

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

Quality Improvement Committee Meeting

May 17, 2017

9:30 am – 11:30 am

AGENDA

- | | | |
|-----|---------------------------|-----------------|
| I | Welcome and Introductions | Stacey Fonseca |
| II | Review of the Minutes | Stacey Fonseca |
| III | QI/QA Process | Heritage Clinic |

Presentation

- | | |
|---|----------------|
| Linking clients who do not meet medical necessity back to non-specialty mental health providers | Yvette Willock |
|---|----------------|

Quality Improvement

- | | | |
|-----|---|------------------|
| I | Cultural Competence Updates | Stacey Fonseca |
| II | Policy Update | Margaret Faye |
| III | Provider Directory Updates | Margaret Faye |
| IV | Clinical QI: Pharmacy Benefits Management | Stacey Fonseca |
| V | Test Call Reports | Gassia Ekizian |
| VI | Patients' Rights Updates | Stacey Fonseca |
| VII | Change of Provider | Theodore Cannady |

Quality Assurance Liaison Meeting

- | | | |
|-----|--|----------------|
| I | Certification Bulletin 17-01: Fire Clearance | Gassia Ekizian |
| II | Schedule of Trainings and Presentations | Stacey Fonseca |
| III | QA Bulletins and Clinical Forms Bulletin | Margaret Faye |
| IV | Documentation and Workflow Requirements | Gassia Ekizian |

Other Issues

- | | | |
|----|-------------------|-----|
| I | Announcements | All |
| II | Future QIC topics | All |

**Next Meeting: June 21, 2017 at Enki, 3208 Rosemead Blvd , 2nd Floor,
El Monte, CA 91731**

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	5/17/2017	
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Dr. Stacey Fonseca Mrs. Gassia Ekizian Dr. Margaret Faye	End Time:	11:29 am	
Members Present	<i>Shianne Torales</i> <i>Mark Rodriguez</i> <i>Sabrina Ullah</i> <i>Rachel Riphagen</i> <i>Leslie Shrager</i> <i>Estera Boresa</i> <i>Stacey Fonseca</i> <i>Jose L Reyes</i> <i>Zerri Gross</i> <i>Michael Olsen</i> <i>Windy Luna-Perez</i> <i>Tiffany Tran</i> <i>Gassia Ekizian</i> <i>Margaret Faye</i> <i>Janet Yang</i> <i>Laura Jimenez</i>	<i>Alma</i> <i>Bridges</i> <i>California Mentor FSS Program</i> <i>Center for Integrated Family and Health Services</i> <i>Children's Bureau of So. Cal</i> <i>Crittenton Services</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 Society</i> <i>Foothill Family Services</i> <i>Hathaway-Sycamores</i> <i>Heritage Clinic</i> <i>Hillsides</i>	<i>Gerry Bonilla</i> <i>Karen Sammon</i> <i>Lisa Santamaria</i> <i>Wil Lau</i> <i>Nicole Unrein</i> <i>Nicole Unrein</i> <i>Vivian Chung Easton</i> <i>Natasha Stebbins</i> <i>Diana Guerrero</i> <i>Rebecca deKeyser</i> <i>Akiah Selwa</i> <i>Rocio Bedoy</i> <i>Keri Zehm</i> <i>Joe Bologna</i> <i>Hannah Chuapow</i>	<i>Homes for Life Foundation</i> <i>Maryvale</i> <i>Maryvale</i> <i>Pacific Clinics</i> <i>Prototypes</i> <i>Prototypes</i> <i>Prototypes</i> <i>PUSD</i> <i>Rosemary Children's Services</i> <i>San Gabriel Children's Center</i> <i>SPIRITT Family Services</i> <i>Tri-City MH</i> <i>Tri-City MH</i> <i>Trinity-El Monte</i> <i>Trinity-El Monte</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	Motion to approve the minutes by Karen Sammon and seconded by Rocio Bedoy.		
QI/QA Process	Janet Yang presented for Heritage Clinics. Serves older adults and there are about 30 clinicians. For QA they use Welligent for EHRS. They send all staff to the DMH documentation training. There is individual supervision/consultation for clinician with documentation issues. They use a chart review checklist. There is a set department who does the Adult FAs. The supervisors meet once a month for QA/QA. For QI: They do case conference each week to help clients reach their goals. They use the milestones of recovery and the PHQ 9 every six months. They track internal questions and hospital and ER visits. They discuss the information in treatment teams. There are trainings once/twice a year with all staff, topics include Cultural Diversity, Burnout, documentation updates, and motivational interviewing . Gerry Bonilla with Homes for Life will present at next month's meeting.	See Handouts	
Linking clients who do not meet medical necessity back to non-specialty mental health providers	Yvette Willock presented on how to navigate health plan system of care for those who do not or no longer meet medical necessity and the process of referring clients back to their health plans.	See Handouts	
Cultural Competency Updates	LAC DMH launched The campaign to change direction during May is Mental Health Month. A handout was created in English and in Spanish to identify the five signs of emotional suffering. This	See Handouts	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	campaign will also be on the radio and television as a way to change stigma, increase awareness, and to encourage people to get services.		
Policy Update	Please review handout.	See Handout	
Provider Directory Updates	The Provider Directory has been updated and is online. Please send any changes to Dr. Fonseca.		
Clinical QI: Pharmacy Benefits Management	There is a new pharmacy coverage provider for uninsured clients that will begin on 6/1/17. A new handout will be released with the new phone number so you know who to contact.	See Handout	
Test Call Reports	Please review the handout that has the test calls results from 2012-2016.	See Handout	
Patients' Rights Updates	There will be a change to the grievance procedure coming out soon.		
Change of Provider	Theodore Cannady attended to answer questions. His contact information is tcannady@dmh.lacounty.gov 213-738-2359 Please send your change of provider logs to Dr. Fonseca by the 10 th of the month.		
Certification Bulletin 17:01: Fire Clearance	Please review the bulletin on fire clearance requirements.	See Handout	
Schedule of Trainings and Presentations	The training schedule has been updated, please see handout for upcoming training dates.	See Handout	
QA Bulletins and Clinical Forms Bulletins	Questions were solicited from the group and there were no questions.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Documentation and Workflow Requirements	Please send any ideas to Dr. Fonseca.		
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Referrals for physical health and non-specialty mental health services 3. Meeting Minutes: April 19, 2017 4. Handouts from Heritage Clinic 5. Campaign to Change Direction 6. Policy Update 7. Clinical QI: Pharmacy Benefits Management 8. Test Call Reports 9. Fire Clearance Requirements 10. Documentation Training Schedule 		
Next Meeting	Next Meeting is 6/21/17 (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