

**LOS ANGELES COUNTY- DEPARTMENT OF MENTAL HEALTH  
Service Area II Program Administration**

**SA II Adult Providers Quality Improvement Committee Meeting**

**Kimber Salvaggio, Chair**

**July 15, 2010**

**10:00am-11:30am**

**Agenda**

Welcome & Introductions Kimber Salvaggio  
Review of the Minutes – May Meeting All

**Quality Improvement**

COD DVD's Kimber Salvaggio  
Change Provider Form\* Kimber Salvaggio  
QI Handbook\* Kimber Salvaggio  
Survey Information\* Kimber Salvaggio

**Quality Assurance**

CCCP Training Module All  
    o Utilization at each agency  
    o Plan/Implementation  
    o Agency/Staff response  
QSR Kimber Salvaggio  
QA Technical Assistance Kimber Salvaggio  
Service Area II QIC Needs Assessment Discussion All

**Other Issues**

Audits All  
    • EPSDT  
    • In Patient  
    • Auditor Controller  
Announcements All  
Upcoming Agenda Items All  
  
Adjournment Kimber Salvaggio

\* Handout

**Next Meeting: September 16, 2010**

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH**

**Service Area II Adult Program Quality Improvement Committee**

MINUTES – Thursday, July 15, 2010

**Facilitator – Kimber Salvaggio**

**Present**

Cheryl Driscoll - Hillview  
Deborah Evans – Child & Family Center  
Denise Greenspan - Hillview  
Dominique Eugene - PACS  
Dora Escalante – JFS  
Eileen Maronde – West Valley MHC  
Hector Garcia – DMH SA 2 Admn  
James Coomes – DMH - UCSP  
Jim Randall – DMH O & E  
La Tina Jackson – DMH - WVMHC  
Leslie DiMascio – SFVCMHC, Inc  
Maria Di Battista - ECDA  
Marilou Joguilon – DMH Program Review  
Marina Geozalyan – Verdugo MHC  
Michele Renfrow – DMH  
Michelle Logvinsky – Topanga West  
Penny Greenblatt - JFS  
Sabrina Barcheski – Santa Clarita Valley MHC  
Sandra Gonzales – El Dorado  
Stacy Sigman - Bridges  
Wendi Tovey – San Fernando MHC

**Absent**

Angela Kahn - SFVCMHC, Inc  
Hosun Kwon – APCTC  
Julie Jones – Hillview  
Ken Bachrach - Tarzana Tx Ctr  
Lisa Delmas - Child & Family Center  
Marina Martin – DMH UCSP  
Michelle Majors – DMH - SCVMHC

**Other(s)**

SUBJECT	DISCUSSION	ACTION AGREEMENTS/DECISIONS
<p><b>Welcome &amp; Introductions Minutes</b></p> <p><b>Agenda split</b></p> <p><b>Quality Improvement</b></p> <p><b>COD DVD's</b></p> <p><b>Change Provider Form*</b></p> <p><b>QI Handbook</b></p> <p><b>Surveys</b></p>	<p>Attendees were asked to review the minutes from May Meeting</p> <p>Agenda is split for QI and QA</p> <p>Loan form – calendar, etc – how do we want to handle?</p> <p>New forms distributed each clinic needs to appoint a designee to accept the form keep for 7 yrs if a child 7 years or keep till child turns 21</p> <p>The QI Handbook has been posted on the DMH website under Quality Management. The link to the link is: <a href="http://psbqi.dmh.lacounty.gov/QI.htm">http://psbqi.dmh.lacounty.gov/QI.htm</a> Can be used as a reference</p> <p>Information provided to LAC-DMH on June 29, 2010, by the California Department of Mental Health (CDMH) the May 2010 CDMH Consumer Perception Survey county data collection requirement is being suspended for this year. Instead, the CDMH will collaborate with a vendor, the Institute for Social Research (ISR), to develop and pilot test a random sample approach for FY 09-10. This approach has already been approved by SAMHSA.</p> <p>ISR will use the CSI data base to mail the MHSIP surveys to a <u>statewide random sample of consumers and family members to include 3 age groups (YSS-F, Adult and Older Adult).</u> Consumers/family members will receive confidential MHSIP</p>	<p>Minutes were approved</p> <p>Will continue this format</p> <p>Providers will contact Kimber to use the DVD's for trainings</p> <p>Let Kimber know the clinic designee via e-mail by 7/30/10</p> <p>Attendees to download, bring copy to next meeting, we will discuss and review during our September meeting</p> <p>Clinics should discuss with their staff to determine if and how clients might be informed</p>

SUBJECT	DISCUSSION	ACTION AGREEMENTS/DECISIONS
<p><b>Quality Assurance</b></p> <p><b>CCCP Training Module</b></p> <p><b>QA reviews for directly-operated providers</b></p> <p><b>QSR</b></p>	<p>surveys at their home address with return postage paid envelopes on or about <b>July 20, 2010</b>, with a requested return date of August 9, 2010. A total of approximately 36,000 surveys will be mailed, including approximately 12,000 within each of the 3 age groups. Surveys will include the following languages: English, Spanish, Chinese, Russian, Tagalog, Vietnamese, and Hmong. A 95% confidence level is expected for the accuracy of survey findings.</p> <p>Counties will be requested to assist with missing consumer addresses only; otherwise, ISR will handle and manage the entire survey process. The PSB Quality Improvement Division will assist with the missing consumer addresses. Counties will receive a <u>statewide aggregate report</u> in December 2010 or January 2011. The pilot test will be evaluated at that time and a determination will be made to continue with the new methodology or revert back to the prior convenience sampling methodology.</p> <p>Each agency in attendance provided the following information:</p> <ul style="list-style-type: none"> <li>○ Utilization at each agency</li> <li>○ Plan/Implementation</li> <li>○ Agency/Staff response</li> </ul> <p>Marilou Joguilon will be QA staff conducting the reviews; this is a follow up from the State System Review ; will be in SA 5 July 13; coming to SA 2 in September</p> <p>Clinics may have clients that are selected for the review</p>	<p>Kimber is available to assist with presenting the Training module</p>

