

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

Quality Improvement Committee Meeting

September 21, 2016

9:30 am – 11:30 am

AGENDA

- | | |
|---|-------------------|
| I Welcome and Introductions | Bertrand Levesque |
| II Review of the Minutes | Bertrand Levesque |
| III QI/QA Process Spiritt Family Services | Nely Meza-Andrade |

Quality Improvement

- | | |
|--|-------------------|
| I VANS Update | Bertrand Levesque |
| II PRO –Liaison & Grievance & Appeal ABGAR | Margaret Faye |
| III Cultural Competency Updates | Bertrand Levesque |
| IV Access Update | Bertrand Levesque |
| V JV220 | Margaret Faye |
| VI Provider Directory | Margaret Faye |
| VII Safe and Just Culture | Margaret Faye |
| VII Policy and Procedure Update | Bertrand Levesque |

Quality Assurance Liaison Meeting

- | | |
|-------------------------------------|--------------------|
| I Moss/Levy Audit | Bertrand Levesque |
| II Board Registration | Margaret Faye |
| III Documentation Training | Bertrand Levesque |
| IV Targeted Case Management | Bertrand, Margaret |
| V Bulletins-DHCS, COS, | Margaret Faye |
| VI ICD 10 Update | Bertrand Levesque |
| VII Guide to Procedure Code | Bertrand Levesque |
| VIII Timeliness –DO and Providers | Margaret Faye |
| IX SRL – EHRs, Wait List, Diagnosis | Margaret Faye |

Other Issues

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

**Next Meeting: November 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	9/21/2016																																																																													
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:	11:28 am																																																																													
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Cynthia Concepcion</i></td> <td style="width: 25%;"><i>Almansor</i></td> <td style="width: 25%;"><i>Margaret Faye</i></td> <td style="width: 25%;"><i>Hathaway-Sycamores</i></td> </tr> <tr> <td><i>Elizabeth Zimmerman</i></td> <td><i>Arcadia MH</i></td> <td><i>Grace Kim</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Michelle Barajas-Sanchez</i></td> <td><i>Bienvenidos</i></td> <td><i>Laura Jimenez</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Mark Rodriguez</i></td> <td><i>Bridges Inc.</i></td> <td><i>Gerry Bonilla</i></td> <td><i>Homes for Life Foundation</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children's Bureau of Southern California</i></td> <td><i>Jessica Rentz</i></td> <td><i>Leroy Haynes Center</i></td> </tr> <tr> <td><i>Rachel Riphagen</i></td> <td><i>Center for Integrated Family and Health Services</i></td> <td><i>Michelle White</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Janae Moss</i></td> <td><i>Crittenton Services</i></td> <td><i>Sally Bermudez</i></td> <td><i>McKinley Children's Center</i></td> </tr> <tr> <td><i>Paula Randle</i></td> <td><i>David and Margaret Youth and Family Services</i></td> <td><i>Uyen Nguyen</i></td> <td><i>Pacific Clinics</i></td> </tr> <tr> <td><i>Bertrand Levesque</i></td> <td><i>DMH</i></td> <td><i>Nicole Unrein</i></td> <td><i>Prototypes</i></td> </tr> <tr> <td><i>Emma Cong</i></td> <td><i>DMH</i></td> <td><i>Vivian Chung Easton</i></td> <td><i>Prototypes</i></td> </tr> <tr> <td><i>Nancy Uberto</i></td> <td><i>D'Veal</i></td> <td><i>Natasha Stebbins</i></td> <td><i>PUSD</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Diana Scott</i></td> <td><i>Rosemary Children's Services</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Etti Lee Homes</i></td> <td><i>Diana Guerrero</i></td> <td><i>Rosemary Children's Services</i></td> </tr> <tr> <td><i>Katie McGevna</i></td> <td><i>Five Acres Boys and Girls Society</i></td> <td><i>Rebecca deKeyser</i></td> <td><i>San Gabriel Children's Center</i></td> </tr> <tr> <td><i>Isis Orozco</i></td> <td><i>Five Acres Boys and Girls Society</i></td> <td><i>Dawn Dades</i></td> <td><i>Social Model Recovery Systems, Inc.</i></td> </tr> <tr> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> <td><i>Nely Meza-Andrade</i></td> <td><i>SPIRITT Family Services</i></td> </tr> <tr> <td><i>Anita Kwan</i></td> <td><i>Foothill Family Services</i></td> <td><i>Rocio Bedoy</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td></td> <td></td> <td><i>Keri Zehm</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td></td> <td></td> <td><i>Joe Bologna</i></td> <td><i>Trinity – El Monte</i></td> </tr> </table>				<i>Cynthia Concepcion</i>	<i>Almansor</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>	<i>Elizabeth Zimmerman</i>	<i>Arcadia MH</i>	<i>Grace Kim</i>	<i>Heritage Clinic</i>	<i>Michelle Barajas-Sanchez</i>	<i>Bienvenidos</i>	<i>Laura Jimenez</i>	<i>Hillsides</i>	<i>Mark Rodriguez</i>	<i>Bridges Inc.</i>	<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>	<i>Leslie Shrager</i>	<i>Children's Bureau of Southern California</i>	<i>Jessica Rentz</i>	<i>Leroy Haynes Center</i>	<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>	<i>Michelle White</i>	<i>Maryvale</i>	<i>Janae Moss</i>	<i>Crittenton Services</i>	<i>Sally Bermudez</i>	<i>McKinley Children's Center</i>	<i>Paula Randle</i>	<i>David and Margaret Youth and Family Services</i>	<i>Uyen Nguyen</i>	<i>Pacific Clinics</i>	<i>Bertrand Levesque</i>	<i>DMH</i>	<i>Nicole Unrein</i>	<i>Prototypes</i>	<i>Emma Cong</i>	<i>DMH</i>	<i>Vivian Chung Easton</i>	<i>Prototypes</i>	<i>Nancy Uberto</i>	<i>D'Veal</i>	<i>Natasha Stebbins</i>	<i>PUSD</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Diana Scott</i>	<i>Rosemary Children's Services</i>	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Diana Guerrero</i>	<i>Rosemary Children's Services</i>	<i>Katie McGevna</i>	<i>Five Acres Boys and Girls Society</i>	<i>Rebecca deKeyser</i>	<i>San Gabriel Children's Center</i>	<i>Isis Orozco</i>	<i>Five Acres Boys and Girls Society</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems, Inc.</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Nely Meza-Andrade</i>	<i>SPIRITT Family Services</i>	<i>Anita Kwan</i>	<i>Foothill Family Services</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>			<i>Keri Zehm</i>	<i>Tri-City MH</i>			<i>Joe Bologna</i>	<i>Trinity – El Monte</i>
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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 Rocio Bedoy and seconded by Michael Olsen.		
QI/QA Process Spiritt Family Services	The agency includes SPA 3 and 7. They have a very collaborative process—everyone has a part in the chart. There is a QA team that reviews any policies and procedures that come through from the contract to make sure that they are in compliance. Random checks for all of the agency and also DMH are done each quarter. For new staff every note is reviewed for the first month by two people. There is contract compliance, performance measures, and customer satisfaction. Excel sheets are used for audits. There are internal and external audits to ensure everyone is on the same page. Quarterly report on complaint trends, exit interviews, twice a year: customer satisfaction. There are QA binders and a program binder where they sign off on people's trainings.		
VANS Update	If additional people need to read/view, please let Julio Alvarado know. Please update on a weekly basis for those who view it.		
PRO-Liaison & Grievance & Appeal ABGAR	The state is looking at the forms and procedures. Soon there will be representatives sent to each of the service sites. They are currently revising the form and that will be sent out when it's ready. The ABGAR form that is sent to the state. Once it is complete, it will be sent out. Please continue to send in the NOAEs. If there is an appointment elsewhere or one at your site and they cannot take it, you do not need to send the NOAE.		

