

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

Type of Meeting	Service Area 3 QIC	Date	1/18/2017																																																																													
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am																																																																													
Chairperson Co-Chairs	Mrs. Gassia Ekizian Dr. Margaret Faye	End Time:	10:59 am																																																																													
Members Present	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><i>Misty Aronoff</i></td> <td style="width: 25%;"><i>Alma</i></td> <td style="width: 25%;"><i>Katie McGevna</i></td> <td style="width: 25%;"><i>Five Acres Boys and Girls Society</i></td> </tr> <tr> <td><i>Cynthia Concepcion</i></td> <td><i>Almansor</i></td> <td><i>Gassia Ekizian</i></td> <td><i>Foothill Family Services</i></td> </tr> <tr> <td><i>Elizabeth Zimmerman</i></td> <td><i>Arcadia MH</i></td> <td><i>Margaret Faye</i></td> <td><i>Hathaway-Sycamores</i></td> </tr> <tr> <td><i>Natasha Montiel</i></td> <td><i>Bienvenidos</i></td> <td><i>Janet Yang</i></td> <td><i>Heritage Clinic</i></td> </tr> <tr> <td><i>Leslie Shrager</i></td> <td><i>Children's Bureau of Southern California</i></td> <td><i>Laura Jimenez</i></td> <td><i>Hillsides</i></td> </tr> <tr> <td><i>Rachel Riphagen</i></td> <td><i>Center for Integrated Family and Health Services</i></td> <td><i>Gerry Bonilla</i></td> <td><i>Homes for Life Foundation</i></td> </tr> <tr> <td><i>Janae Moss</i></td> <td><i>Crittenton Services</i></td> <td><i>Karen Sammon</i></td> <td><i>Maryvale</i></td> </tr> <tr> <td><i>Paula Randle</i></td> <td><i>David and Margaret Youth and Family Services</i></td> <td><i>Nicole Unrein</i></td> <td><i>Prototypes</i></td> </tr> <tr> <td><i>Tonia Amos-Jones</i></td> <td><i>DMH</i></td> <td><i>Vivian Chung Easton</i></td> <td><i>Prototypes</i></td> </tr> <tr> <td><i>Sandra Chang Ptasinski</i></td> <td><i>DMH</i></td> <td><i>Natasha Stebbins</i></td> <td><i>PUSD</i></td> </tr> <tr> <td><i>Christine De La Cruz</i></td> <td><i>DMH</i></td> <td><i>Diana Guerrero</i></td> <td><i>Rosemary Children's Services</i></td> </tr> <tr> <td><i>Robin Washington</i></td> <td><i>DMH</i></td> <td><i>Emma Cong</i></td> <td><i>SFC Covina</i></td> </tr> <tr> <td><i>Elizabeth Townsend</i></td> <td><i>DMH</i></td> <td><i>Dawn Dades</i></td> <td><i>Social Model Recovery Systems, Inc.</i></td> </tr> <tr> <td></td> <td></td> <td><i>Akiah Robinson Selwa</i></td> <td><i>SPIRITT Family Services</i></td> </tr> <tr> <td><i>Nancy Uberto</i></td> <td><i>D'Veal</i></td> <td><i>Rocio Bedoy</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td><i>Zerri Gross</i></td> <td><i>D'Veal</i></td> <td><i>Keri Zehm</i></td> <td><i>Tri-City MH</i></td> </tr> <tr> <td><i>Rosalba Trias Ruiz</i></td> <td><i>DMH</i></td> <td><i>Rosemary Flores</i></td> <td><i>Trinity – El Monte</i></td> </tr> <tr> <td><i>Michael Olsen</i></td> <td><i>ENKI</i></td> <td><i>Hannah Chuapoco</i></td> <td><i>Trinity – El Monte</i></td> </tr> <tr> <td><i>Windy Luna-Perez</i></td> <td><i>Etti Lee Homes</i></td> <td></td> <td></td> </tr> </table>				<i>Misty Aronoff</i>	<i>Alma</i>	<i>Katie McGevna</i>	<i>Five Acres Boys and Girls Society</i>	<i>Cynthia Concepcion</i>	<i>Almansor</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>	<i>Elizabeth Zimmerman</i>	<i>Arcadia MH</i>	<i>Margaret Faye</i>	<i>Hathaway-Sycamores</i>	<i>Natasha Montiel</i>	<i>Bienvenidos</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>	<i>Leslie Shrager</i>	<i>Children's Bureau of Southern California</i>	<i>Laura Jimenez</i>	<i>Hillsides</i>	<i>Rachel Riphagen</i>	<i>Center for Integrated Family and Health Services</i>	<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>	<i>Janae Moss</i>	<i>Crittenton Services</i>	<i>Karen Sammon</i>	<i>Maryvale</i>	<i>Paula Randle</i>	<i>David and Margaret Youth and Family Services</i>	<i>Nicole Unrein</i>	<i>Prototypes</i>	<i>Tonia Amos-Jones</i>	<i>DMH</i>	<i>Vivian Chung Easton</i>	<i>Prototypes</i>	<i>Sandra Chang Ptasinski</i>	<i>DMH</i>	<i>Natasha Stebbins</i>	<i>PUSD</i>	<i>Christine De La Cruz</i>	<i>DMH</i>	<i>Diana Guerrero</i>	<i>Rosemary Children's Services</i>	<i>Robin Washington</i>	<i>DMH</i>	<i>Emma Cong</i>	<i>SFC Covina</i>	<i>Elizabeth Townsend</i>	<i>DMH</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems, Inc.</i>			<i>Akiah Robinson Selwa</i>	<i>SPIRITT Family Services</i>	<i>Nancy Uberto</i>	<i>D'Veal</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>	<i>Zerri Gross</i>	<i>D'Veal</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>	<i>Rosalba Trias Ruiz</i>	<i>DMH</i>	<i>Rosemary Flores</i>	<i>Trinity – El Monte</i>	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Hannah Chuapoco</i>	<i>Trinity – El Monte</i>	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>		
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Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		
Review of Minutes	The minutes were reviewed. Motion to accept by Laura Jimenez and seconded by Cynthia Concepcion.		
QI/QA Process	No presentation today. Five Acres will present at the next meeting.		
Patient Rights	Jamie Walker presented on the request for change of provider logs. On average, she receives 30 emails a day. It is helpful when submitting reports to have one person review and send them because they all come in under one provider number. Also be sure to send it to the change of Provider mailbox and send one log per month, rather than multiple emails. The updated report can be sent out to Service Area 3 for 2016. The new workflow will be presented in the upcoming months.		
Collaborative Documentation	New policy coming out for directly operated clinics, more information to come. Collaborative documentation is a successful method to help staff with by using a process of documenting with clients during the session. Staff co-construct with the client every element of treatment on every progress note. There is a six month pilot with LACDMH adult clinics that will start in March. Contacts: Marc Borkheim mborkheim@dmh.lacounty.gov and Bradley Bryant bbryant@dmh.lacounty.gov		
Cultural Competency	Dr. Chang-Ptasinski introduced Christine De La Cruz. The links to the trainings and the FAQ have been sent out. There are no certificates at the end. Tracking is left to each agency. There can		

