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

Adult Quality Improvement Committee Meeting
Kimber Salvaggio, Adult QIC Chair
January 15, 2015
San Fernando Mental Health Center
10:00 am-11:30 am

Agenda

Welcome- Introductions & Agency Updates	All
2014 QIC Notebook***	All

Quality Improvement

Cultural Competency Report (LGBTQIA)	Marc Borkheim/All
Provider Directory Updates* & ***	
2014 Test Calls*	Kimber
SA QI Project (family inclusion)*	
Clinical Quality Improvement	
Safety intelligence*	
COD integrated care*	
FFS Psych Testing*	
PRO	

Quality Assurance

State DHCS Updates	Kimber
DSM Update	
IBHIS Update	All
QA Technical Asst	Kimber
Bulletin 14-06	
Audits	All/Kimber

Other

How will this information be disseminated in your agency	All
Future Agenda Items & Announcements & Adjournment	All

Handout*
Hard Copy Sample/Email Link**
Sample Provided***

Next Meeting for SA 2 Adult QIC: March 19, 2015 at 10-11:30 am

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Adult
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	**Service Area 2 Adult Quality Improvement Committee**	**Date:**	**January 15, 2015**
Place	**10605 Balboa Ave 2nd floor Conf.**	**Start Time:**	**10:00 a.m.**
Chair	**Kimber Salvaggio**	**End Time:**	**11:30 a.m.**
Co-Chair	**None**		
Members Present	Allen Pouravanes - DMH QA , Angela Khan - SFVCMHC, Inc., , Deanna Park - PACS , Denise Greenspan - Hillview MHC, Dora Escalante – JFS, James Milner – El Dorado, Ken Nakajima – Imces, La Tina Jackson - DMH WVMHC, Michael Boroff – DMH PSB QID, Michelle Linden – IMCES, Michelle Logvinsky - Topanga West Guest Home, Militza Avila – JFS, Ray Rocha - DMH SFMHC, Saba Harouni – Didi Hirsch, Sabrina Barscheski - DMH SCVMHC, Sara Pineda – ECDA, Sharon Volner – Tarzana Tx Ctr FSP, Sima Baikov – DMH WVMHC, Tiger Doan – APCTC		
Absent Members	Carolyn Heier- JFS, James Randall- DMH Outreach & Engagement, Julie Jones - Hillview MHC, Ken Bachrach - Tarzana Treatment Center, Marc Borkheim – DMH PSB CCC, Sonny Monge - DMH Olive View Urgent Care, Stephanie Yamada – PACS		

Agenda Item & Presenter	**Discussion and Findings**	**Decisions, Recommendations, Actions, & Scheduled Tasks**	**Person Responsible**
Call to Order & Introductions	The meeting was called to order at 10:00 a.m.	Introductions were made.	K. Salvaggio
Review of Minutes	NA	Minutes were reviewed and approved via email Dec. 2014	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
	QUALITY IMPROVEMENT	**QUALITY IMPROVEMENT**	
2014 QIC Notebook	Attendees reviewed Kimber's 2014 QIC Notebook as an example of how to archive QIC info	If any DO or LE needs help with their info, contact Kimber.	QIC Membership
Cultural Competency Report	Dr. Borkheim provided the following written report: 1) LACDMH Policy and Procedure (P&P) 202.17, "Hearing Impaired Mental Health Access" • LACDMH provides equal access to services for consumers who have hearing impairments, 24 hours a day, 7 days a week via the ACCESS Center • Sign language interpretation services are free of cost to consumers • Procedures to request non-emergency and emergency sign language interpretation services 2) California Reducing Disparities Project (CRDP) Reports • Written on the African American, Asian/Pacific Islander, Latino, LGBTQ, and Native American populations • Matrix of CRDP recommendations developed by the Program Support Bureau—Cultural Competency Unit		Marc Borkheim

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Provider Directory Updates	The group was provided a copy from Dr. Joshi and was asked to confirm/update info on hard copy The group was also provided the 'Provider Directory Protocol'	Then hard copies will be delivered – eta: early February	Kimber & QID
2014 Test Calls	Reviewed and discussed 12/14 Test Calls Study Results	Good example of a QI project that can be done at your individual OD or LE	
SA QI Project (Family Member Inclusion)	Reviewed and discussed Jan 2015 Family Engagement Project	Good example of a QI project that can be done at your individual OD or LE	
Clinical Quality Improvement • **Safety Intelligence** • **COD Integrated Care** • **FFS Psych Testing**	Peer Reviews	Looked at compliance bmi and antipsych 978 charts 1/3 had documentation. Outpt med review increased 10% from last review parameter – health monitoring parameter	
	Safety intelligence: Clinical event reporting system	Demo last week with DO's (400 contractors only 35 responses due by Feb 2). Send email to providers – resend the ppt –to improve response rate. Mgr to compete report and consultants that will receive the report	Kimber will resend PPT. ASAP
	COD Update	Online training available – info provided to group	
	FFS Psychological Testing	Info provided on accessing FFS psych	

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		testing that can be used if your LE contract does NOT have psych testing in the contract or the LE's can use the DO's	N. Thomas
PRO	New Pt's Rights Posters	Can be obtained from the Pt's Rights Office- must be displayed in common areas obviously visible to Pt's or where Pt's congregate	Carol Lewis of PRO 213/738-2524
	QUALITY ASSURANCE	**QUALITY ASSURANCE**	
State DHCS Updates	DSM 5 & icd 9/10 update - Oct 1,2015 dsm 5 implementation	CSI submission will no longer be dsm – icd only	
IBHIS Update	4 providers LE Providers LIVE, 96 DO providers LIVE, Harbor rolls out in February. Chart review tool is almost done for ibhis – will be field tested. Reports – contractor impacted svc hx report working to get it to populate IS and IBHIS info. Tx plan – new one pending.		
QA Technical Asst. • **Bulletin 14-06**	New QA requirements for contractors, looking for a process that makes sense and that it's easy to follow and answers the question 'how does your QA program function/work'?	Due Jan 15, 2015 to Countywide QA with a 'cc' to Kimber	All LE's
Audits	Imces reported that they have in February	Feb. 24, 2015	Kimber will notify Countywide QA

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Announcements:	NONE		
Handouts:	➢ Provider Directory Protocol ➢ 12/14 Test Calls Study Results ➢ Jan 2015 Family Engagement Project ➢ COD Online Training Info ➢ FFS Psych Testing TAR form and contact person info		
Next Meeting:	**March 19, 2015**		

Respectfully Submitted,

Kimber Salvaggio