

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

Quality Improvement Committee Meeting

February 17, 2016

9:30 am – 11:30 am

AGENDA

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

Quality Improvement

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|--|----------------|
| I Columbia Suicide Prevention Scale-Update | Gassia Ekizian |
| II Psych. Peer Review & Monitoring Clinical Care | Margaret Faye |
| III Test Calls Summary May-Sept. 2015 | Margaret Faye |
| IV PRO-Update-Email box= Change of Providers | Margaret Faye |
| V Provider Directory -Large Print | Margaret Faye |
| VI TAR | 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 Documentation Training | Gassia Ekizian |
| IV Office of the Inspector General | Bertrand Levesque |
| V Service Request Log | Gassia Ekizian |
| VI Health Information Management | Gassia Ekizian |

Other Issues

- | | |
|-----------------|-------------------|
| I Announcements | All |
| II Adjournment | Bertrand Levesque |

**Next Meeting: March 16, 2016 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	2/17/2016	
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Dr. Bertrand Levesque Mrs. Gassia Ekizian Dr. Margaret Faye	End Time:	10:42 am	
Members Present	<i>Misty Arnoff</i> <i>Nancy Miller</i> <i>Emily Dual</i> <i>Mark Rodriguez</i> <i>Leslie Shrager</i> <i>Janae Moss</i> <i>Paula Randle</i> <i>Robin Washington</i> <i>Bertrand Levesque</i> <i>Greg Tchakmakjian</i> <i>Elizabeth Townsend</i> <i>Tonia Jones</i> <i>Nancy Uberto</i> <i>Ariana Alvarez</i> <i>Carmen Vargas</i> <i>Windy Luna-Perez</i> <i>Katie McGevna</i>	<i>Alma</i> <i>Almansor</i> <i>Bienvenidos</i> <i>Bridges</i> <i>Children's Bureau</i> <i>Crittenton Services</i> <i>David & Margaret Youth and Family Services</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>DMH - Certifications</i> <i>DMH</i> <i>D'Veal</i> <i>D'Veal</i> <i>ENKI</i> <i>Etti Lee Homes</i> <i>Five Acres Boys & Girls Aid Society</i>	<i>Gassia Ekizian</i> <i>Margaret Faye</i> <i>Grace Kim</i> <i>Laura Jimenez</i> <i>Kristy Gerritse</i> <i>Jessica Rentz</i> <i>Karen Sammon</i> <i>Gabriela Rhodes</i> <i>Uyen Nguyen</i> <i>Vivian Chung</i> <i>Daniella Chavez</i> <i>Natasha Stebbins</i> <i>Amanda Mackean</i> <i>Nely Meza-Andrade</i> <i>Rocio Bedoy</i> <i>Keri Zehm</i> <i>Joe Bologna</i>	<i>Foothill Family Services</i> <i>Hathaway-Sycamores</i> <i>Heritage Clinic</i> <i>Hillsides</i> <i>Homes for Life Foundation</i> <i>Leroy Haynes Center</i> <i>Maryvale</i> <i>McKinley Children's Center</i> <i>Pacific Clinics</i> <i>Prototypes</i> <i>Prototypes</i> <i>PUSD</i> <i>Rosemary Children's Services</i> <i>SPIRITT Family Services</i> <i>Tri-City MH</i> <i>Tri-City MH</i> <i>Trinity</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 Karen Sammon and seconded by Tonia Jones		
QI/QA Processes Changes/Review	Misty Aronoff from Alma has volunteered to present on their QI/QA process at the next meeting.		
Columbia Suicide Prevention Scale-Update	Policy is waiting for a signature. Once the policy comes out it will be mandatory for DO and encouraged for contract providers.		
Psych. Peer Review and Monitoring Clinical Care	Directly operated agencies had a review to see whether a BMI was done once a year for clients who are taking antipsychotic medication. It was found that 34% were in compliance and 74% were compliant with outpatient review form. Recommendations from the review: let psychiatrists know that they need to do the BMI for clients who are on antipsychotic medication and they need to document the medications and dosages for the last 12 months. Storing and administration of medications needs to be documented and accounted for. There will be an updated policy to come.		
Test Calls Summary and MHSIP	Test Calls: There is a summary report that outlines the results. Page six of the report shows the areas of improvement. Test calls for SA 3 are scheduled for May of this year. One month prior (April) there will be more detail about the changes from 2015 to 2016. The goal each year is to improve the process. Last time there was information missing from the report. As a result, the next surveys will be entered online and hard copies will not be accepted. When entering the information online, the fields are required to	Please see summary reports.	

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	<p>proceed. MHSIP: Spring 2015 data. Look across to see whether you are on par, above or below using the county average as the benchmark. Providers will have access to the raw data. Prior to the surveys leaving your site please scan or enter the handwritten comments. Vendors do not report that information—only what is scanned. The state chooses the date and we have to be ready. Contact Tonia if you do not see your provider on the report and you think it should be on there.</p>		
PRO-Update-Email box=Change of Providers	<p>Please send all PROs to this email: dmhcop@dmh.lacounty.gov and use the revised form.</p>		
Provider Directory-Large Print	<p>This is now available in large print. If you need them please let Dr. Levesque know ASAP as they are a special order.</p>		
TAR	<p>Dr. Levesque sent this request form and hopefully psychiatrists are using this. Anyone under 18 using psychotropic medications should be using the revised form. Any forms that need to be updated, please send to Bertrand.</p>		
Audit	<p>The list of providers and the number of the clients chosen have been sent out. The exit conference is March 4th and only to those who had charts pulled are invited to attend. However, all of the information will come out at the QIC meeting and bulletins.</p>	<p>Please see handout.</p>	
Legal Entities QA Process report	<p>This was due on 1/31/16. So far 101 out of the 127 have been submitted. Please turn it in ASAP.</p>		
Documentation Training	<p>Legal entities one on 4/7 and May and June 9th.</p>	<p>Please see handout.</p>	
Office of the Inspector General	<p>Office of the Inspector General audit--500 claims statewide and 150 from LA County. High number</p>		

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	of disallowances and this may determine whether the State audit is beneficial or not. More updates to come.		
Service Request Log	This is kept in the EHR system. However there will be changes and additional fields that will be added and required. DMH will ask for the log. Access of care policy will merge two previous policies. DMH will be asking for the log on a regular basis. Now we have to turn it in and it will be tracked. You are required to provide an NOA right away—the same day you tell them you cannot provide the service.		
Announcements	<ul style="list-style-type: none"> • A letter has been circulating regarding Katie A. More information will be sent out. • TBS Notes- After the manual is completed, there may be presentations. • PEI Reviews—the process has been helpful. There was a focus on fidelity to the model and the target population and length of treatment. 		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: January 20, 2016 3. State Chart Review FY 15/16 Review Period and List of Providers 4. Summary Report of Test Calls 5. MHSIP Spring 2015 Survey Responses 6. MHSIP Domains and Scoring Instructions 7. Documentation Training Schedule 		
Next Meeting	Next Meeting is March 16, 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