

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

Adult Quality Improvement Committee Meeting

Kimber Salvaggio, SA 2 Adult QIC Chair

July 21, 2016

San Fernando Mental Health Center

10:00 am-12:00 pm

Agenda

Welcome- Introductions & Agency Updates	All
Approval of May Minutes	All
Quality Improvement	
Best Practices Sharing	All
Client Retention Practices*	
Managing Timeliness Issues	
Clinical Quality Improvement	Kimber
Cultural Competency Report*	Sandra Chang Ptasinski, Ph.D. DMH PSB- QID
Policy Updates*	Kimber
PIP - SA QI & Non-Clinical	LyNetta Shonibare, Psy.D DMH PSB- QID
PRO	Kimber
QI Announcements	All
Quality Assurance	
Audits	All
State DHCS Updates	Kimber/All
BBS*	
Training & Operations	All/Kimber
Documentation Trainings*	
QA Policy Updates & Technical Asst	Kimber
DHCS Chart Review	
Access to Care*	
Suicide Risk Assessment & Mitigation*	
QA Announcements	All
Other	
How is this information disseminated in your agency	All
Future Agenda Items & Adjournment	All

Handout*

Next Meeting for SA 2 Adult QIC: Sept. 15, 2016 at 10-12 pm

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:	July 21, 2016
Place	10605 Balboa Ave 2nd floor Conf.	Start Time:	10:00 a.m.
Chair	Kimber Salvaggio	End Time:	12 p.m.
Co-Chair	None		
Members Present	Belinda Ankrach – DMH PSB Certification, Cheryl – Hillview MHC, Denisa Suciu – DMH WVMHC, Dora Escalante – JFS, Honey Dardashti – Tarzana Tx Ctr, James Pelk – IMCES, Jonathan Paltrow – DMH SFMHC, Lee James Gossett – Didi Hirsch, Leslie Di Mascio – SFVCMHC, Inc., LyNetta Shonibare - DMH PSB Countywide QI, Megan McDonald – Topanga West, Michele Renfrow – SA 2 DMH, Michelle Logvinsky - Topanga West Guest Home, Ramona Casupang - DMH SB 82, Sabrina Barscheski - DMH SCVMHC, Sara Pineda – ECDA, Sue Birman – DMH UCSP, Tiger Doan – APCTC		
Absent Members	Allen Pouravanes - DMH PSB QA, Angela Khan - SFVCMHC, Inc., Child & Family Ctr, PACS, Denise Greenspan - Hillview MHC, El Dorado, Jesus Morales – Didi Hirsch, Julie Jones – Hillview MHC, Lucy Marrero – Child & Family Ctr, Sandra Chang-Ptasinski – DMH PSB QID Cultural Competency Unit, Sima Baikov – DMH WVMHC		
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. Dr. LyNetta Gore of the DMH PSB Countywide QI unit was introduced and welcomed by the group.	K. Salvaggio
Review of Minutes	May 2016 Minutes approved		All

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Best Practices Sharing	<p><u>QUALITY IMPROVEMENT</u></p> <p>QI best practices sharing for client retention strategies and discussion on challenges related to access to care policy</p>	<p><u>QUALITY IMPROVEMENT</u></p>	<p>All</p>
Cultural Competency Report & PIP - SA QI & Non-Clinical	<p>Revisited the definition of culture from the Nat'l Stds for Culturally and Linguistically appropriate Svcs in Health & discussed the Dept.'s annual cultural competence training plan in the context of the SA QI PIP</p>		<p>LyNetta Shonibare, Psy.D./All</p>
Clinical Quality Improvement	<p><u>Access to Care</u> policy is signed and posted and walk-in services policies</p> <p><u>Safety Intelligence</u> - How use clinical incident reporting to improve care & to decrease risk</p> <ul style="list-style-type: none"> • contractors still not onboard • 9 min vimeo coming soon for SI 		<p>Provided by Office of the Medical Director staff reported by Kimber</p>
Policy Updates	<p>See June and July handouts</p>		<p>Kimber/All</p>
Pt's Rights	<p>Reminder to send logs via email with a 'cc' to Kimber & DMHCOP@dmh.lacounty.gov Put SA 2 in the subject line</p>		<p>Kimber/All</p>
QI Announcements	<p>None reported.</p>		

	<u>QUALITY ASSURANCE</u>	<u>QUALITY ASSURANCE</u>	Kimber/All
<p>Audits</p> <p>State DHCS Updates</p>	<p>None known in SA 2</p> <p><u>MAA update (for DO's Only)</u></p> <ul style="list-style-type: none"> • MAA implementation plan • Last 3-4 years discussions between state and CMS • CMS concerned over some codes being mis-used specifically spmp vs. non-spmp • Counties must be able to explain a task performed by an spmp vs non-spmp • Are you using a special expertise as a spmp? • More info coming <p><u>Waiver reminder</u></p> <ul style="list-style-type: none"> • Some contractors out of compliance <p>None at this time.</p>		
<p>Medi-Cal Certification Section</p>	<p><u>Doc Trainings</u></p> <ul style="list-style-type: none"> • Hard copy of training available dates provided to the group* • all supervisors are strongly encouraged to take the training due to the large number of policy changes in the past several months 		
<p>QA Policy Updates & Technical Asst.</p>	<p><u>Access to Care Policy Revisions and svc request log data</u></p> <ul style="list-style-type: none"> • The "Scheduling of Initial Appointments and Associated Documentation" and 		

	<p>“Scheduling of Initial Medication Appointments” policies have been revised and combined into the “Access to Care” policy.</p> <ul style="list-style-type: none">• Universal screenings including “emergent medication needs” were incorporated into the revised policy. Emergent medication need, which requires a concurrent initial medication appointment, is defined within the policy as someone who will run out of medications prior to a routine appointment, has run out of medications and/or exhibiting symptoms for which medications may assist.• A Clinical Forms Bulletin will be issued modifying the Service Request Log to incorporate Universal Screening data elements.• QA is working with the technical staff at CIOB to identify the way in which contractors will provide Service Request Log data from their EHR to DMH in order to track access to care.• If any contract provider would like to pilot submitting SRL data to DMH notify Kimber <u>Draft of DHS Chart Review Rec'd</u>• 30 days to respond then final report to us - 60 days to appeal• Disallowances and findings sent to provider in August provider to submit POC to CQA• Issues to fix: admin of rx on MAR• Updated the outpt med review• Common things - non therapeutic specifics – go back to services components and what did you do		
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Upcoming items	<p><u>COS Manual Changes & Codes Manual:</u></p> <ul style="list-style-type: none"> • Will be working on updating both 	
Announcements:	None at this time.	
Handouts:	<ul style="list-style-type: none"> ➤ Draft copy of May 2016 SA 2 Adult Mtg Min ➤ Samples of client retention efforts from other human service industries ➤ Definition of Culture form Nat'l Stds for CLAS ➤ CC Training Plan FY 15-16 ➤ P & P Updates Rev Dates 06/13/16 & 07/11/16 ➤ DMH Memo re: New BBS Licensure Exams ➤ Documentation Training Sch'd Rev Date 07/16 ➤ P & P 302.07 Access to Care ➤ P & P 302.13 Suicide Risk Assmt & Mitigation 	
Next Meeting:	➤ September 15, 2016	

Respectfully Submitted,

Kimber Salvaggio