SUBJECT	DISCUSSION	ACTION AGREEMENTS/DECISIONS
<p><b>QA Technical Assistance</b></p>	<ul style="list-style-type: none"> <li>• <u>Claiming for the day of discharge from 24 hour facilities</u> 24-hour facilities do not claim for the last day of service/day of discharge so OP &amp; Day services can be claimed; will put note in Rehab Manual regarding this issue</li> <li>• <u>PEI EBP/SS Services and Codes</u> These PEI treatment approaches will be referred to as PEI Services because the approaches include a combination of Promising/Pilot Practices (PP), Community Define Evidence (EDE), EBP, and other approaches. Each PEI Service will have a unique alpha-numeric code for entry into the IS. This coding system will tell the IS which information to send to the State vs. which is specific to LAC DMH. It is not known when the new PEI Services codes will be added to the EBP/SS dropdown menu in the IS. A QA Bulletin will be sent out with the implementation date. Contractors who transmit data electronically (EDI) to the Department do not currently report EBP data; this will be required in the future. MST &amp; FFT are EBP's recognized by the State and also may be a PEI Service. The revised IS Codes Manual pages will provide instructions for how this reporting will be managed. When a PEI Service is selected up to two strategies may also be selected.</li> <li>• <u>Group Services PowerPoint and QA Bulletin</u> A QA Bulletin is in draft and will hopefully be finalized this week. The PowerPoint presentation will be developed as a training module for posting on the web.</li> </ul>	
<p><b>SA Needs Assessment</b></p>	<p>Results:</p> <ul style="list-style-type: none"> <li>• Most are coming for best practices sharing</li> <li>• Then network – should we have a network time if so, how long? When? Before or after mtg?</li> </ul>	<p>Networking from 10:00-10:15 for future meetings</p>

SUBJECT	DISCUSSION	ACTION AGREEMENTS/DECISIONS
<p><b>Upcoming Agenda Items</b></p>	<ul style="list-style-type: none"> <li>• Subcommittees – no wins by 1</li>   <li>• Working on Google groups – ne one an expert?</li> <li>• What do we want on it?</li>   <li>• Newsletter – most say no</li>   <li>• In-services/training – <ul style="list-style-type: none"> <li>○ QA directives</li> <li>○ QI tools</li> <li>○ Codes</li> <li>○ Assessments</li> <li>○ Documentation</li> <li>○ Auditing issues</li> </ul> </li> <li>• Ear of the EPC</li>   <li>• Spec presentation from PH's participants</li>   <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">   CAEQRO Response to Los Angeles ORD </div> <div style="text-align: center;">   Los Angeles FY10 Final Report SF 0708 </div> <div style="text-align: center;">   Los Angeles FY10 Final Report Letter SF </div> </div>   <p>Link to Quality Improvement Handbook:</p> <p><a href="http://psbqi.dmh.lacounty.gov/QUALITY%20IMPROVEMENT/QI%20Handbook%20June10-2010.pdf">http://psbqi.dmh.lacounty.gov/QUALITY%20IMPROVEMENT/QI%20Handbook%20June10-2010.pdf</a></p> </ul>	<p>For the yes – e-mail Kimber topics how much time to spend if interested</p> <p>Hope to have up by September Training, documents/forms, discussion, resources</p> <p>Four members stated yes, let Kimber know by e-mail if you want to work on this</p> <p>QI Tool– September Recovery Documentation – October Assessments - October</p> <p>Will have panel presentation at the September EPC</p> <p>Download, print bring to September meeting to review</p> <p>Cut and paste link to your browser, download, print bring to September meeting to review</p>

Respectfully Submitted by Kimber Salvaggio

## **QI Handbook**

The QI Handbook has been posted on the website under Quality Management. Please see below. The link to the Handbook/website is: <http://psbqi.dmh.lacounty.gov/QI.htm> - please download, use as a reference, we will discuss and review during our September meeting.

## **Survey Information**

This is to inform you of recent information provided to LAC-DMH on June 29, 2010, by the California Department of Mental Health (CDMH). The May 2010 CDMH Consumer Perception Survey county data collection requirement is being suspended for this year. Instead, the CDMH will collaborate with a vendor, the Institute for Social Research (ISR), to develop and pilot test a random sample approach for FY 09-10. This approach has already been approved by SAMHSA.

ISR will use the CSI data base to mail the MHSIP surveys to a statewide random sample of consumers and family members to include 3 age groups (YSS-F, Adult and Older Adult). Consumers/family members will receive confidential MHSIP surveys at their home address with return postage paid envelopes on or about **July 20, 2010**, with a requested return date of August 9, 2010. A total of approximately 36,000 surveys will be mailed, including approximately 12,000 within each of the 3 age groups. Surveys will include the following languages: English, Spanish, Chinese, Russian, Tagalog, Vietnamese, and Hmong. A 95% confidence level is expected for the accuracy of survey findings.

Counties will be requested to assist with missing consumer addresses only; otherwise, ISR will handle and manage the entire survey process. The PSB Quality Improvement Division will assist with the missing consumer addresses. Counties will receive a statewide aggregate report in December 2010 or January 2011. The pilot test will be evaluated at that time and a determination will be made to continue with the new methodology or revert back to the prior convenience sampling methodology.

Below is the link for the **CCCP Training Module**

<http://dmhvideo.pbworks.com/f/CCCPTrainingV7.htm>