

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

Quality Improvement Committee Meeting

May 18, 2016

9:30 am – 11:30 am

**AGENDA**

- |                             |                   |
|-----------------------------|-------------------|
| I Welcome and Introductions | Bertrand Levesque |
| II Review of the Minutes    | Bertrand Levesque |
| III QI/QA Processes PUSD    |                   |

**Quality Improvement**

- |                               |                   |
|-------------------------------|-------------------|
| I EQRO Feedback               | Bertrand Levesque |
| II Item on Agenda             | Bertrand Levesque |
| III OMD –Health Care          | Margaret Faye     |
| V Cultural Competency Updates | Margaret Faye     |
| VI Survey Report 2015         | Tonia Jones       |

**Quality Assurance Liaison Meeting**

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|--------------------------------------|-------------------|
| I Group Home Transitioning           | Gassia Ekizian    |
| II Documentation Training            | Margaret Faye     |
| III Quartely Report –COS and MA      | Bertrand Levesque |
| IV QA Bulletin 16-04 and Org. Manual | Margaret Faye     |
| V Service Request Log                | Gassia Ekizian    |
| VI Excluded Diagnosis                | Bertrand Levesque |

**Other Issues**

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

**Next Meeting: June 22, 2016 at Enki, 3208 Rosemead Blvd , 2<sup>nd</sup> Floor,  
El Monte, Ca**

**Parking at lower level only.**

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

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>	<b>Date</b>	<b>5/18/2016</b>	
<b>Place</b>	<b>ENKI - 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731.</b>	<b>Start Time:</b>	<b>9:30 am</b>	
<b>Chairperson Co-Chairs</b>	<b>Dr. Bertrand Levesque Mrs. Gassia Ekizian Dr. Margaret Faye</b>	<b>End Time:</b>	<b>11:01 am</b>	
<b>Members Present</b>	<i>Misty Arnoff</i> <i>Fatima Agregado</i> <i>Denise Rodriguez</i> <i>Leslie Shrager</i> <i>Rachel Riphagen</i> <i>Janae Moss</i> <i>Paula Randle</i> <i>Nikki Collier</i> <i>Bertrand Levesque</i> <i>Tonia Amos-Jones</i> <i>Nancy Uberto</i> <i>Michael Olsen</i> <i>Windy Luna-Perez</i> <i>Katie McGevna</i> <i>Isis Orozco</i> <i>Gassia Ekizian</i> <i>Margaret Faye</i> <i>Nick Ryan</i>	<i>Alma</i> <i>Arcadia MH</i> <i>Bienvenidos</i> <i>Children's Bureau of Southern California</i> <i>Center for Integrated Family and Health Services</i> <i>Crittenton Services</i> <i>David &amp; Margaret Youth and Family Services</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>D'Veal</i> <i>ENKI</i> <i>Etti Lee Homes</i> <i>Five Acres Boys &amp; Girls Aid Society</i> <i>Five Acres Boys &amp; Girls Aid Society</i> <i>Foothill Family Services</i> <i>Hathaway-Sycamores</i> <i>Hathaway-Sycamores</i>	<i>Janet Yang</i> <i>Ari Winata</i> <i>Brittany Fella</i> <i>Tammie Shaw</i> <i>Sally Bermudez</i> <i>Vivian Chung Easton</i> <i>Nicole Unrein</i> <i>Jennifer Lomas</i> <i>Natasha Stebbins</i> <i>Diana Scott</i> <i>Rebecca deKeyser</i> <i>Dawn Dades</i> <i>Rejeana Jones</i> <i>Rocio Bedoy</i> <i>Keri Zehm</i> <i>Joe Bologna</i> <i>Malcolm Clayton</i>	<i>Heritage Clinic</i> <i>Hillsides</i> <i>Homes for Life Foundation</i> <i>Maryvale</i> <i>McKinley Children's Center</i> <i>Prototypes</i> <i>Prototypes</i> <i>PUSD</i> <i>PUSD</i> <i>Rosemary Children's Services</i> <i>San Gabriel Children's Center</i> <i>Social Model Recovery Systems</i> <i>Social Model Recovery Systems</i> <i>Tri-City MH</i> <i>Tri-City MH</i> <i>Trinity</i> <i>Violence Intervention Program</i>

