

COUNTY OF LOS ANGELES- DEPARTMENT OF MENTAL HEALTH
Service Area 3
Quality Improvement Committee Meeting
May 20, 2009

Misty Allen	Alma	Gassia Ekizian	Foothill Family
Gloria Santos	Almanson	Daniel Ramirez	Foothill Family
Helena Ditko	Arcadia MH	David Kirk	Hathaway-Sycamores
Max Emadi	Arcadia MH	Toni Aikins	Hillsides
C. Weatherspoon	Arcadia MH	Denise Woo	Juvenile Court MHS
Leslie Shrager	Children's Bureau	Denise Gonzales	Maryvale
Julia Soler	Children's Bureau	Julie McInnis	McKinley Children's
Eric Yamamoto	David & Margaret	George Holbrook	Pacific Clinics
Lisha Singleton	DMH	Padma Durvasula	Prototypes
Bertrand Levesque	DMH	Linda Pry	Prototypes
Angel Kelly-Blaydes	DMH	Judy Law	PUSD School MH
Conception Lugo	D'Veal	Sharon Scott	Serenity Infant Care
Michelle Hernandez	Enki	Joseph O'Brian	Social Model Rec.
Windy Luna-Perez	Ettie Lee	Stephanie Sullivan	Social Model Rec.
Melody Taylor Stark	Five Acres	Stephanie Harper	The Family Center

WELCOME

Bertrand Levesque welcomed the group at 9:32 a.m. followed by self-introductions.

REVIEW OF THE MINUTES

The minutes from February 18, 2009 were reviewed and accepted as written.

QIC Co-Chair

Bertrand Levesque introduced George Holbrook who has agreed to co-chair QIC and thanked him for his commitment.

QUALITY IMPROVEMENT

QIC PROJECT

George Holbrook reported on the QIC project progress. The Quality Improvement Handbook has been updated and is needed as a reliable measure of examples for audit review. An updated manual is necessary for audit. George discussed the auditor controller and state audits in which we are asked to show a quality management training manual. Each clinic needs to adapt a work plan to monitor and to support quality of care issues. This manual would be a collection of data to support improvement of services. These documents are all kept along with training materials. Some discussion followed regarding the new chart review tool that was revised. Bertrand asked for a vote on working on QI/QA Hand book. Agreed by all in attendance.

Changes Provider Report April (QIC)

Bertrand discussed the report and addressed the changes and restructuring. There is an added component of complaints addressed by clients.

Policy 401.4 – Veteran (March QIC)

There have been complaints of clinics turning away veterans. George addressed how to handle veterans seeking mental health services: 1) Eligibility is based on disability and use of single contact form as a screening tool; and, 2) Crisis services cannot be denied and must include assistance with connection services. The mandate is to screen, evaluate, and determine who on the list can provide services. Policy 401.4 was distributed to all.

EQRO result SA 4 and 1 (April QIC)

EQRO audit results were reviewed by George Holbrook. Findings included 1) poor attendance at exit interviews and 2) access to SIFT report (Secure Internet File Transfer). The process should involve interview with consumers and staff. There is disconnecting between models. Some concerns include the waiting list, welcoming concerns, interpreters, documentation of no shows, and ways follow up occurred. SA 3 is on the list for review.

Survey Drop off location and deadline

Bertrand lead the group in some discussion followed regarding the location of drop off for the surveys and the effectiveness of the process and location. The current drop off at MaClaren is to take place on May 26, 2009. Bertrand will email Marty reflecting feedback regarding the drop off of the survey. General consensus was that it needs to be more centralized and organized.

QUALITY ASSURANCE

County EPSDT audit (March, May QIC)

Bertrand announced that a bulletin would be released soon. Therefore, Gassia gave an overview of what will be in the bulletin. Some main items included 1) the necessity of the clinical loop of assessment/CCCP/Progress Note 2)no limit on the amount of contact time or number of contacts within the window time period for assessments 3)for school based settings document must have participation of the client 4) Parent signatures are desirable and telephone agreement is acceptable 5) the family meeting (case conferences only) time should reflect the staff participation in the meeting 6) Short term (i.e. an update letter for court) report writing should indicate the letter is attached in the correspondence section of the chart as well as the benefit to the client 7) Telephone calls can be claimed as case consultation time (particularly for child abuse reporting.) 8)for a discharge summary the time is reimbursable if it is clinical, not for the summary itself 9) Marital therapy is not reimbursable for one client. See the Bulletin for more details.

Dual Diagnosis Code Clarification (May QIC)

The X and U codes were reviewed and there will be a clarification bulletin coming out soon.

Electronic Records (May QIC)

There will be further updates on the guidelines and expectations as it becomes available.

Multi-Systemic Therapy (March QIC)

Intensive MST has had EBT disallowances.

SFPR and closed Episode in IS (April QIC)

SFPR is still in draft form. The county is going to clear out all closed episodes. Begin to remove your name from the IS as part of the closing process.

Clinical Forms Manual (April QIC)

DMH QA has a manual for the use of all forms. The title LPHA will be changed to Authorized Mental Health Professionals but needs to be approved.

OTHER ISSUES

Audits

Maryvale: Auditor controller audit in June. PUSD: June 8th. Hathaway Sycamores: IEP Assessment, AB3632 audit mail for 2002-2005. Pacific Clinics: fiscal review from a private firm. Enki: fiscal audit and AB3632. Followed by a discussion of fiscal audits.

CCCP feedback

Those who have electronic records commented how expensive and time consuming it is to change forms. The CPTT – electronic health care movement time frame and the cost associated with changing the forms (AIA, CCCP) Request for some time lines in order to implement new forms

Adjournment

The meeting adjourned at 11:12 a.m.

Minutes recorded by: Helena Ditko, Bertrand Levesque
Quality Improvement Committee

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

NEXT MEETING

The next meeting will be July 15, 2009 (9:30 a.m.-11:30 a.m.) at Enki, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.
626-227-7014