

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

Type of Meeting	Service Area 3 QIC	Date	3/15/2017	
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:	11:00 am	
Members Present	<p><i>Misty Aronoff Alma</i></p> <p><i>Cynthia Concepcion Almansor MH</i></p> <p><i>Natasha Montiel Bienvenidos</i></p> <p><i>Mark Rodriguez Bridges</i></p> <p><i>Rachel Riphagen Center for Integrated Family and Health Services</i></p> <p><i>Paula Randle David & Margaret Youth & Family Services</i></p> <p><i>Tonia Amos-Jones DMH</i></p> <p><i>Robin Washington DMH- QA/QI Program Review</i></p> <p><i>Emma Cong DMH</i></p> <p><i>Rosalba Trias-Ruiz DMH-SA3 Admin</i></p> <p><i>Nancy Uberto D'Veal</i></p> <p><i>Michael Olsen ENKI</i></p> <p><i>Erika Frausto ENKI</i></p> <p><i>Windy Luna-Perez Etti Lee Homes</i></p> <p><i>Katie McGevna Five Acres Boys and Girls Society</i></p> <p><i>Gassia Ekizian Foothill Family Services</i></p>	<p><i>Margaret Faye</i></p> <p><i>Janet Yang</i></p> <p><i>Laura Jimenez</i></p> <p><i>Deonae Shacketford</i></p> <p><i>Sally Bermudez</i></p> <p><i>Karen Sammon</i></p> <p><i>Ann Borjorquez</i></p> <p><i>Vanessa Miller</i></p> <p><i>Daniella Chavez</i></p> <p><i>Jennifer (Nicole) Lomas</i></p> <p><i>Diana Guerrero</i></p> <p><i>Rebecca deKeyser</i></p> <p><i>Dawn Dades</i></p> <p><i>Akiah Selwa</i></p> <p><i>Rocio Bedoy</i></p>	<p><i>Hathaway-Sycamores</i></p> <p><i>Heritage Clinic</i></p> <p><i>Hillsides</i></p> <p><i>Homes for Life Foundation</i></p> <p><i>MC Kinley Children's Center</i></p> <p><i>Maryvale</i></p> <p><i>The Mentor Network</i></p> <p><i>Pacific Clinics</i></p> <p><i>Prototypes</i></p> <p><i>PUSD</i></p> <p><i>Rosemary Children's Services</i></p> <p><i>San Gabriel Children's Center</i></p> <p><i>Social Model Recovery Systems, Inc.</i></p> <p><i>SPIRITT Family Services</i></p> <p><i>Tri-City MH</i></p>	

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.		
Quality Improvement			
Review of Minutes	Minutes were presented. The minutes were reviewed. Michael Olsen and Akiah Robinson accepted minutes. Correction-Rosalba Trias-Ruiz DMH was present 2/15/17 meeting.		
QI/QA process	<p>Rachel Riphagen presented on Center for Integrated Health Services.</p> <p>EXYM - electronic health record is used to run reports. HR and supervisors are provided with reports in order to monitor closing documentation.</p> <p>Full audit are completed at initial, re-assessment, case transfers and closing. Clinical loop is audited every three months and discuss that information with supervisors. Clinicians are provided with list of corrections and a follow up with QA staff to insure that information was done correctly. QA monitor staff in order to see trends to provide trainings. New staff are provided with documentation and EXYM training, and a resource binder is given to them as further guidance. QA provides a workshop to monitor how staff are doing with recommendation or how to better their documentation. All clinicians are in</p>		

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	<p>a note review rotation with QA. Notes are reviewed every two weeks in order to see how they are doing with note writing.</p> <p>A Mock Oscars is provided and staff is recognized- i.e., who had the higher rating on productivity, this is done to help with moral.</p>		
OMD Report	<p>PVM is a new system designed for indigent clients. The PVM will provide client with a card in order for them to get their medications. The PAT system will no longer be used. PVM will be implemented, June 1, 2017. This system will help with faster response for pharmacy turn around to client's medication prescriptions. This new system will not affect the process on how psychiatrist prescribes medication to client.</p>		
Cultural Competency Updates	<p>The cultural competency meeting will be covering the following topics physical disabilities, system advocacy, cultural competency organization assessment if you are interested to attend.</p>		
Policy and Procedures Updates	<p>The following policies have been completed and are posted in DMH website to read. No-discrimination of beneficiaries, Provision of Services without a scheduled appointment and On-site testing of client's bodily substance for evidence of substance use. Look at hand out for any further information.</p>		
Test Calls 2017	<p>Test calls volunteers were gathered during meeting in order to complete 2017 test calls. The will being in English and SA 5 threshold languages: Cantonese, Mandarin, Spanish, and Vietnamese.</p>		

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MHSIP May 2016 Data	Service area 3 has the highest number of older adults served, but has the lowest amount of completed MHSIP surveys for that population. Most of the older adult services are field based and surveys are not to be given to clients in the field. Due to this, the numbers of the surveys completed by client is low.		
Medi-cal Certification Update	Reminders do not move into your site until you have a fire clearance for the site.		
Training Schedule/Training space Documentation Online Video	Training is available Understanding Documentation, March 21, 2017 and April 26, 2017 DMH QA division will post Documentation Training videos that include Assessment, Treatment plan, Claiming and Progress notes		
Final Bulletin 17-06 LE Chart Review Process	DMH QA will conduct charts review and will mimic the state review. No monitory recoupment, the review is to help enhancing clinical documentation. Depending on number of staff the agency has is the number of charts they will pull. The state is not involved in this is only the county. The Service Are 3 co-chair agencies will be getting their charts pulled first. DMH QA will need paper chart, and notice will be given to agencies with attached instructions on how to submit charts.		
Final Bulletin 17-04-ICC/IHBS Expansion	Staff in order to provide this service they need to be trained in these codes, the Core Practice Model and Child Family Team Meeting. More information to be provided by district chefs and how to use.		
17-05 Updates to include DX	Please refer to QA Bulletin regarding the additions to the Included Diagnosis List based on recent information released by DHCS. 10/2015-		

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	10/2016- affected diagnoses that have been included. As of, April 1, 2017 the web services will be updated in order for them to show up in billing.		
	Tonia Amos-Jones will be going to Public Health and she is leaving DMH. Stacy Fonseca clinical psychologist will be service area 3 co-chair.		
Handouts	1. Agenda 2. Meeting Minutes: February 15, 2017		
Next Meeting	Next Meeting is 4/19/17 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

Respectfully Submitted, Rocio Bedoy, Tri-City Mental Health