

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SERVICE AREA 8

QUALITY IMPROVEMENT COMMITTEE

AGENDA

February 20, 2008

2 – 4 p.m.

ChildNet Youth & Family Services

2931 Redondo Ave

Long Beach, CA 90806

I	2:00-2:05	INTRODUCTIONS & REVIEW OF MINUTES	Lynn Yoon (co-chair), DMH Sue Sundareson (co-chair), TGC
II	2:05-2:20	DMH UPDATE	Lynn Yoon
III	2:20-2:35	QIC DEPARTMENT UPDATE	Teresa Quijano
IV	2:35-3:00	QIC PROJECT	Lynn Yoon and Sue Sundareson
IV	3:00-3:30	PRESENTATION: Patient's Rights/ Request to Change Provider Log	SPEAKER: Sylvia Guerrero, Patient's Rights Advocate
V	3:30-3:45	OPEN FORUM (Q&A)	Lynn Yoon and Sue Sundareson
VI	3:45-4:00	OTHER/ANNOUNCEMENTS	
Proposed Agenda Items for Next Meeting			

Next Meeting:

March 19, 2008

2:00 – 4:00 p.m.

ChildNet Youth & Family Services

2931 Redondo Ave

Long Beach, CA 90806

**LOS ANGELES COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
LONG BEACH/SOUTH BAY GEOGRAPHIC INITIATIVE
SERVICE AREA VIII - QUALITY IMPROVEMENT COMMITTEE (QIC)**

Minutes, January 16, 2008

Type of Meeting	LB/SB GI Quality Improvement Committee	Date	January 16, 2008
Place	ChildNet Youth & Family Services 2931 Redondo Ave., Long Beach 90806	Start Time	2:00 p.m.
Chairpersons	Lynn Yoon (DMH/San Pedro Mental Health Center) Sue Sundareson, Psy.D. (The Guidance Center)	End Time	4:00 p.m.
Members Present	Nancy Lomibao, Misty Allen, Alma Beltran, Leeann Ekstrom, Terry Robinson, Thuy Pham, Ann Lee, Teresa Quijano, Joel Solis, Cheryl Grove, Sandra Gaia-Rae, Rashied Jibri, DeVera Jackson-Garber, Kim Sasaki, Mitsuru Kubota, Norma Cano, Diana Perez-Johnson, Suh Chen Hsaio, Kelly Asato, Nancee Lee-Allen, Madoka Urhausen, Gina Thorne, Christine Byrne, Don Wells, Karen Rathburn, Karen Schenk, Mariela Gorosito, Jacob Palm, Sylvia Guerrero, Dan Thorne		
Absent Members			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Call to Order & Introductions	The meeting was called to order at 2:00 p.m. Committee members introduced themselves.		
Review of Minutes	Members reviewed the minutes from November 2007.	The minutes were reviewed and approved.	

**LOS ANGELES COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
LONG BEACH/SOUTH BAY GEOGRAPHIC INITIATIVE
SERVICE AREA VIII - QUALITY IMPROVEMENT COMMITTEE (QIC)**

Minutes, January 16, 2008

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations/ Scheduled Task	Person Responsible / Due Date
<p>Past Meeting Agenda Items Follow-up Report - Lynn Yoon and Ann Lee</p>	<p><u>Revised Child/Adolescent Initial Assessment –</u> Clinical Records Bulletin (CRB) released on December 3, 2007. A copy of the form with changes described on the form in the handouts. Please use this revised form. This form is on the DMH website. The Childhood & Relationship Enrichment Initial Assessment (0-5) should only be used by staff who have completed Department training in conducting assessments for the 0-5 population which includes documentation for the Childhood and Relationship Enrichment Initial Assessment Form. If training has not been completed, the Child/Adolescent Initial Assessment form (MH533) should be used even when assessing clients in the 0-5 age population.</p> <p>Mr. Ted Wilson called attention to the bottom of CRB page 1 and 2 which has helpful questions and tips from Rose Esquibel. If a mistake is made in the clinical record, draw a single line through the entry and write "mistaken entry." Write the correct entry, date, and sign with your first initial, full last name, and title.</p> <p><u>Case Consultation Threshold - Cheryl Grove</u> submitted her question to Lynn Yoon and Ms. Yoon forwarded the question to Ms. Norma Fritsche. We have not yet received a response. However, agencies will be responsible for keeping track of their consultation billing. Providers shared how they are attempting to track their consultation billing.</p>	<p>Child providers indicated interest in receiving training for the 0-5 Assessment. Ms. Teresa Quijano stated that Norma Fritsche has already been informed of Providers' request for training. Ms. Fritsche will send out a bulletin once training is available.</p> <p>If the threshold is exceeded, documentation should be forwarded to DMH. The correct code should be used for consultation. Avoid miscoding consultation for other codes.</p>	

