

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

January 20, 2016

9:30 am – 11:30 am

AGENDA

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|---|-------------------|
| I Welcome and Introductions | Bertrand Levesque |
| II Review of the Minutes | Bertrand Levesque |
| III Legal Entities Names –CEO, President | Bertrand Levesque |

Quality Improvement

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| I Survey's May 2015 | Margaret Faye |
| II Hearing Impaired Services | Gassia Ekizian |
| III Test Calls | Margaret Faye |
| IV PRO- System review-evidence and Policy
-Email box for Change of Providers | Margaret Faye |
| V Policy/Procedure | Margaret Faye |
| VI CCC Meetings | Margaret Faye |
| VII Parameter for Spiritual Support Baseline | Margaret Faye |
| VIII QI Update | Tonia Jones |

Quality Assurance Liaison Meeting

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| I System Review | Bertrand Levesque |
| II Legal Entities QA Process report | Gassia Ekizian |
| III Verification of Services | Gassia Ekizian |
| IV Documentation Training | Gassia Ekizian |
| V IBHIS – more Providers –Addendum Guide | Gassia Ekizian |
| VI Review of Records | Bertrand Levesque |

Other Issues

- | | |
|-----------------|-------------------|
| I Announcements | All |
| II Adjournment | Bertrand Levesque |
- Next Meeting: February 17, 2015 at Enki, 3208 Rosemead Blvd , 2nd Floor,
El Monte, Ca**

Parking at lower level only.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date	1/20/2016	
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Dr. Bertrand Levesque Ms. Gassia Ekizian Dr. Margaret Faye	End Time:	10:28 am	
Members Present	<i>Sharon Scott</i>	<i>Arcadia MH</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>
	<i>Emily Dual</i>	<i>Bienvenidos</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>
	<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>	<i>Laura Jimenez</i>	<i>Hillsides</i>
	<i>Akiah Robinson</i>	<i>CA Mentor</i>	<i>Kristy Gerritse</i>	<i>Homes for Life Foundation</i>
	<i>Leslie Shrager</i>	<i>Children's Bureau</i>	<i>Jessica Rentz</i>	<i>Leroy Haynes Center</i>
	<i>Janae Moss</i>	<i>Crittenton Services</i>	<i>Karen Sammon</i>	<i>Maryvale</i>
	<i>Paula Randle</i>	<i>David & Margaret Youth and Family Services</i>	<i>Gabriela Rhodes</i>	<i>McKinley Children's Center</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Uyen Nguyen</i>	<i>Pacific Clinics</i>
	<i>Bertrand Levesque</i>	<i>DMH</i>	<i>Daniella Chavez</i>	<i>Prototypes</i>
	<i>Greg Tchakmakjian</i>	<i>DMH</i>	<i>Jennifer Lomas</i>	<i>PUSD</i>
	<i>Elizabeth Townsend</i>	<i>DMH - Certifications</i>	<i>Amanda Mackean</i>	<i>Rosemary Children's Services</i>
	<i>Tonia Jones</i>	<i>DMH</i>	<i>Rebecca deKeyser</i>	<i>San Gabriel Children's Center</i>
	<i>Stacy Morhar</i>	<i>DMH</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems, Inc.</i>
	<i>Nancy Uberto</i>	<i>D'Veal</i>	<i>Perla Pelayo</i>	<i>SPIRITT Family Services</i>
	<i>Ariana Alvarez</i>	<i>D'Veal</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Carmen Vargas</i>	<i>ENKI</i>	<i>Joe Bologna</i>	<i>Trinity</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Katia Perez</i>	<i>Violence Intervention Program</i>
<i>Katie McGevna</i>	<i>Five Acres Boys & Girls Aid Society</i>			

