

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

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| Type of Meeting | SA-1 Quality Improvement Committee (QIC) | Date | March 7, 2017 | |
| 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, Minoo Amini, Kristen Anderson, Debra Berzon-Leitelt, Mary Camacho-Fuentes, Lauren Cheung, Jennifer Evans, Heather Erkel, Racquel Jones, Linda Leizerowitz, Erica Melbourne, Barbara Paradise, Luis Ramirez II, Lynette Shonibare, Iling Wang, Patricia Alba, Cindy Ferguson, Veronica Campbell, Marc Borkheim | | | |
| 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. | N/A | | Debra Berzon-Leitelt Barbara Paradise |
| Review of Minutes | The January minutes were reviewed. | Minutes from the January 2017 meeting were reviewed by the present membership. Lynette Shonibare moved for adoption of the notes and Erica Melbourne seconded the motion. Minutes were approved. | | Debra Berzon-Leitelt Barbara Paradise |

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| Quality Improvement | | | |
| Collaborative Documentation Training | Marc Borkheim from QA Division presented a Powerpoint presentation regarding benefits and suggested interventions to implement Collaborative Documentation. | Levana Adato and Linda Leizerowitz mentioned benefits of collaborative documentation. Members reviewed the information and explored implementation and discussed experiences with those using collaborative documentation. | Marc Borkheim |
| Fall MHSIP November 2016 | Lynette Shonibare reviewed November 2016 MHSIP surveys received in a spreadsheet broken out by gender, ethnicity, and reason codes. | Members reviewed information and discussed. Lauren Cheung reported that some of their consumers commented that the font was too small on the questionnaire. | Lynette Shonibare |
| Cultural Competency | Debra Berzon-Leitelt provided members with the contact information for the Underserved Cultural Communities (UsCC) committees. Debra Berzon-Leitelt also discussed the importance of addressing diversity/cultural uniqueness. Debbie discussed a questionnaire about cultural diversity, cultural uniqueness, and cultural competency. She suggested it could be a SA 1 performance improvement project. She also reported there will be more LGBTQI2-S trainings in the near future. | Members reviewed information and discussed. | Debra Berzon-Leitelt Barbara Paradise |
| Patient's Rights Office | There was no formal presentation but the membership discussed the appropriate procedure for sending Notice of Actions (NOA) per a question from Lauren Cheung. | Members discussed the policy requirements. | Debra Berzon-Leitelt Barbara Paradise |
| Policy Updates-Office of Compliance | Debra Berzon-Leitelt shared the policy updates. Debra Berzon-Leitelt reported that she plans to invite a Privacy Officer for Countywide DMH in a future QIC meeting to further explain the updated HIPPA policy. | Members reviewed policies. | Debra Berzon-Leitelt Barbara Paradise |

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| Quality Improvement | | | |
| Clinical Quality Improvement Office of the Medical Director (OMD) Provider Directory | <p>- Debra Berzon-Leitelt reviewed the Parameters for General Health-Related Monitoring, Consultation, and Interventions provided by the office of the Medical Director.</p> <p>- Debra Berzon-Leitelt requested for providers to please send her updates so that the Provider Directory can be up-to-date. Barbara Paradise discussed the importance of having current information so consumers and referrers have the best information.</p> | <p>-Members reviewed the information provided.</p> <p>-Members inquired about how to make the updates. Debra Berzon-Leitelt reported that she can be notified via email.</p> | <p>Debra Berzon-Leitelt Barbara Paradise</p> |
| Access Test Call Project | <p>Debra Berzon-Leitelt circulated a sign-up sheet for the Service Area 1 Access Test Call project. Members were also provided with training materials for the test call protocols.</p> | <p>Members reviewed the information and signed up for Access test calls.</p> | <p>Debra Berzon-Leitelt Barbara Paradise</p> |
| Quality Assurance | | | |
| Agenda Item & Presenter | Discussion & Findings | Decisions, Recommendations, Actions, & Scheduled Tasks | Person Responsible & Due Date |
| Recent/Upcoming Audits & Reviews | <p>None reported.</p> | <p>N/A</p> | <p>Barbara Paradise</p> |
| Medi-Cal Certification Section | <p>Iling Wang reported that notifications to providers regarding their recertification are starting earlier, sometimes 10 months in advance. She recommended that that providers secure their fire clearance at the 6-month marker before certification is due. That way, providers can make needed modifications well in advance of their recertification. Site visits are being scheduled for 3 months in advance of the recertification due date. Iling mentioned that if there are changes in services, the provider should notify the district chief.</p> | <p>Members discussed recommendations regarding recertification. Debra Berzon-Leitelt explored with membership about challenges related to fire clearances.</p> | <p>Iling Wang</p> |

| Quality Assurance | | | |
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| Training and Operations | Debra Berzon-Leitelt reported that there will be an upcoming documentation training provided by the QA division that will be held in the Antelope Valley. She explored possible sites with providers. | Providers suggested locations and expressed enthusiasm for a documentation training held locally. | Debra Berzon-Leitelt Barbara Paradise |
| Policy & Technical Development | Debra Berzon-Leitelt and Barbara Paradise provided the membership with the most recent Quality Assurance Policies: Access to Care & Service Request Log Reminders, Updates, and Clarifications; Nonbillables Added to the Procedure Code Guide; Expansion of ICC and IHBS; Organization Provider Annual Updates: Included ICD 10-CM Diagnoses; LE Chart Review by QA Division; New Outcome Measure Procedure Code. | Providers accepted the information. | Debra Berzon-Leitelt Barbara Paradise |
| Next Meeting | May 2, 2017 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