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Call to Order &amp; Introductions</b>	Dr. Levesque called the meeting to order and followed with self-introductions.		
<b>Review of Minutes</b>	The minutes were reviewed. Motion to accept by Rebecca deKeyser and seconded by Natasha Stebbins.		
<b>QI/QA Process PUSD</b>	Natasha Stebbins and Nicole Lomas of PUSD presented to the group. Their population is children and a small population of adults. They have about 600 cases per year. The goal is to audit 100% four times a year by looking at everyone's caseload. Overall plan is to improve the process and to improve the care for clients. Tools have been developed from the process: documentation review guide, internal audit worksheets, internal audit memos, initial client treatment plan logs, intake packet log, annual packet submission log, and an electronic system. Adding color and notifications has helped and helps the demands of therapists' jobs. This fiscal year the electronic dashboard was created. They compare the pre, interim, and outcome measures, who they are, length of treatment, and how the clients have been doing with their objectives.		
<b>EQRO Feedback</b>	Dr. Levesque reported that the feedback was very good in all areas. Good response to suggestions and recommendations.		
<b>Item on Agenda</b>	If there are any items you would like on the agenda, please bring it to Dr. Levesque or bring it up at the meeting.		
<b>OMD – Health Care</b>	Dr. Faye reported on the “e-consult” for Psychiatrist to consult with MDs to address Physical chronic conditions. This is still new and more updates will follow.		

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<b>Cultural Competency Updates</b>	Monitoring and tracking will be needed for who and how the staff are trained. There are no final guidelines. The next audit may ask you submit proof. QI is negotiating with the state.		
<b>Survey Report 2015</b>	Dr. Tonia Jones solicited feedback about how the spring 2016 surveys are going. Please review the handouts for the 2015 results and if you feel a provider isn't there and it should be, please contact Dr. Jones. The sites represent those with 15 surveys or greater or 10 or more for older adults. Before submitting the spring surveys, please track the information you want, especially the comments, because the vendors that process the surveys do not report that.	Please see handout.	
<b>Group Home Transitioning</b>	Mrs. Ekesian reported on group homes transitioning to short term care residential treatment centers. There is an issue with what the state and social services will require and the effects of the certification process.		
<b>Documentation Training</b>	Make sure you register and if you cannot attend, let Lucious Wilson know—even it is the last minute so others can attend. Email address is: <a href="mailto:lwilson@dmh.lacounty.gov">lwilson@dmh.lacounty.gov</a>	Please see handout.	
<b>Quarterly-COS and MA</b>	Providers only need to submit annual report. Even if the agency only does COS and MA, they need to submit an annual report.		
<b>QA Bulletin 16-04 and Org. Manual</b>	The bulletin should have been received via email. There are explanations and this makes it easier to interpret and to follow.	Please read the bulletin.	
<b>Service Request Log</b>	Mrs. Ekezian noted that the bulletin came out with the required data elements. Please read handout 302.07—it will be out soon. In the EHR, please answer all of the fields. The SRL form is on the DMH website with all of the needed fields.	Please review handout 302.07.	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Excluded Diagnosis</b>	The QA division is working with the state to include a few other diagnoses: schizoaffective-other, reactive attachment disorder, and bipolar hypomanic. More information to follow.		
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: April 20, 2016</li> <li>3. MHSIP Domains and Scoring Instructions</li> <li>4. MHSIP Spring 2015 Responses</li> <li>5. Documentation Training Schedule – 5/9/16</li> <li>6. Clinical Forms Bulletin No 16-014/19/16</li> </ol>		
<b>Next Meeting</b>	Next Meeting is June 15, 2016 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.		

Respectfully Submitted, Dr. Keri Zehm, Tri-City Mental Health