

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

Type of Meeting	Service Area 3 QIC	Date	2/15/2017	
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:	10:49 am	
Members Present	<i>Misty Aronoff</i> <i>Natasha Montiel</i> <i>Mark Rodriguez</i> <i>Rachel Riphagen</i> <i>Tonia Amos-Jones</i> <i>Elizabeth Townsend</i> <i>Emma Cong</i> <i>Nancy Uberto</i> <i>Michael Olsen</i> <i>Windy Luna-Perez</i> <i>Katie McGevna</i> <i>David Felix</i> <i>Gassia Ekizian</i>	<i>Alma</i> <i>Bienvenidos</i> <i>Bridges</i> <i>Center for Integrated</i> <i>Family and Health 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 and Girls</i> <i>Society</i> <i>Five Acres Boys and Girls</i> <i>Society</i> <i>Foothill Family Services</i>	<i>Margaret Faye</i> <i>Janet Yang</i> <i>Laura Jimenez</i> <i>Gerry Bonilla</i> <i>Karen Sammon</i> <i>Ann Borjorquez</i> <i>Nicole Unrein</i> <i>Vivian Chung Easton</i> <i>Natasha Stebbins</i> <i>Diana Guerrero</i> <i>Dawn Dades</i> <i>Akiah Robinson</i> <i>Rocio Bedoy</i> <i>Keri Zehm</i>	<i>Hathaway-Sycamores</i> <i>Heritage Clinic</i> <i>Hillsides</i> <i>Homes for Life Foundation</i> <i>Maryvale</i> <i>The Mentor Network</i> <i>Prototypes</i> <i>Prototypes</i> <i>PUSD</i> <i>Rosemary Children's Services</i> <i>Social Model Recovery Systems,</i> <i>Inc.</i> <i>SPIRITT Family Services</i> <i>Tri-City MH</i> <i>Tri-City MH</i>

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 Janet Yang and seconded by Nancy Uberto		
QI/QA Process	Five Acres presented. They provide outpatient and residential services in Service Areas 3 and 7. They conduct internal audits with a minimum of 5% of the charts. Additionally, There also have administrative 30 day audits. Trainings provided by QA team include: documentation, clinical loop. The staff are trained within one month of hire. There are trainings on the how to do peer chart review and EHR. Meetings are held with other departments to improve processes. Agency is currently working on having the audit tool on-line. There are monthly clinical meetings to review compliance rates for audits in the last quarter and the results help them understand training needs. Training is done with supervisors and supervisors train staff.		
Service Locator	Tonia Jones presented on this website: https://locator.lacounty.gov/health and input for the website was solicited to find out how well the site works and what types of changes might be needed.		
Patient Rights	Patient Rights is still waiting for new grievance regulation changes from the State. More information to come.		
Cultural Competency	Flyer with the schedule for committee meetings. Two events coming up in March that will satisfy the training requirement. Make sure you have a tracking system so that you can track that 100% of staff have been trained.	Please see the handout.	

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Policy and Procedure Updates	Nothing has been signed yet.	Please see the handout.	
Test Calls 2017	The next test calls for SA 3 will be done in April and we are required to do 10 calls for this service area. Volunteers will be recruited next month. More information at next month's meeting. Calls will need to be made in these languages: Cantonese, Mandarin, Spanish, and Vietnamese.	Please see the handout.	
Provider Directory Updates	Updated directory for 2016 are available and now DMH is working on 2017. Expect an email on how to make changes.		
MHSIP Nov 2016 Data	Please review the preliminary MHSIP report on gender, ethnicity, and reason code. Final report will be coming out and will show the results by service provider.	Please see handout.	
OMD report	They are new parameters on the DMH website. They have added to the consult parameter. There are FAQs on e-consults.	Please see handout.	
Medi Cal Certification Update	Send fire clearance six months prior to due date and schedule a Medi-Cal certification/ re-certification meeting three months prior to due to date. If it's your year to get re-certified contact Elizabeth to start preparing. Fire clearance has been the biggest issue. As long as the fire clearance has been issued in the last 12 months, it will be accepted.		
Chart Review for LE Providers	DMH QA will be conducting chart reviews /technical support. A final process is expected to be sent to the providers by the end of February. By 3/15/17, providers will be notified regarding which charts will be reviewed. Review period will be going two months back.		

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Training Schedule/Training Space	An updated list of trainings is included in the handouts.	Please see handout.	
QA Bulletins	These bulletins have also been sent out in emails.	Please see handouts.	
QA Bulletins (in draft)	There are two bulletins in draft that will be coming out soon. PEI are allowing use of some of the COS dollars for outreach and engagement. COS form will be adding the EBP field. DMH internal peer review chart review tool will be revised. The biggest change is that they have two versions, short review that meet the minimum for audit purposes and long review for full QA.		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: January 18, 2017 3. Cultural Competency Committee Meeting Schedule 4. Policy/Procedure Update 5. Test Calls 2017 Schedule 6. MHSIP Surveys-November, 2016 7. Parameters for General Health-Related Monitoring, Consultations, and Interventions 8. Documentation Training Schedule – 2/13/17 9. QA Bulletins 		
Next Meeting	Next Meeting is 3/15/17 (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