



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

Quality Improvement Committee

November 20, 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. Quality Improvement Council Update   | Ted Wilson                       |
| V. Merge of Quality Improvement and Quality Assurance  | Lupe Ayala                       |
| VI. Quality Improvement Project  | Lupe Ayala                       |
| VII. Client & Family Member Participation in the QIC <ul style="list-style-type: none"><li>• 10<sup>th</sup> Anniversary of the Office of Consumer Affairs</li><li>• Annual Hope &amp; Recovery Conference</li><li>• Client Coalitions</li><li>• Upcoming Empowerment Conference</li></ul> | Gwen Lewis-Reid                  |
| VIII. Procedure Codes Study Group – 1 <sup>st</sup> meeting summary  | Scott Kazarian                   |
| IX. Face Sheet Training & Review   | Carol Sagusti                    |
| X. Auditor Controller Review Requirements  | Lupe Ayala                       |
| XI. Clinical Records Bulletin  | Michelle Hernandez<br>Lupe Ayala |
| XII. Request for Change of Provider - Update   | Michelle Hernandez               |
| XIII. Outcome Surveys  | Carol Sagusti                    |
| XIV. Approved Department of Mental Health Clinical Forms & Sign-In Sheet for Copies of Forms   | Lupe Ayala                       |
| XV. Sept. EPSDT Training Review  | Carol Sagusti                    |
| XVI. Audit Updates   | All                              |
| XVII. QA Issues  | All                              |
| XVIII. Announcements & Provider Updates  | All                              |
| XIX. December Meeting & December Party   | All                              |

**Next Meeting: December 18, 2-4 @ Rio Hondo Mental Health  
(Procedure Codes Study Group 1-2)**

**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 20<sup>th</sup> 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.