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	Clinicians--NOAA when they do not meet medical necessity.		
Cultural Competency Updates	Documentation is needed for trainings and it could be requested during an audit. Please track all of the trainings that staff attend. Looking for providers to sponsor the training for Service Area 3. If interested, please contact Dr. Levesque.		
Access Update	Calls done for each month from January through June and these are the results. Goal is to answer calls within one minute.	Please see handout.	
JV220	There is a new JV220 form and new criteria guidelines.		
Provider Directory	DMH is printing all of the threshold languages and they can be accessed online.		
Safe and Just Culture	There will be a policy level I and level II. More information to come. New policy will be for everyone to address behaviors or adverse events from clients and staff in the work place.		
Policy and Procedure Update	This is for providers and directly operated.	Please see handout.	
Moss/Levy Audit	A different agency will be hired to do the auditing. New agency has not been decided yet.		
Board Registration	A few months ago, there was a change in BBS regulations and guidelines. DMH has put out a sample letter of what needs to be communicated to staff and the consequences of the delay. Paperwork needs to be submitted ahead of time, the same for renewal of licenses.	Please see handout	
Documentation Training	Updated trainings and dates.	Please see handout.	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Targeted Case Management	Assessment of the need for Target Case Management. It can be done over several sessions, but the process needs to be shown.	Please see handout.	
Bulletins-DHCS, COS	The deadline was last week. Information should have been submitted last week. There is a new bulletin out on COS to remind us of the required elements. Only one person to bill. Multiple activities—one for each activity, different COS notes. In IBHIS, bill by the minutes.		
ICD 10 Update	Bulletin was sent out. You must understand the language. Allowable codes are not included diagnosis, they are allowed. The system will be updated on 10/1/16. More codes will be allowed and some codes will be removed. Be mindful of this.		
Guide to Procedure Code	There are some procedures codes that have changed or have been removed. The guide is expected to come out next week and will be effective as soon as it is released.		
Timeliness-DO and Providers	Currently LACDMH has a policy for directly operated and it needs to be turned in the same day. There are different policies, the recommendation is that LACDMH includes all providers. Please send comments to Michelle Young. Dr. Levesque will send out her contact information.		
SRL-EHRs, Wait List, Diagnosis	Effective 10/1/16 it is needed to complete phase I so that the SRL is in the electronic health record. Next phase is to submit to DMH—more information will be coming out. Make sure all clients have an included diagnosis.		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: July 20, 2016 3. Access Center Calls Answered within One Minute 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	4. Policy and Procedure Update 5. Delays in Board Registration 6. Documentation Training Schedule – 9/12/16 7. Targeted Case Management		
Next Meeting	Next Meeting is November 16, 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