

**County of Los Angeles – Department of Mental Health
Children’s System of Care**

April 15, 2010

QIC Agenda

1:30 – 1:40 Introductions & Announcements

1:40 – 1:50 Review of Minutes for February 2010Michelle Rittel

1:50 – 2:10 Provider Updates Providers

2:10 – 3:00 Report from Departmental QVQA and Review of recent State
System Review Adult Chart Audit Alex Medina & Michelle Rittel

3:00 – 3:20 Questions and Discussion

3:20 – 3:30 Proposed Agenda Items

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Next Meeting: Thursday, June 17, 2010

1:30 – 3:30

Location: TBD

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
Service Area 2 Children’s QIC Meeting
QUALITY IMPROVEMENT COMMITTEE MINUTES

Type of Meeting	SA 2 Children’s QIC	Date	April 15, 2010	
Place	Pacific Lodge Youth Services 4900 Serrania Ave Woodland Hills, CA 91364	Start Time	1:30	
Chairperson	Michelle Rittel	End Time:	3:30	
Co-Chairs	Alex Medina Lisa Delmas			
Members Present	Michelle Rittel, Sonia Herten-Greaven, Hosun Kwon, Angeline Baez, Alex Medina, Cathi Collins, Tania Fallert, Maria DiBattista, Nicole Ryan; Olga Zysman; Dominique Eugene; Lisa Lansing; Norma A. De la Cruz; Tracy Chinn; Mike Alba; Angela Kahn; Victoria Shabanzadeh; Tim Peterson; Marina Geozalyan; Irma Seilicovich; Lena Allen; Stacey Sigman			
Excused Members	Lisa Delmas			
Absent Members	Anabel Aispuro; Terra Mulcahy; Jennifer Ruiz; Michael Marx; Lorena Rincon; Eric Stewart Thomas, Aguedo Cabrera; Madrid Jacobs-Brown, Monica Weil; Patricia Tyler; Romeo Herrera; Dina Dutton; Wendy Tovey; Michelle Wells; Melissa Bagwell; Stewart Sokol; Dennis Brotman; Seth Bricklin; Melanie Leland; Kelly Yonon, Helena Cerny;			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date	
Call to Order & Introductions: Alex Medina Michelle Rittel	Meeting called to order at 1:30pm Introductions were made.			

Review of Minutes and Handouts: Michelle Rittel	The minutes for February 11, 2010 meeting were reviewed and approved as corrected.		
Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement (QI)			
Provider Directory Discussion: Michelle Rittel Alex Medina Departmental QIC Meeting Report: Michelle Rittel Alex Medina	<p>The new provider directory, which is now divided by service areas, is now available online.</p> <p>Cultural Competency Sub-Committee reports that per recent system review, documentation of linguistic competency is “good”. However there also needs to be a method of documenting cultural competency, which is to be determined.</p> <p>In recent system review, there was 1 out of 23 that was out of compliance for QI, timeliness of appointments</p> <p>CAEQRO review has been completed. This was not an audit. It is an external quality improvement review. The exit interview is today and results will be discussed at our next SA 2 QIC meeting.</p>	<p>Providers encouraged to review new directory online.</p> <p>Results of review to be discussed at next meeting.</p>	<p>Michelle Rittel 6/17/10</p>

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Assurance (QA)			
Departmental QA Meeting Report, Cont'd.	<p>There were 9 charts with no CCP present. There were CCCPs that did not address the needs of the client, goals that did not link back to assessment, no signatures from staff or client and lack of justification for when the client finally signed, wrong dates or altered dates, missing goal for the type of service provided.</p> <p>There were disallowances for lack of signatures, case management services that did not relate to CCP, medical necessity not documented, change of DX forms not in chart, diagnosis deferred for entire audit period, illegible writing, impairments not documented.</p> <p>Other findings and comments: assessments not updated and lacking strengths, missing allergy and medical info., inappropriate goals on CCP, CCP did not address immediate needs, vague/non-measurable goals, goals not changed when the condition of the client changed.</p>		

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Departmental QA Meeting Report, cont'd.</p>	<p>There were disallowances for services documented in progress notes included claiming time for giving a client a check, illegible writing, missing signatures, missing date of service, billing for clerical services and transportation, lack of intervention, and interpretation.</p> <p>Findings and comments for progress notes included time claimed did not appear to match interventions, documented CM but claimed MH services, interventions of other participating staff not documented, lack of total clients/staff in groups, group time calculated wrong, missing credentials or using functional titles instead.</p> <p>Providers discussed ideas to improve appropriate completion of CCCPs, including obtaining signatures, including clients in setting goals and improving staff investment in the CCP as a useful clinical tool.</p> <p>Currently there are no new EPSDT audits scheduled</p>		
<p>Departmental QA Meeting Report, contd.</p>	<p>Report on SA7 Quality Improvement Case Reviews for the Children's MH providers that are providing services using Katie A. funds. Results were included in handout and discussed.</p> <p>Clinical Loop handout was reviewed and discussed. Importance of emphasis on clinical loop as it relates to recent chart review/audit was discussed.</p>	<p>Review for SA2 and all other service areas will occur in the future.</p>	

Agenda Items & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Announcements:	No announcements from providers.		
NEXT MEETING:	June 17, 2010		

Respectfully submitted,

Michelle Rittel, LCSW