



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

**Quality Improvement Committee**

**March 18, 2008  
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. Clinical Records Bulletin                       | Michelle Hernandez |
| V. Quality Improvement Council Update               | Ted Wilson         |
| VI. Committee feedback on potential QI Projects     | All                |
| VII. QI Work Plan - Executive Summary               | Lupe Ayala         |
| VIII. Tips for Talking to Children After a Disaster | Lupe Ayala         |
| IX. SA 7 School Based Update                        | Carol Sagusti      |
| X. DMH/Regional Center Collaborative                | Carol Sagusti      |
| XI. Performance Improvement Project                 | All                |
| XII. Procedure Codes Study Group                    |                    |
| XIII. Audit Updates                                 | All                |
| XIV. QA Issues                                      | All                |
| XV. Announcements & Provider Updates                | All                |

**Next Meeting: April 15, 2008 @ Rio Hondo, 2:00-4:00pm  
Procedure Codes Study Group – 1:00-2:00pm**

County of Los Angeles -Department of Mental Health  
Service Area VII  
Quality Improvement Committee  
March 18, 2008  
Minutes

Location: Rio Hondo Mental Health Center

Co-Chairs: Lupe Ayala and Michelle Hernandez

The meeting was called to order at 2:10.

**I. Welcome and Introductions.**

**II. Review and Approval of Minutes**

**III. Department of Mental Health Update**

- Lupe Ayala is participating in a Medication Work Group. The group noted that medication is an area of concern for the caregivers and clients as they don't necessarily understand the side effects of the medication. There will be a Medication Pilot Project that entails a client survey regarding the benefits and side effects of medication and an orientation and education regarding medication. Mary Stewart raised the issue of medication being outside the scope of practice for therapists. Lupe and Mr. Wilson stated that explaining the benefits and side effects of the medication is the responsibility of the physician, the nurse and the pharmacist; however, clinicians can help clients in formulating their questions and raising their concerns with the psychiatrist. The Pilot Project will focus on a directly operated program.
- Michelle informed the group that the revised Client Care Plan (CCP) is still pending and there is no tentative date on its implementation.
- Lupe informed the group that a representative from the Cultural Competency Plan suggested that QIC should have cultural competency experts. This was discussed in the countywide QIC and the district chief will decide on the issue.
- Michelle informed the group that effective July 1, 2008, the Department of Mental Health will no longer operate a Psychiatric Emergency Response Team (PMRT). Clinicians need to call the police department for emergencies. Provider should have a Memorandum of Understanding (MOU) with hospitals that are designated to hospital patients on involuntary

detentions. Irma Castaneda, District Chief from the Emergency Outreach Bureau (EOB) will be invited to speak on the changes occurring with EOB.

#### IV. Clinical Records Bulletin

Clinical Records Bulletin – Two revised formats of the Progress note (MH 515) are now available. Directly Operated Clinics must use this form in its original format. Contractors may use the DMH form or may use a form of their own making. The form-filled Progress Note (MH 515), revision date 2/6/08 is now available on the DMH Internet under Provider Tools. The NCR (Non-Carbon Required) Progress Note (MH 515NCR), revision date 11/9/07 is available in the Warehouse.