LOS ANGELES COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
 LONG BEACH/SOUTH BAY GEOGRAPHIC INITIATIVE
 SERVICE AREA VIII - QUALITY IMPROVEMENT COMMITTEE (QIC)

Minutes, January 16, 2008

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
<p>DMH Update – Lynn Yoon, Ann Lee</p>	<p>Letter to Centers for Medicare and Medicaid Services (dated 10/9/2007) - Please read this letter from Dr. Marvin Southard (Director of Mental Health, LA County) submitted as comments and recommendations in response to proposed changes.</p> <p><u>MHSA CSS Implementation Study Group:</u> Items eliminated after Nov 27th meeting. Decision has been made to not use the Mental Health Statistical Improvement Program (MHSIP) as part of tracking outcomes. Cathy Warner, District Chief, provided this handout so Providers would be aware of the study results.</p> <p>Letter from Dr. Robin Kay (Acting Chief Deputy Director) dated December 26, 2007 regarding Status of January 2008 Implementation of Performance Based Outcomes Measurement. Please read this letter carefully along with the 4page attachment.</p>	<p>This is just FYI for Providers to know DMH has submitted comments.</p>	

LOS ANGELES COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
 LONG BEACH/SOUTH BAY GEOGRAPHIC INITIATIVE
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 Minutes, January 16, 2008

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
<p>Presentation #1 Dan Thorne (Sunbridge - Harbor View Community Service Centers)</p>	<p>Mr. Thorne is a member of the Performance Based Contracting Steering committee which is comprised of DMH staff and Providers. The committee is tasked with trying to find a way to help agencies show what they do. The Board of Supervisors have asked for agencies to have some means of showing how they are improving outcomes which means obtaining a baseline. This is the first year of implementation (2008) for establishing baselines. Mr. Thorne facilitated discussion and requested providers' input/feedback regarding field-based services and survey outcomes. The challenges for obtaining surveys for field-based services is locating clients and distributing surveys to clients in the field since they may not come into the clinic during the survey period. Some agencies are strictly community based. Their clients do not receive or open mail pertaining to surveys so there is no input from these clients.</p>	<p>Information obtained from this discussion will be forwarded to the steering committee. If anyone wishes to submit more comments or suggestions to Mr. Thorne, he can be reached via email address: dan.thorne@sunh.com</p>	<p>Dan Thorne</p>

LOS ANGELES COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC WORKS
 LONG BEACH/SOUTH BAY GEOGRAPHIC INITIATIVE
 SERVICE AREA VIII - QUALITY IMPROVEMENT COMMITTEE (QIC)

Minutes, January 16, 2008

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations/Scheduled Task	Person Responsible / Due Date
<p>Presentation #1 (Continued)</p>	<p><u>Suggestions:</u> Phone surveys, electronic surveys, mail surveys that can be completed in the community/field. Volunteers or Peer supporters that can assist consumers in completing surveys. Mr. Wilson has trained peer advocates at South Bay Mental Health and is willing to train other peer advocates to assist with surveys. Stipends or rewards to pay volunteers/peer advocates and show appreciation for their efforts. There are pros/cons to different survey methods. One of which is cost.</p> <p>Dr. Sundareson suggested the State look at the "old way" of obtaining surveys. It may be a good approach for field-based providers to have surveys be distributed with CCCP renewal times or at intake or discharge as was previously done with CAFAS, etc.</p> <p><u>Problems:</u> Scale is reversed on some items from Strongly agree to Strongly disagree. Mr. Wilson responded that the State made the decision to do a split-test. Survey timeframes is also being looked at by the State.</p>		

**LOS ANGELES COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
LONG BEACH/SOUTH BAY GEOGRAPHIC INITIATIVE
SERVICE AREA VIII - QUALITY IMPROVEMENT COMMITTEE (QIC)**

Minutes, January 16, 2008

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
<p>Surveys – Ted Wilson</p>	<p>Mr. Wilson distributed a list of providers who did not fill in their Provider Number or Service Area number on surveys. Mr. Wilson completed the surveys for providers this time. This took a great deal of his time and he will not be able to provide this support for the next survey as it is time consuming and labor intensive. Service Area liaisons will also not be able to complete provider numbers on surveys if they are missing so please ensure your agency has a system for checking surveys for completeness before submission to DMH. That way, surveys will be counted for your agency.</p>	<p>Discussion was facilitated regarding reason for incomplete provider numbers on the surveys. Providers are responsible for accurately completing the provider sections of surveys. It is important that the person responsible for surveys attend Mr. Wilson's training.</p>	
<p>QIC Division Update - Teresa Quijano</p>	<p>Quality Improvement - Chairs meeting will continue to be led by Norma Fritsche on the 2nd Monday of each month. Right after that meeting the QIC Department meeting will be held. QI and QA are working in coordination with all QICs so there will be standardization of minutes and information disseminated. QI department is developing an intranet in which all minutes will be posted and available to DMH staff. Eventually, an internet site will also be developed that is accessible to providers. A representative from the office of the Auditor-Controller is now attending the departmental QIC meetings. The tool (list of questions) they use when they visit sites and conduct reviews is in the handouts as FYI to providers. This list of questions should be useful in preparing for reviews.</p>	<p>Please review the Quality Improvement Program Policy/Procedure No. 105.1 (in previous meeting handouts). Providers will be notified in the future when the QIC internet website becomes available.</p>	

