

Service Planning Area 3
County of Los Angeles – Department of Mental Health
Quality Improvement Committee
Meeting Minutes
April 21, 2010

Welcome: Seth welcomed the group at 9:30 a.m. followed by self-introductions

Attendees

Gloria Santos
Makan Emadi
Julia Maria Soler
Helena Ditko
Stella Tam
Paul Eberly
Paula Randle
Leslie Shrager
Lisha Singleton
Marta Lopez
Rafaela Velado
Michelle Hernandez
Windy Luna-Perez
Melody Taylor Stark – Co-Chair
Gassia Ekizian – Co-Chair
Daniel Ramirez
Marisal Lonafor
Kameelah Wilkerson
Sandra Bourdara
Nancy Gilbert
Tisha Langley
Janel Grobes
Peggy Daglian
Judy Law
Rosa Martinez
Serenity Infant Care – signature illegible.
Stephanie Sullivan
Jason Hatakeyama
Dustin Schiada
Stephanie Harper
Elizabeth Owens
Sandia Espinoza
Terese Jarnutowski

Presenter

Guest speaker, Julie Agojo, Specialized Foster Care Reviews was unable to present due to emergency. Julie will present at later date.

Review of Minutes

Minutes for the March 17th QIC were read and approved

QUALITY ASSURANCE

Gassia Ekezian

AB Consent

- The AB3632 third party payor information and consent to bill for AB3632 MHS is allowing to bill for Medi-Cal and other third party payors
- Must bill if billing for Medi-Cal
- Effective for any billing March 1st, moving forward
- Will put out a memo or bulletin for more information
- An Individualized Educational Plan (IEP) is not a consent for AB3632

State Systems Review

- The CCCP was a major focus of the State Systems Audit conducted in February 2010.
- CCCP compliance information will be provided at the end of this month with compliance issues indicated.
- DMH will require some form of corrective action from providers involved in the review.

Webex Update

- Co-Chairs and Chair reported that they had difficulty hearing all of the information presented.

QUALITY IMPROVEMENT

Melody Taylor Stark

CAEQRO – External Quality Review out of New York focused on quality improvement at State and County levels. First year reviewers had a meeting with QIC Chair and Co-Chairs and met for 1.5 hours. The environment was very constructive and friendly. Attendees got a real sense of not just information being given, but that information would be taken back.

Purpose of the External Quality Review included:

- Insure information is passed down from State → to County → to QIC Chair and Co-Chairs → to Providers.
- What is LAC-DMH doing to improve services / accessibility to consumers?
- Heavy focus on QA (Data)
- Some of the QICs are starting to focus on statistics and what it means for the client (survey outcomes)
- Access for services, timeless for services, cultural competency
- How is information flowing and utilized?
- Differentiation between Quality Assurance and Quality Improvement

- QI focuses on statistics and outcomes / interpretation / insight on taking information from state and county and help to make real and relevant and take back to providers.
- How QI checks in with QA and service delivery
- Over the next several months getting feedback from providers on understanding QI, not just completing QI related projects.
- Quality just doesn't flow downward, but goes upward as consumers and family members also participated.
 - Last Thursday (April 22nd) Melody was not able to attend the Exit Interview but will getting information as a spring board to bring to providers.
 - Martie Drinan, District Chief, will provide an e-mail summary about the Exit Interview.

AUDITS

Arcadia Mental Health

DMH Internal – preparing for Federal Internal

- Feedback on charting
- Physical walk through – focused on spaces clients can get through
- Looking for HIPAA relevant information on bulletin boards
- Did not look on computers
- Were prepared to answer questions about email
- Surprisingly trash bins were scanned for possible private information not properly shredded

Juvenile Court

Edmund D Edelman Children's Court

Experienced a good audit

- Seeing how agency is doing
- No time frame
- Pulled 5 charts
- A lot of questions because program is different – due to judge orders and attorney issues
- What happens if HIPAA comes in? Answer: Adjust the paperwork
- Did not get foster care provider
- Certain forms they were told they need to have
- Looked at securing records (janitorial staff coming through offices all throughout the court house) difference in this setup and an outpatient clinic.
- Facsimile machines (insured no one walks by to pickup a fax)

Department of Children and Family Services (DCFS)

Co-located Specialized Foster Care

- Charts were locked; no clients in the area
- Looking for whether DCFS had a process

Full Service Partnership (FSP)

- Specialized foster care visit
- Calworks coming to LaPuente
- Medi-Cal Recertification walk through
- If an agency has locations in other service areas, a re-certification will be done in each area
- Medication Management was detailed as auditors went into medication room
- Lobby necessities
 - All 12 languages must be in the lobby are for consumers
 - Grievance brochures must be in lobby
 - Mental Health Poster in 12 different language
 - Beneficiary form has only 11 languages (simplified and traditional Chinese)
 - Contact patient's right for new poster
- It depends on the service area as to what is instructed

Medi-Cal Recertification

Melody Taylor Stark

- Five Acres had a Medi-Cal Recertification that went well
- Checking out charts parallel to a library system is encouraged
- Clinicians can't just go in and pull charts; sign-in sheets (kept by a medical records staff) are encouraged as it is inappropriate for staff that doesn't have keys to take charts.
- Who ever is handling the charts has a right to know as the *need to know* is part of HIPAA compliance.
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Miscellaneous

Gassia mentioned the High Tech Act – February 1st.

Announcements

- Rosemary Children services – hiring for Head of Services
- Foothill Family Services is opening another site in LaPuente – focus on school readiness – self-esteem

Adjournment

The meeting was adjourned

Minutes Recorded by: Elizabeth Owens, Tri-City Mental Health Center

Minutes Approved by: Seth Meyers, Quality Improvement Committee Co-Chair

Next Meeting

Date: Wednesday, May 19, 2010
Time: 9:30 – 11:30 a.m.
Location: ENKI, 3208 Rosemead Blvd., 2nd Floor
El Monte, CA 91731
Phone: (626) 227-7014

Minutes Approved by:

A handwritten signature in cursive script that reads "Seth Meyers, Psy.D." with a stylized flourish at the end.

Seth Meyers, Psy.D.
SPA 3 QIC Chair