

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

Quality Improvement Committee Meeting

June 15, 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 Process Home for life foundation | Brittany Fella |

Quality Improvement

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| I VANS Presentation | Ella Granston/Tonia Jones |
| II Social Model QIC Project | Dawn Dades |
| III PRO_Change of Provider Request Log | Gassia Ekizian |
| V Cultural Competency Updates | Margaret Faye |
| VI Test Calls Quarterly Update | Margaret Faye |
| VII MHSIP May 2016 | Gassia Ekizian
Tonia Jones |

Quality Assurance Liaison Meeting

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| I BBS Registration And Timelines | Gassia Ekizian |
| II Schedule of Training | Gassia Ekizian |
| III Excluded Diagnosis Update | Margaret Faye |
| IV Policy Updates/Access to Care Policy | Margaret Faye |
| V ICC/IHBS Manuel Updates | Gassia Ekizian |

Other Issues

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

**Next Meeting: July 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	6/15/2016	
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:	11:07 am	
Members Present	<i>Cynthia Concepcion</i> <i>Almansor Clinical Services</i> <i>Emily Dual</i> <i>Bienvenidos</i> <i>Mark Rodriguez</i> <i>Bridges</i> <i>Leslie Shrager</i> <i>Children's Bureau of Southern California</i> <i>Rachel Riphagen</i> <i>Center for Integrated Family and Health Services</i> <i>Janae Moss</i> <i>Crittenton Services</i> <i>Paula Randle</i> <i>David & Margaret Youth and Family Services</i> <i>Nikki Collier</i> <i>DMH</i> <i>Bertrand Levesque</i> <i>DMH</i> <i>Tonia Amos-Jones</i> <i>DMH</i> <i>Elizabeth Townsend</i> <i>DMH</i> <i>Ella Granston</i> <i>DMH</i> <i>Emma Cong</i> <i>DMH</i> <i>Ariana Alvarez</i> <i>D'Veal</i> <i>Carmen Vargas</i> <i>ENKI</i> <i>Windy Luna-Perez</i> <i>Etti Lee Homes</i> <i>Katie McGevna</i> <i>Five Acres Boys & Girls Aid Society</i>	<i>Gassia Ekizian</i> <i>Margaret Faye</i> <i>Janet Yang</i> <i>Laura Jimenez</i> <i>Eka Childs</i> <i>Jessica Rentz</i> <i>Karen Sammon</i> <i>Uyen Nguyen</i> <i>Nicole Unrein</i> <i>Natasha Stebbins</i> <i>Diana Scott</i> <i>Dawn Dades</i> <i>Rocio Bedoy</i> <i>Keri Zehm</i> <i>Joe Bologna</i> <i>Katia Perez</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>Pacific Clinics</i> <i>Prototypes</i> <i>PUSD</i> <i>Rosemary Children's Services</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
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 Dr. Tonia Jones and seconded by Janae Moss		
QI/QA Process Home for Life Foundation	They serve those between the years of 18-20. The QA manager looks over paperwork in Welligent. There are pre and post tests to measure outcomes and to improve outcomes. The clinicians bill through Welligent and there is a quota for clinicians. The QI and QA managers are off-site. They communicate through Welligent messages and meet every other month.		
VANS Presentation	This is a way to communicate openings and to assist other providers. Very easy to use, remember to always click "update" to save your changes. You can update this once a week to allow other providers to know that the information is current. The SRTS may link to VANS. This does not replace SRTS. A quick way to find an opening when you want to refer someone. More information to come with the webinar.	Please see handout.	
Social Model QIC Project	New approaches that focus on building rapport building and relationships. They meet weekly to review the information and have seen improvement. The next project will switch over to the retention side with a goal of 90 days or more and family involvement.	Please see the handouts.	
PRO_Change of Provider Request Log	There will be an auto-confirmation that goes out after you submit your report. The deadline for the year is 7/10/16. Anything you have missed in the year needs to be submitted by this date.		
Cultural Competency Updates	Each agency to have their own tracking system to train 100% of the staff and by role. The entire agency needs to be trained, not just clinicians.		

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	More information to come with the exact guidelines. Start thinking about tracking the basic information.		
Test Calls Quarterly Update	All calls were received via Dr. Levesque. The criteria was met for May regarding the different types of calls: threshold languages, crisis, after-hours, beneficiary, weekends, holidays, etc. Please provide as much information as possible, the more information that is given (e.g., name, D.O.B., social security number, etc.), the more likely they can log it. They cannot log the information if they don't receive a name.	Please review the handout.	
MHSIP May 2016	MHSIP—There are about 9,400 surveys were submitted for the May MHSIPs.		
BBS Registration and Timelines	Mrs. Ekizian reported that there are significant changes to the MFT and LCSW intern registration. Please read the letter from DMH. The California Law and Ethics exam is required. There is a delay of 6-8 weeks for the test results. There is a 12 hour course requirement if a person does not pass. The grace period is over.		
Schedule of Training	There are two trainings available on 7/14 and 8/1 at different locations.	Please see handout.	
Excluded Diagnosis Update	The state is implementing a way of denying all claims that do not have the diagnosis as the primary. Please stay tuned for updates. There are current discussions with the state about the exceptions.		
Policy Updates/Access to Care Policy	This replaces the two previous policies. They are combined into this one, 11 pages long.		
ICC/IHBS Manual Updates	The manual is being updated by removing the Katie A subclass issues. No changes yet.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: May 18, 2016 3. VANS – Screen Shots 4. Social Model Recovery Systems Quality Improvement Project 5. 24/7 Test Call Quarterly Update Report Form 6. Event Flyer: 6/23/16: Celebrating National LGBT Pride Month 7. Event Flyer: 6/15/16: Sharing our Stories 8. LACDMH Memo: 6/6/16 Re: New Board of Behavioral Sciences Licensure Exams 9. Documentation Training Schedule – 6/13/16 10. Policy Updates: 6/13/16 11. Policy and Procedure Number: 302.07 – Access to Care 12. Clinical Forms Bulletin No 16-014/19/16 		
Next Meeting	Next Meeting is July 20, 2016 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

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