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	<p>be a sign-in log that is saved. The videos are one option to make it easier to train 100% of the staff. The requirement is to do a training on cultural competency, not necessarily this training. At the end of the year the director/program head needs to state whether 100% of staff have been trained. PSBCC@dmh.lacounty.gov The next Cultural Competency meeting is 2/8/17 and everyone is welcome to attend.</p>		
<p>Policy and Procedure Updates</p>	<p>New policies coming out regarding HIPAA with useful information.</p>	<p>Please see handout.</p>	
<p>Documentation WebEx Project</p>	<p>Creating WebEx trainings for documentation.</p>		
<p>Chart Review for LE Providers</p>	<p>State is encouraging more chart reviews. A process is being created. They will pick the charts to review and which documents to submit. The goal of the reviews is to improve quality assurance. They will be starting with the inpatient providers first. More information to come.</p>		
<p>Excluded Diagnosis</p>	<p>No changes yet.</p>		
<p>Legal Entity QA Plan</p>	<p>An email from Nikki Collier for the annual procedures. If your procedures have changed since the last time it was submitted, you need to submit a copy.</p>		
<p>Documentation Timelines Policy</p>	<p>DMH is proposing to use this for directly operated as well as providers.</p>	<p>Please see handout.</p>	
<p>QA Bulletins (in draft): Access to Care and Service Log Reminders, New Outcome Measure Codes</p>	<p>Two bulletins in draft. Access to Care—quick reminder of the NOA-E timeliness. If there is no appointment in 15 days, but another agency has one and the client prefers to wait for your agency an NOA E is not needed. When you offer an appointment there needs to be a specific date</p>		

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	and time. PEI Outcome measures—looking at giving non-Medi Cal funds to capture activities and outcomes. Very specific code to use. More information to come.		
Announcements	Provider Directories—the latest version.		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: September 21, 2016 3. Policy/Procedure Update 4. Documentation Training Schedule – 1/9/17 5. Timeliness Policy 		
Next Meeting	Next Meeting is 2/15/17 (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