

County of Los Angeles – Department of Mental Health
Service Area 3
Quality Improvement Committee Meeting
August 19/09
9:30 – 11:30 am

AGENDA

- | | | |
|----|---------------------------|-------------------|
| I | Welcome and Introductions | Bertrand Levesque |
| II | Review of the Minutes | Bertrand Levesque |

Quality Improvement

- | | | |
|-----|------------------------------------|-------------------|
| I | QIC Project`Update | Bertrand Levesque |
| II | State Performance Outcome Report | Bertrand Levesque |
| III | Patient Rights- Change of Provider | Bertrand Levesque |
| IV | QIC Handbook | Bertrand Levesque |

Quality Assurance Liaison Meeting

- | | | |
|----|--------------------------------|-------------------|
| I | Paraprofessional Documentation | Bertrand Levesque |
| II | Paperless System | Bertrand Levesque |

Other Issues

- | | | |
|-----|--------------------------------------|-------------------|
| I | Audits | All |
| II | Announcement
Curtailment
Email | All |
| III | Adjournment | Bertrand Levesque |

September 16, 2009 QIC MEETING = CANCELLED

**Next Meeting: October 21, 2009 at Enki, 3208 Rosemead Blvd
2nd Floor, El Monte, Ca. 91731
(626) 227 7014**

**COUNTY OF LOS ANGELES- DEPARTMENT OF MENTAL HEALTH
Service Area 3
Quality Improvement Committee Meeting
August 19, 2009**

Misty Allen	Alma	Daniel Ramirez	Foothill Family
Gloria Santos	Almanson	Kameelah Wilkerson	Hathaway-Sycamores
M. Zamudio	Almanson	Toni Aikins	Hillsides
Makan Emadi	Arcadia MH	Denise Woo	Juvenile Court MHS
C. Weatherspoon	Arcadia MH	Janel Grobes	Maryvle
Leah Merjil	BIENVENIDOS	Gaby Villasenor	McKinley Children's
Stella Tam	CFAR	Rhiannon DeCarlo	Pacific Clinics
Leslie Shrager	Children's Bureau	Padma Durvasula	Prototypes I-Can
Eric Yamamoto	David & Margaret	Rebecca Dekeyser	Prototypes-Pomona
Annabel Rodriguez	DMH	Linda Pry	Prototypes-Pomona
Leah Dinsay	DMH	July Law	PUSD
Lisha Singleton	DMH	Rosa Martinez	Rosemary Children's
Martha Lopez	DMH	Sharon Scott	Serenity Infant Care
Mikki Beemann	DMH	Bill Fujihara	Social Model
Bertrand Levesque	DMH	Stephanie Sullivan	Social Model
Angel Kelly-Blaydes	DMH	Dustin Schiada	Spirit
Conception Lugo	D'Veal	Stephanie Harper	The Family Center
Michelle Hernandez	Enki	Elizabeth Owens	Tri-City Mental Health
Windy Luna Perez	Etti Lee Homes		
Melody Taylor Stark	Five Acres		

WELCOME

Bertrand Levesque welcomed the group at 9:30 a.m. followed by self-introductions.

REVIEW OF THE MINUTES

The minutes were approved by Michelle Hernandez, and seconded from Misty Allen with the following revisions as it pertained to June's actual attendance:

Not Present: Linda Stone Abrams, Arcadia Mental Health, Ivy Cotee, David & Margaret, Angel Kelly-Blaydes, DMH, Janel Grobes, Serenity.

Present: Max Emadi, Arcadia Mental Health, Eric Yamamoto, David & Margaret, Judy Law, Pasadena Unified School District, Conception Lugo, D'Veal.

QUALITY IMPROVEMENT

QIC Project

There is an ongoing revision of the QIC Handbook. It is currently still circulating and being revised. However, the process should be completed soon and it will be emailed to everyone. Bertrand previously sent a link of the unrevised handbook to everyone.

