follow-up with Chris Warren to see if the form could be used
- A question was asked re: travel time and school based services; Lupe Ayala to follow-up with Norma Fritche

XI. Announcements and Provider Updates

- Next meeting: November 20, 2-4PM at Rio Hondo Mental Health
- Subcommittee on Procedure Codes on November 20th at 1PM.
- Carol Sagusti suggested vote on moving Service Area 7 QIC to every other month; members agreed to remain at once monthly for continuity and regular members attendance in an effort to respond to QI issues effectively.

Minutes recorded by: Jordan Dunyasha, MSW, Team Leader
Homes for Life Foundation

Minutes Approved by: 
Michelle Hernandez, MFT
ENKI Health & Research Systems, Inc.