

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

Quality Improvement Committee Meeting

March 16, 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 QI/QA Processes ALMA | Misty Arnoff |

Quality Improvement

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| I QI Social Model | Dawn Dades |
| II EQRO | Bertrand Levesque |
| III Change of Provider Mailbox | Gassia Ekizian |
| IV System Review | Bertrand Levesque |
| V Language Interpreters Policy | Gassia Ekizian |
| VI Commercial Sexually Exploited Children | Bertrand Levesque |
| VII Office of Consumer And Family Affairs - QIC | Bertrand Levesque |
| VIII Cultural Competency Updates | Gassia Ekizian |

Quality Assurance Liaison Meeting

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| I Certification | Elizabeth Townsend |
| II Consultation/H0032 Cap | Bertrand Levesque |
| III Legal Entities QA Process report | Gassia Ekizian |
| IV Documentation Training | Gassia Ekizian |
| V Office of the Inspector General | Bertrand Levesque |
| VI Material distributed at the QIC meeting | Bertrand Levesque |
| VII Audit | Bertrand Levesque |

Other Issues

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

**Next Meeting: April 20, 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	3/18/2016	
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:	11:24 am	
Members Present	<i>Misty Arnoff</i>	<i>Alma</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>
	<i>Nancy Miller</i>	<i>Almansor</i>	<i>Robin Kietzman</i>	<i>Heritage Clinic</i>
	<i>Fatima Agregado</i>	<i>Arcadia MH</i>	<i>Laura Jimenez</i>	<i>Hillsides</i>
	<i>Emily Dual</i>	<i>Bienvenidos</i>	<i>Kristy Gerritse</i>	<i>Homes for Life Foundation</i>
	<i>Scott Richardson</i>	<i>California Mentor FSS Program</i>	<i>Jessica Rentz</i>	<i>Leroy Haynes Center</i>
	<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>	<i>Karen Sammon</i>	<i>Maryvale</i>
	<i>Paula Randle</i>	<i>David & Margaret Youth and Family Services</i>	<i>Sally Corona</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>Vivian Chung Easton</i>	<i>Prototypes</i>
	<i>Greg Tchakmakjian</i>	<i>DMH</i>	<i>Nicole Unrein</i>	<i>Prototypes</i>
	<i>Elizabeth Townsend</i>	<i>DMH - Certifications</i>	<i>Natasha Stebbins</i>	<i>PUSD</i>
	<i>Nancy Uberto</i>	<i>D'Veal</i>	<i>Diana Scott</i>	<i>Rosemary Children's Services</i>
	<i>Ariana Alvarez</i>	<i>D'Veal</i>	<i>Rebecca deKeyser</i>	<i>San Gabriel Children's Center</i>
	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Katie McGevna</i>	<i>Five Acres Boys & Girls Aid Society</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Tiffany Tran</i>	<i>Five Acres Boys & Girls Aid Society</i>	<i>Joe Bologna</i>	<i>Trinity</i>
		<i>Malcolm Clayton</i>	<i>Violence Intervention Program</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 Natasha Stebbins and seconded by Robin Washington.		
QI/QA Processes Changes/Review	Misty from Alma Family Services presented. Her agency includes service areas: 3,4,7,8. They provide many different programs and serve different age groups. Of the ten sites, only eight have charts. They strive for 100% audit of files opened within the first 60 days and work with staff and supervisors to make corrections. One month before evaluations, they review the caseloads and charts. They often do random chart reviews often, especially for more intense programs. They review all charts at discharge. Meetings are held with executive staff and clinical supervisors to advise them of issues, trends, and new policies. QI also monitors outcome measures for PEI programs. There is a monthly report to staff of what is needed with the goal of getting 100% of outcome measures. There are work plans and performance measures. They also work with HR to maintain accountability with staff and supervisors.		
QI Social Model	Dawn Dades presented additional data on their project to reduce treatment abandonment. The goal is to create behavior among staff to be informed of the rules and expectations. Staff are doing what they need to do and encouraging clients to attend. The project addresses one specific change that is measureable and looks at how it impacts the program by using the niatx process: www.niatx.net	Please see handouts.	

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EQRO	Service areas 4 and 6 have been chosen. That's coming our way.		
Change of Provider Mailbox	Trying to get it work for everybody. You do not need to cc Bertand or others. More information to come on reports. They are working on a way of getting a response/receipt/acknowledgment when you submit a change of provider. Follow exactly what is on the email.		
System Review	System audit and exit interview are completed. Preliminary results suggest that the overall rating was very good. Some of the recommendations that will be implemented will be sent to the QI division, when all is finalized.		
Language Interpreters Policy	They define "threshold language" really important definitions on page 2. Please review the document that has the actual policy.	Please read this document. Please see handout.	
Commercial Sexually Exploited Children	There are 400 clinicians trained in the county. Several clinicians have reported treating those up to the age of 25 years old. Please complete the form and send it to Bertrand if you are treating this population. Also call Bertrand if you have additional information or questions.	Complete the CSECY Client List if applicable.	
Office of Consumer and Family Affairs - QIC	A stipend of \$75/month-meeting has been added. If you know of anyone who would be interested, appropriate, and can participate in this QIC meeting, please let Bertrand know. Be mindful if they attend other meetings with a stipend—there is a cap. It can be a consumer, family, or a caregiver.	Please see handout.	
Cultural Competency Updates	The Annual Retreat was held for 2015 and there were three active workgroups.		

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Certification	Elizabeth Townsend presented that you can use the logs and adapting it to your agency by adding your name at the top. It is very different from the last protocol, now it is very specific. Also make sure you are getting your fire clearances. Any questions, please call or email Elizabeth.	Please see handout.	
Consultation /H0032 Cap	The managed care division(what use to be the Specialized Treatment Unit) is no longer monitoring the Cap. You can keep monitoring them yourself.		
Legal Entities QA Process Report Documentation Training	Please turn these in immediately. They are looking to add more dates for April and June with bigger venues so that more people can attend.	Please see handout.	
Office of the Inspector General	The documentations associated with the claim you are being audited for, needs to be submitted by Friday. This is a very important audit.		
Material Distributed at the QIC Meeting	All material must be reviewed by Bertrand so that it is in compliance an accurate.		
Audit	Eight items were allowed for the Audit Period that was unclear between DMH and the state. There will be a report of what has been allowed and not allowed. When the Audit results are conclusive the QA Division will submit a Bulletin with the conclusion of the Audit.		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: February 17, 2016 3. QI Social Model-Quality Improvement Project 4. DMH Policy/Procedure-Language Translation and Interpretation Services 5. CSECY Client List 6. DMH Office of Consumer and Family Affairs 7. DMH Compliance, Privacy, and Audit 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Next Meeting</p>	<p>Services 8. SD/MC Provider Certification and Re-Certification Protocol 9. Documentation Training Schedule – 3/14/2016</p>		
	<p>Next Meeting is April 20, 2016 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.</p>		

Respectfully Submitted, Keri Zehm, Tri-City Mental Health