

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
 ANTELOPE VALLEY – SA1

Quality Improvement Council Meeting

A G E N D A

November 1, 2016

2:00 – 4:00 p.m.

2323-A Palmdale Blvd. Conference Room
 Palmdale, CA 93550

Debi Berzon-Leitelt, LCSW, MPA, Chair

Barbara Paradise, LMFT, Co-Chair

I.	Introductions and Review of Minutes	QIC Members
II.	New SA-1 Training Coordinator – Juan Cabrera	D. Berzon-Leitelt
II.	Quality Improvement FALL MHSIP TRAINING – November 14-18, 2016	Dr. Lynetta Shonibare
III.	The M.O.M. Program (Moms on a Mission) - announcement	Velia Lopez
IV.	Clinical Quality Improvement – OMD 303.05 -Reporting Clinical Events Involving Active Clients	D. Berzon-Leitelt / B. Paradise
V.	DMH Program Support Bureau – Patient’s Rights 201.01 -Beneficiaries Right and Responsibilities 200.04 -Beneficiary Problem Resoulition Process	D. Berzon-Leitelt / B. Paradise
VI.	DMH Program Support Bureau Cultural Competency Copy of CSS work plan	D. Berzon-Leitelt / B. Paradise S. Chang Ptasinski
VII.	DMH Program Support Bureau Quality Assurance Division Bulletins; 16-05, 16-07, 16-08, 16-09	D. Berzon-Leitelt / B. Paradise A. Pouravanes
VIII.	Program Support Bureau/QA Division/Medi-Cal Certification Section	Thang Nguyen Sr. MHC-RN / Iling Wang
IX.	Announcements – Next Meeting	D. Berzon-Leitelt / B. Paradise

Next Meeting:
 January 3, 2017
 2:00 – 4:00 p.m.

2323-A Palmdale Blvd., Palmdale, CA 93550

Cultural Competency – CCC meets 2nd Wed. every month 1:30pm-3:30pm
 DMH Headquarters, 550 South Vermont Avenue, Los Angeles, CA 90020
Conference Call Info: USA Toll-Free: 888-204-5987 Access Code: 1167059#

DMH Internet <http://dmh.lacounty.gov>
 DMH Program Support Bureau <http://psbqi.dmh.lacounty.gov/>
 Los Angeles County Network of Care <http://losangeles.networkofcare.org/mh/>

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	November 1, 2016	
Place	Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550	Start Time:	2:00 PM	
Chairperson SA-1 Liaison	Debra Berzon-Leitelt, LCSW, MPA	End Time:	4:00PM	
Co-Chair SA-1 Liaison	Barbara Paradise, LMFT			
Members Present	Levana Adato, Debra Berzon-Leitelt, Lauren Cheung, Jolene Eccles, Jennifer Evans, Christina Judson, Sonia Fuentes, Linda Leizerowitz, Velia Lopez, Erica Melbourne, Barbara Paradise, Alan Pouravanes, Luis Ramirez, Lynette Shonibare, Jennifer Sherman, Andrea Tufts, Iling Wang, Viola Garcia, Trinh Phan, Heather Erkel			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date	
Call to Order & Introductions	Meeting was called to order at 2PM. Introductions were made and what members were thankful for was used as an ice breaker.	N/A	Debra Berzon-Leitelt, Barbara Paradise	
Review of Minutes	The September minutes were reviewed.	Minutes from the September 2016 meeting were reviewed by the present membership. Luis Ramirez moved for adoption of the notes and Lynette Shonibare seconded the motion. Minutes were approved.	Debra Berzon-Leitelt, Barbara Paradise	

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
New SA 1 Training Coordinator	Debra Berzon-Leitelt introduced Juan Cabrera, who will be assisting Debi with QA/QI duties. Juan reviewed the protocol for change of provider logs and the MHSIP surveys.	Members reviewed information	Debra Berzon-Leitelt
Presentation	Erica Melbourne presented on the MOM program.	Members reviewed the information.	Debra Berzon-Leitelt
Cultural Competency	Debra Berzon-Leitelt presented a copy of the CSS work plan and updated members on the next meeting at the meets can be attended remotely	Members reviewed information.	Debra Berzon-Leitelt, Barbara Paradise
Patient's Rights Office	Debra Berzon-Leitelt and Barbara Paradise reviewed policy changes in Beneficiary's Rights and Responsibilities; Policy No. 201.01 and Beneficiary Problem Resolution Process; Policy No. 200.04	Members reviewed the information.	Debra Berzon-Leitelt, Barbara Paradise
Policy Updates- Office of Compliance	Debra Berzon-Leitelt shared the policy updates, specifically Reporting Clinical Events Involving Active Clients; Policy No. 303.05	Members reviewed policies	Debra Berzon-Leitelt, Barbara Paradise
Presentations- MHSIP training	Lynette Shonibare presented on the how to implement the MHSIP survey. Debra Berzon-Leitelt clarified that the deadline for turning in surveys will be November 28, 2016.	Members acknowledged information and discussed optimal implementation of surveys.	Lynette Shonibare, Debra Berzon-Leitelt, Barbara Paradise
QI Survey	Lynette reported that the QI survey will be send out in December.	Member acknowledged information.	
Office of the Medical Director (OMD)	No updates.	No updates	Debra Berzon-Leitelt, Barbara Paradise

Quality Assurance			
Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Recent/Upcoming Audits & Reviews	None reported.	N/A	Debra Berzon-Leitelt, Barbara Paradise
Medi-Cal Certification Section	Iling Wang presented on the importance of elements to have prepared during a site recertification. These included: policies and physical plant review, Head of service notification, and fire clearance.	Membership acknowledged information.	Debra Berzon-Leitelt, Barbara Paradise, Iling Wang
Training and Operations	Training handout provided. Debra Berzon-Leitelt acknowledged the value of the Documentation Training for Supervisors and Managers.	Handouts received by members.	Debra Berzon-Leitelt, Barbara Paradise
Policy & Technical Development	Alan Pouravanes was asked by Debra Berzon-Leitelt to present on common needs with charting. Alan reported that Risks/Strengths need to be better documented, perhaps using the CSSRS. He also reported that the DHCS have reviewed the findings of their audit and a plan of correction is in the works. There was a discussion of the ICD 10 codes and a review of the appropriate use of procedure codes, including plan development and the discouragement of the use of the report writing code. Alan referred the membership to the current Provider Manual for further clarification.	Membership explored findings and experiences.	Debra Berzon-Leitelt, Barbara Paradise; Alan Pouravanes
Next Meeting	Jan 3, 2017, 2016 2PM Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800	N/A	N/A

Respectfully Submitted, Barbara Paradise, LMFT