

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

Quality Improvement Committee Meeting

June 21, 2017

9:30 am – 11:30 am

**AGENDA**

- |     |                           |                                   |
|-----|---------------------------|-----------------------------------|
| I   | Welcome and Introductions | Stacey Fonseca                    |
| II  | Review of the Minutes     | Gassia Ekizian                    |
| III | QI/QA Process             | Gerry Bonilla - Homes<br>for Life |

**Quality Improvement**

- |     |   |                   |
|-----|---|-------------------|
| I   | Clinical QI: Pharmacy Benefits Management | Stacey Fonseca    |
| II  | Patients' Rights                          | Jose Reyes        |
| III | EQRO Update                               | Stacey Fonseca    |
| IV  | MHSIP Survey Spring 2016                  | Lynetta Shonibare |
| V.  | Cultural Competence Updates               | Stacey Fonseca    |
| VI. | Policy Update                             | Margaret Faye     |

**Quality Assurance Liaison Meeting**

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|-----|---|----------------|
| I   | Schedule of Trainings and Presentations | Stacey Fonseca |
| II  | Policy and Technical Development        | Margaret Faye  |
| III | NOA Monitoring                          | Stacey Fonseca |

**Other Issues**

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

**Next Meeting: July 19, 2017 at Enki, 3208 Rosemead Blvd , 2<sup>nd</sup> Floor,  
El Monte, CA 91731**

**Parking at lower level only.**

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

<b>Type of Meeting</b>	<b>Service Area 3 QIC</b>	<b>Date</b>	<b>6/21/2017</b>	
<b>Place</b>	<b>ENKI - 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731.</b>	<b>Start Time:</b>	<b>9:30 am</b>	
<b>Chairperson Co-Chairs</b>	<b>Dr. Stacey Fonseca Mrs. Gassia Ekizian Dr. Margaret Faye</b>	<b>End Time:</b>	<b>10:22 am</b>	
<b>Members Present</b>	<i>Shianne Torales</i> <i>Mark Rodriguez</i> <i>Annie Borjorquez</i> <i>Rachel Riphagen</i> <i>Leslie Shrager</i> <i>Paula Randle</i> <i>Stacey Fonseca</i> <i>Jose L Reyes</i> <i>Lynetta Shonibare</i> <i>Emma Cong</i> <i>Zerri Gross</i> <i>Alben Zatarain</i> <i>Windy Luna-Perez</i> <i>Tiffany Tran</i> <i>David Felix</i>	<i>Alma</i> <i>Bridges</i> <i>CA Mentor</i> <i>Center for Integrated Family and Health Services</i> <i>Children's Bureau of So. Cal</i> <i>David and Margaret Youth and Family Services</i> <i>DMH</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 Society</i> <i>Five Acres Boys and Girls Society</i>	<i>Gassia Ekizian</i> <i>Margaret Faye</i> <i>Linda Heisen</i> <i>Laura Jimenez</i> <i>Eka Childs</i> <i>Karen Sammon</i> <i>Wil Lau</i> <i>Nicole Unrein</i> <i>Natasha Stebbins</i> <i>Janice Garcia</i> <i>Rebecca deKeyser</i> <i>Akiah Selwa</i> <i>Lisa Dang</i> <i>Keri Zehm</i> <i>Joe Bologna</i>	<i>Foothill Family Services</i> <i>Hathaway-Sycamores</i> <i>Heritage Clinic</i> <i>Hillsides</i> <i>Homes for Life Foundation</i> <i>Maryvale</i> <i>Pacific Clinics</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>

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Call to Order &amp; Introductions</b>	The meeting was called to order and followed with self-introductions.		
<b>Review of Minutes</b>	Motion to approve the minutes by Laura Jimenez and seconded by Lynetta Shonibare.		
<b>QI/QA Process</b>	Eka Childs presented for Homes for Life—Athena Homes. There is a QA person who is at a satellite office in West Los Angeles and oversees the QA paperwork and timelines. There are in-house peer reviews. In addition to DMH contract they are also contracted by LAHSA and HUD. They need to meet the homeless criteria. Due to the different satellites and different locations, QI often corresponds via email and there are visits to the home office for meetings. They use Welligent as their HER. . Gassia Ekizian from Foothill Family Services will present at the next meeting.	See Handout	
<b>QI: Pharmacy Benefits Management</b>	The process started in June. It is too early to see the impact given the recent start date.		
<b>Patients' Rights Updates</b>	Please submit your change of provider so that the report can be submitted to the state. Any questions please contact Jose 213-738-2525 jreyes@dmh.lacounty.gov		
<b>EQRO Update</b>	SA3 was selected for the next round in September. More information to come and Dr. Fonseca will be reaching out to people.		
<b>MHSIP Survey Spring 2016</b>	Lynetta Shonibare presented on the Spring, 2016 MHSIP surveys. She reviewed the results for SA3 with respect to the different survey domains, for example, satisfaction, access, participation in treatment planning, etc. Those who were below the county average are	See Handout	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	highlighted in gray in the Excel file. Reports can be found on the LADMH Quality Improvement website.		
<b>Cultural Competency Updates</b>	Changing Direction campaign is on television and the radio. Huge increase in call volume at Access from 4,000 to 8,000 since the campaign started. 100% of the workforce needs to complete cultural competency training. Starting in July, a monitor process should be in place and there will be the need to attest to the training in December.		
<b>Policy Update</b>	Please review the handout. Some are still being reviewed with more updates to come.	See Handout	
<b>Schedule of Trainings and Presentations</b>	Handout lists what is being offered. Contact Dr. Fonseca with questions.	See Handout	
<b>Policy and Technical Development</b>	There will be updates to the provider's manual. More things are coming up and we will be on the lookout for them. One of the upcoming bulletins will be that every note needs to meet medical necessity and examples will be provided.		
<b>NOA Monitoring</b>	Notice of Action monitoring, DMH will be reviewing number expected vs issued via SRL. Contract providers will continue to send NOAs to Patients' Rights. DMH will let us know how to transmit the information from the SRL to DMH. There are no timelines yet.	See Handout	
<b>Announcements</b>	Maryvale is hiring for a Quality Improvement Clinician, see website or contact Karen Sammon for more information.		
<b>Handouts</b>	<ol style="list-style-type: none"> <li>1. Agenda</li> <li>2. Meeting Minutes: May 17, 2017</li> <li>3. Policy Update</li> <li>4. Documentation Training Schedule</li> </ol>		

<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Next Meeting</b>	Next Meeting is 7/19/17 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 <sup>nd</sup> Floor, El Monte, CA 91731.		

Respectfully Submitted, Dr. Keri Zehm, Tri-City Mental Health