

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

Quality Improvement Committee Meeting

July 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 QI/QA Prototype | Nicole Unrein |

Quality Improvement

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| I VANS Presentation | Bertrand Levesque |
| II PRO - Grievance Form | Gassia Ekizian |
| III Cultural Competency Updates | Tonia Jones |
| IV Clinical Risk Management | Gassia Ekizian |
| V Assisted Outpatient Treatment (OAT) | Bertrand Levesque |
| VI SA Project – Timeliness – Access To Care | Gassia Ekizian |

Quality Assurance Liaison Meeting

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| I DHCS Chart review report | Bertrand Levesque |
| II Schedule of Training | Gassia Ekizian |
| III Excluded Diagnosis Update | Bertrand Levesque |
| IV Procedure Code Revision | Bertrand Levesque |

Other Issues

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

**Next Meeting: August 17, 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	7/20/2016	
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:	10:52 am	
Members Present	<i>Cynthia Concepcion</i> <i>Almansor</i> <i>Elizabeth Zimmerman</i> <i>Arcadia MH</i> <i>Elizabeth Gross</i> <i>Arcadia MH</i> <i>Dina Delgado</i> <i>Bienvenidos</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>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>Emma Cong</i> <i>DMH</i> <i>Nancy Uberto</i> <i>D'Veal</i> <i>Michael Olsen</i> <i>ENKI</i> <i>Windy Luna-Perez</i> <i>Etti Lee Homes</i>	<i>Gassia Ekizian</i> <i>Margaret Faye</i> <i>Grace Kim</i> <i>Laura Jimenez</i> <i>Brittany Fella</i> <i>Jessica Rentz</i> <i>Karen Sammon</i> <i>Roberta Gomez</i> <i>Sally Bermudez</i> <i>Vanessa Miller</i> <i>Vivian Chung Easton</i> <i>Jennifer Lomas</i> <i>Rebecca deKeyser</i> <i>Nely Meza-Andrade</i> <i>Rocio Bedoy</i> <i>Keri Zehm</i> <i>Malcolm Clayton</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>Maryvale</i> <i>McKinley Children's Center</i> <i>Pacific Clinics</i> <i>Prototypes</i> <i>PUSD</i> <i>San Gabriel Children's Center</i> <i>SPIRITT Family Services</i> <i>Tri-City MH</i> <i>Tri-City MH</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 Rebecca deKeyser and seconded by Nicole Lomas.		
QI/QA Process Prototypes	Agency has both residential and outpatient. There is a program where mothers are reunited with children and can serve their sentences in residential treatment. They create checklists and forms for supervisors. They also monitor incident reporting by tracking them and looking for patterns. There is an annual training calendar that focuses on documentation, safety, customer service, and quality of care. They also do a root cause analysis for complaints and grievances. They do an extensive review and go to the root of it and prepare a report. The chart review process is done every quarter where everyone reviews at least two charts and then train based on the findings. This is about 10-15% of the charts. They hold monthly QIC meetings with managers to work on concerns and to provide updates from state. There are weekly team meetings as needed. The information from the SPA3 QIC meetings is disseminated at supervisor meetings and with those who need the information.		
VANS Presentation	Information should be complete and should not combine age groups. Only include Service Area 3. Password information will be sent via email.		
Cultural Competency Updates	The EQRO review will be twice next year—April and September. More information to come. Handout is a snapshot from the QI plan that was finalized for calendar year 2015 and data is now being gathered for 2016. The 2015 report is on	Please see handout.	

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	the website: http://psbqi.dmh.lacounty.gov/QI.htm Cultural Competency—the name was changed from UREP to USCC and they meet monthly.		
Clinical Risk Management	Document outlines the roles and responsibilities. The next page includes the client notification form. This form has been updated. Policy is in draft form and will be sent out soon.	Please see handout.	
Assisted Outpatient Treatment (OAT)	This is for individuals who need a lot of engagement. The OAT Team will try to engage the person, for whatever time is necessary and try to get them services.	Please see handout.	
Fire Clearance	Please start working on the process early for fire clearance. Recertification notices are sent out early to get everything in and current. Please have everything ahead of time. Corrections need to be made before the 30 day window, otherwise you will be considered to be out of compliance.		
SA Project	There is an internal QI Process to enhance quality/accuracy. The goal is for everyone to be given the same information when they call.		
DHCS Chart Review report	This was conducted in March. They have 60 days to respond. In August you will receive a report of what was the result and you will have two weeks to respond to the email.		
Schedule of Training	Updated as of 7/11/16.	Please see handout for dates.	
Excluded Diagnosis Update	Seven diagnosis that are being reviewed; however, there is no decision. It remains as it is.		
Procedure Code Revision	There is a draft copy and it is not available for distribution. Will be sent out to everyone once it is ready to be dissemination.		
Announcements	Bienvenidos and Hillsides have merged effective 7/1/16.		

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Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: June 15, 2016 3. Quality Improvement Division Snapshot 4. Clinical Risk Management 5. Assisted Outpatient Treatment 6. Documentation Training Schedule – 7/11/16 		
Next Meeting	<p>Next Meeting is August 17, 2016 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.</p>		

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