**LOS ANGELES COUNTY OF LOS ANGELES - DEPARTMENT OF SOCIAL SERVICES
 LONG BEACH/SOUTH BAY GEOGRAPHIC INITIATIVE
 SERVICE AREA VIII - QUALITY IMPROVEMENT COMMITTEE (QIC)**

Minutes, January 16, 2008

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
<p>Patient's Rights Office -- Sylvia Guerrero</p>	<p>Sylvia discussed the Request for Change of Provider Log. The log needs to be submitted every month (on the 10th) whether or not a request is made. The form currently is only in English. Sylvia is available for translation. Providers expressed an interest in receiving a monthly reminder to submit the logs. Sylvia was receptive. She will provide a full presentation at next month's meeting with forms and copies of the policy No. 200.2. She will also regularly attend our monthly QIC meetings.</p>	<p>Sylvia will provide a link to Providers who email her to request the link. She can be reached via phone at (213) 738-2540, fax (213) 365-2481, and email: squerrero@dmh.lacounty.gov</p>	<p>Sylvia Guerrero</p>
<p>Presentation #2 - Dr. Norma Cano and Diana Perez-Johnson (Long Beach Child Adolescent Program)</p>	<p>LBCAP started their Functional Family Therapy (FFT) for youth (ages 11-18 years) in July 2007. This is an evidenced-based practice that targets families who are experiencing a child/youth with conduct problems, oppositional and acting out behaviors, family conflict, risk of or on probation, and removal from or risk of removal from home. FFT is a family-focused, relational approach which views the family as the client but there is one identified client to open the case. No individual therapy occurs with this practice. There are three stages. Each phase has a goal. FFT is meant to be short term (approximately 4-6 months) and intensive (1-2x week or more depending on the needs of the family). A consultant provides training in-house for fidelity to the model. Currently, LBCAP has three full-time and three part-time therapists for their FFT program. (continued)</p>	<p>For more information about the FFT evidenced-based practice, please contact Dr. Cano at (562) 218-4095 or Ms. Perez-Johnson at (562) 218-3786.</p>	

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<p>Presentation #2 - (Continued) Dr. Norma Cano and Diana Perez-Johnson</p>	<p>The first stage is engagement which focuses on motivation and engagement with the family. The second phase focuses on changing the problems/behaviors by teaching and modeling tools. The third phase is called generalization and focuses on providing the family referrals, resources, and review of tools learned for relapse prevention. FFT is also strength-based and reframes problem behaviors or patterns in a positive manner. FFT aims to help the family understand the "noble intent" of a behavior rather than labeling them in a negative manner. The LBCAP FFT team has seen progress with their clients.</p>	<p>.</p>	
<p>QIC Project</p>	<p>We did not discuss or develop a QIC project due to running out of time.</p>	<p>The QIC project will be at the top of the agenda after DMH updates at the next meeting to make sure we accomplish this task.</p>	

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<p>Open Forum (Q&A) - Lynn Yoon</p>	<p>Q1. There was a follow-up question about peer advocates being able to bill. Q2. Regarding Q&A postings on the DMH intranet, can the GI administrative team provide the questions and Norma's responses to the QIC members?</p>	<p>A1. Ms. Yoon stated Peer advocates can bill for COS. A2. Yes, If Norma's Q&A are available on the intranet, Dr. Lee will share the information with our members.</p>	<p>Ann Lee</p>
<p>Announcements</p>	<p>Members discussed this years schedule of meetings and which month we will go dark. Members agreed to go dark in August and December.</p>	<p>Please see the schedule of meetings in the handout and calendar these dates.</p>	
<p>Handouts</p>	<p>*Agenda *Meeting minutes - 11/21/07 *Clinical Records Bulletin (12/3/07) - Revised Child/Adolescent Initial Assessment *Revised Child/Adolescent Initial Assessment form (with changes listed) *Dr. Southard's letter to CMH dated October 9, 2007. *Items from Study Team/State MHSA implementation of CSS plan *Status of January 2008 Implementation of Performance Based Outcomes Measurement (Dr. Kay letter dated 12/26/07). *Meetings Schedule - SA8 QIC</p>		
<p>Next Meeting</p>	<p>The next meeting will be on Wednesday, March 19, 2008, 2-4 p.m. at ChildNet Youth & Family Services.</p>		

Respectfully submitted
Ann E. Lee, Ph.D.