State Performance Outcome Report

A Draft is out for the 2008 Outcome Measures for May and November 2008. This has been an extensive project, and can't be sent out as of yet. Service Area 3 didn't rank in any of the extremes on any categories. As soon as the final report is approved and released, it will be sent to providers.

Patients Rights

We are allowed to send via Email the Change of Provider Log at patientsrightsoffice@dmh.lacounty.gov, providing there are no changes of Providers. However, all Providers should know that it is a HIPAA violation of emailing any Protected Health Information about any clients and will to be reported.

QIC Handbook

The QIC Handbook was emailed to all Providers. When providers are audited they are expected to have a copy of QIC Handbook at hand. More specifically, each Provider are required to have QI Program Description, the QI Handbook and the QI Work Plan (included in the QI Work Plan is the Annual Evaluation Report).

Paraprofessional Documentation

Directly Operated Clinics employing "Paraprofessionals" will be required to document and bill. The QA division will conduct a training for them. At the present time the training is a Piloting Project.

Paperless System

ACHSA currently has a work group working on a response from a letter sent by the State to the Dept of Mental Health. There will be trainings when the system goes paperless and ACHSA is working on this.

Budget Curtailments

There was discussion how the budget cuts have impacted all agencies and some those effected had the opportunity to express how this has impacted their respective programs. A provider reported that they will no longer have funding for the Indigent Population and have to develop a short term help for these clients. Another reported that they have Groups for their Healthy Family clients that are waiting to be seen. There is a lot of concern for the decrease in the Healthy Family funding, and a need to advocate for AB3632 funding. Other agencies reported how the Curtailment has affected them and the adjustment they had to make.

Audits

ENKI had an EPSDT Audit in July. They had 163 charts and 198 line items reviewed. the team of 2 auditors was at their agency for only one day and they only had one recoupment. They received good feedback regarding their goals, assessments. This audit focused only on TCM. Pasadena Unified had their EPSDT Audit in June and they reviewed 163 charts with 200 line items. They noted that the auditors were very thorough and provided them with very positive feedback as well. Providers asked for clarifications as to what auditors want to see in TCM goals and how it impacts client's functioning. David and Margaret had an audit from the Auditor

Controllers Office focusing on note/billing reconciliation. Hillside had a FSP audit on TAY and Children's Programs. They did well, but auditors wanted to see the usage of flex funds in the intervention section of their notes. They had positive feedback. The OMA section of their charts were also reviewed and they instructed how to fix/correct their OMA's that lacked information.

SFPR Question

A question was raised regarding SFPR status when the old agency refuses to relinquish their SFPR status to the new receiving agency and how to deal with this issue. Bertrand referred to the process that is already in place and that it is a client's right to choose their provider.

Medi-Cal Eligibility Status

The question was raised relating to the new system of verifying a client for medi-cal eligibility. It appears the old system was more accurate and functional in determining whether or not a client was medi-cal eligible. There is confusion surrounding this, and a need for help in navigating this new system. Bertrand requested that the issues be email to him so he can research the issue.

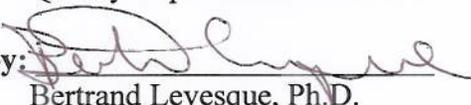
Announcements

Gassia is on vacation at this time. George Holbrook has been promoted to Privacy Officer at Pacific Clinics.. There is also a need for a "Minute Taker". Patricia Gonzalez has moved on and is no longer available to do the minutes. Anyone willing to volunteer for this should contact Bertrand.

September is dark for a QIC Meeting. Next QIC Meeting will be October 21, 2009 @ ENKI. A representative from the County Auditor Controllers office will be present in October. In November there will be someone to do a presentation on Risk Management. December will be a regular QIC Meeting with Holiday Pot Luck!

ADJOURNMENT

Minutes recorded by: Leah Merjil, Bertrand Levesque, Ph.D
Quality Improvement Committee

Minutes approved by: 
Bertrand Levesque, Ph.D.
Quality Improvement Committee Co-Chair

NEXT MEETING

The next meeting will be October 21, 2009 (9:30 a.m.-11:30 a.m.) at Enki, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.@ 626-227-7014