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Levesque called the meeting to order and followed with self-introductions.		
Review of Minutes	The minutes were reviewed. Motion to accept by Amanda Mackean and seconded by Robin Washington.		
Legal Entities Names—CEO, President...	The list was passed around and attendees were asked to place a check mark by the agency and to see whether name is correct and whoever is in charge of the agency.		
Surveys May 2015	May survey results are complete. DMH is working on a provider level report as soon as it is available.		
Hearing Impaired Services	Right now it is only available in English and Spanish. More languages are being requested and is in the works.		
Test Calls	Test calls in June. As the date gets closer we will ask for volunteers. Make sure you complete the form in its entirety. It will be electronic and will require an answer to each line. More information to come.		
PRO—System Review-evidence and policy-email box for Change of Provider	Big system review in February. PRO and QI getting ready. They have everything they need, they make ask a provider to provide a sample of forms and that is why it's important to have the correct information and they can get what they need ASAP. Change of Provider request. Does not have to be in the waiting room. You just need a copy and have it available. Get the fire clearances way ahead of time. The earlier you contact Elizabeth, the better.		
Policy/Procedure	As soon as it comes out make sure to read it and make the necessary updates.	Please read policy 306.01	

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CCC Meetings	The kick off was last week. A flyer has been sent out with dates and there is also a conference call line to participate. The LGTBQ group has been added.		
Parameter for Spiritual Support Baseline	You will get an email with a post measure after they collect the baseline measures. Training is for non-clinicians so there are no CEUs.		
System Review	The System Review will begin 2/8 to 2/11. DMH is in the process of being contacted. Service providers may be contacted. February 22 nd is the chart review and it ends Friday, March 4 th . The QI will have a list of selected clients and review period on February 11 th and will notify providers via phone/email around February 12 th . The chart drop off 2/16 to 2/19. Exit conference on March 4 th . All providers with selected clients are invited to attend. These are very informative and you learn quite a bit. Electronic copies or records will need to be printed. By January 25 th the webinar should be uploaded. Bertrand will let people know when it's ready. Contact QA and cc Bertrand to see if electronic signature is on file.		
Legal Entities QA Process Report	There will be an email from DMH QA regarding the annual QA process report. It is due 1/31/16. This year we have the same request and you have until 1/31/16 to respond. Our current QA process is that you only need to complete the form in the attached email and the corrective action plan if indicated. Policy and Procedures only if there are significant changes in the last year from you when you last submitted it.		
Verification of Services	QA Bulletin. There is a new process. A letter will be sent to a random selection of medi-cal beneficiaries the first week of the month and will include services three months prior. The		

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	<p>selection will be 10% of the medi-cal population. The first letters went out on 1/11/16 to 50 selected beneficiaries. There is a sample on the next page of the bulletin with definitions. An email was sent out to the group. By June these letters will be available in all languages.</p>		
<p>Documentation Training</p>	<p>There is one for legal entities on Thursday 3/10/16 from 9-4 and also 4/7/16 and 5/12/16.</p>	<p>Please see handout.</p>	
<p>IBHIS -- more providers – Addendum Guide</p>	<p>There are five agencies going live in February and 10 in March. All of you will have to comply with IBHIS. Please make sure to use the addendum guide and vendors use it too if you are going live on IBHIS.</p>		
<p>Review of Records</p>	<p>Discussion regarding the use of 90885(review of record).It has a high risk of Disallowance. To lower the risk, associate to the gathering of assessment information. Be clear how the information gathered from the review of records informed your assessment. Anytime the client is not present for a service, the need to justify the service and how it will benefit the client must be clearly documented. You need to decide how much risk and how to work with these issues in your agency.</p>		
<p>Announcements</p>	<p>Audits: review coming at the end of the month and a TBS roundtable. PEI audit was last year and it was very helpful—chart selection and review of charts and feedback was provided. It was a very supportive process. There was a review of charts for medical necessity and EBP adherence and that the protocol was followed. More information on which charts will be chosen.</p> <p>Under 25 English speaking clients—SPIRITT family PEI services is taking new referrals for</p>		

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	those who are under 25 and English speaking.		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: December 16, 2015 3. Parameters for Spiritual Support Baseline Survey 4. Policy/Procedure Update 5. Spirituality Training announcement for paraprofessionals 6. Documentation Training Schedule 		
Next Meeting	Next Meeting is February 17, 2016 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

Respectfully Submitted, Keri Zehm, Tri-City Mental Health