#### V. QI Council Update

- Mr. Wilson informed the group that there is a link between the Provider Logs on Request to Change Provider and the Outcome Surveys. There appears to be a positive correlation between providers who are submitting the provider logs and the higher score Providers receive on Cultural Competence.
- Mr. Wilson also discussed the suggestion to involve a Cultural Competency specialist in the Service Area VII QIC, which will be decided by the Department's district chiefs.
- Mr. Wilson informed the group that Service Area 6 and 7 were selected by EQRO (External Quality Review Organization). They will be coming to the area in the first or second week of May. They will spend each day with one DMH Contract Provider and one day with a DMH Directly Operated Program. They will not look at charts but will be talking to the employees of the organization. They will also be conducting focus groups with Latinos in Service Areas VI and VII.
- The State Department of Mental Health Outcome Survey Project will be in May, 2008. Outcome Surveys Trainings will be done by Mr. Wilson during April. Every single facility (outpatient, school base, group home) will need to participate in the survey. **Non-compliance is not an option.** Lupe encouraged the group to use client representatives (client volunteers) as part of the survey process. Clients can orient and encourage other clients to fill out the surveys. They can also act as volunteers that welcome clients to the survey project, assist people to fill-out surveys and collect the surveys when they are completed. Clients have an experiential connection with other clients. Therefore when clients are involved in a project, the results turn out better. Some group members raised the issue of confidentiality. The Department of Mental Health does not require Providers to involve clients in the survey project. However, the Department's Quality Improvement Plan requires client participation in Quality Improvement Projects.

## **VI. Committee Feedback on Potential QI Projects**

- Committee Feedback on Potential QI Projects  
Lupe stated that committee discussed the implementation of the Medication Survey and alleged lack of information on medication benefits and side effects to clients and families.

## **VII. QI Work Plan – Executive Summary**

The Executive Summary of the QI Work Plan was distributed. Each agency must have the 40 page QI Work Plan document/handbook because the Audit Controller and the Program Review Bureau will ask for these documents when they review agencies.

## **VIII. Tips for Talking to Children After a Disaster**

- Tips for Talking to Children After a Disaster – Lupe distributed the handout and informed the group that the head of the Disaster Program is enhancing the Department’s Disaster Plan. The Disaster Coordinator will attend the Service Area VII QIC in May or June, 2008.

## **IX. SA 7 School Based Update**

- SA 7 School Based Update – Carol Sagusti was not in attendance to give the update.

## **X. DMH/Regional Center Collaborative**

- DMH/Regional Center Collaborative - Carol Sagusti was not in attendance to give update. Ann Ciesniewski reported that they will be meeting every other month and will have a presentation by Southeast Regional Center. The goal is to increase collaboration and gain knowledge of how we can work together with the Regional Center.

## **XI. Performance Improvement Project**

- Lupe Emphasized that Service Area VII needs to have a QIC Project. Jenelle Gonzalez shared with the group that the Service Area 3 Project for 2007 had a favorable turn out. Jenelle informed the group that they had an Art Therapy Training which was well attended. Participants took a pre-survey and post-survey. Lupe and Michelle informed the group that each agency must bring their ideas regarding a QI Project to the next meeting or e-mail their suggestions to Michelle before the next meeting.

## **XII. Procedural Codes Study Group**

- The Procedural Codes Study Group met at 1:00 P.M. today before the QIC Meeting. Michelle Hernandez asked the group what code they use when preparing progress reports for DCFS or the court. Some providers are using 99361 and others are using T1017.

## **XIII. Audit Updates**

- Misty Allen from ALMA reported that they will be having a EPSDT Audit on April 7.
- Janelle Gonzalez from Hathaway Sycamores reported that the Auditor Controller will be visiting them on April 14.
- Mary Stewart from ICGC reported that they had an audit by the Auditor Controller in September. She stated that the Auditor was very picky and wanted to see behavioral interventions. They looked at 26 charts and they were given a day notice to prepare.

## **XIV. QA Issues**

- Hathaway Sycamores' asked if an agency should use separate notes or combined notes for collateral, individual, family on the same day.
- ICGC: Whose signature do we need for the Authorization to Release Information to talk to the DCFS Investigator when parental rights are terminated?
- When a child turns 18, does the client sign the Consent, Authorization to Disclose and HIPPA form? Some agencies are having them sign the consents on the 18<sup>th</sup> birthday and other forms during the annual assessment while other agencies are having the client sign all the forms on the annual assessment.

Next Meeting – April 15, 2008

Minutes recorded by: Rae Hipolito

Minutes approved by: Michelle Hernandez and Lupe Ayala

  
April 15, 2008