

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 4 Quality Improvement Committee (QIC) Meeting Minutes

Type of Meeting:	SA 4 Quality Improvement Committee (QIC)	Date:	March 15, 2016
Place:	St. Anne's Maternity Home 155 N. Occidental Blvd, Los Angeles, CA. 90026	Start Time:	10:30am
Chair & Co-Chair:	Chair-Dr. Kary To, LACDMH; Co-Chair-Christina Kubojiri, Children's Institute Inc.	Adjournment:	12:00pm
Members Present:	<ul style="list-style-type: none"> • Misty Aronoff • Kanisha McReynolds • Donetta Jackson • Sylvia Yan • Carmen Russel • Jacqueline Georgian • Sophia Visca • Charlotte Bautista • Dora Escalante • Socorro Gertmanian • Lisa Harvey • Weili Lin • Ani Sargsyan • Patricia Perez 	<ul style="list-style-type: none"> • Efrain Marquez • Maria Gengenbacher • Nahara Martinez • Esparza Regina • Leslie Shrager • Naomi Arellano • Michael Olsen • Judy Cardona • Raul Velasquez • Michelle Culver • Paul Schmitt • Erica Melbourne • Reza Khosrowabadi • Malcolm Clayton 	<ul style="list-style-type: none"> • Marlon Duarte • Christina Kubojiri • Katy To • Diego Ramirez • Claudia Fierro • Elizabeth Townsend • Jenny Sanchez • Jeannette Aguilar • Ari Winata • Grace Park • Marietta Watson • Annie Kim • Carmen Chacon • Heather Vargas
Members Absent:	<ul style="list-style-type: none"> • Aids Project Los Angeles • Dignity Health • EMQ/Families First • Korean Family Services • LAC-USC Medical Center • Travelers Aid Society of LA 	<ul style="list-style-type: none"> • Filipino-American Services Group • Hollywood Mental Health Center • IMCES 	<ul style="list-style-type: none"> • L.A. Gay & Lesbian Center • Mental Health America • Northeast Mental Health Center • Telecare
Introductions:	Members present introduced themselves.		
Minutes Approval:	April 14, 2016, meeting minutes emailed to members on March 15, 2016 meeting.		
Announcements:	<ul style="list-style-type: none"> • Christina Kubojiri announced that Brooke Slusser is no longer able to continue as co-chair due to taking on a new opportunity. There will be one co-chair moving forward. 		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
------------------------------------	----------------------------------	---	--------------------------------------

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
<p>QI Updates</p> <p>Christina Kubojiri</p>	<p style="text-align: center;">QUALITY IMPROVEMENT UPDATES</p> <p>PROVIDER DIRECTORY</p> <ul style="list-style-type: none"> English directory is on the website; other languages are still being prepared. Lots of unknowns regarding languages that should be filled in at time of hire of new staff. <p>LANGUAGE TRANSLATION & INTERPRETATION SERVICES [Policy 200.03]</p> <ul style="list-style-type: none"> Language translation services; telephonic, face-to-face, etc. Reviewed and provided policy to QIC members. <p>PIPS: CLINICAL – CSECY CLIENT LIST</p> <ul style="list-style-type: none"> Sexually exploited children and youth. <ul style="list-style-type: none"> Need assistance with better tracking of CSECY clients. A CSECY spreadsheet will be sent to specific staff of agencies to obtain client information. <ul style="list-style-type: none"> Have about 750 clinicians trained in CSECY, but clients reported are not corresponding to number of trained staff <p>Cultural Competency</p> <ul style="list-style-type: none"> Discussed accomplishments of workgroups for 2015: Data, Outreach and Presentations, Juvenile Justice. Selection of four guiding words of 2015: Collaboration, Communication, Inclusion, and Equality Development of CCC Logo <p>Consumer and Family Affairs Office</p> <ul style="list-style-type: none"> 2-4 community representative spots available per service area. Should be incorporated in SA's already. Community reps can regularly attend QIC meetings and a variety of community meetings and QI projects when appropriate. Travel reimbursement is \$25/meeting (3 meetings max/month). There is an application process. Agencies should submit any recommendations of possible good fits. Can be consumers, family members, caregivers, etc <p>EQRO – APRIL 25-28, 2016 [SA'S 4 AND 6]</p> <ul style="list-style-type: none"> Will be taking place in SA's 4 and 6. Survey to Review Program/Agency QI Process – discussed that a survey would be emailed to members once finalized in order to obtain information regarding agency QI processes. <p>Patients' Rights Office</p> <ul style="list-style-type: none"> Change of Provider fillable forms were emailed to agencies. Secure email preferred for receiving monthly forms. Can continue to fax, but must contact Jamie Walker first to inform. 	<p>Kary To emailed applicable clinicians the CSECY spreadsheet and requested they complete their client lists on 3/17/16. She asked for responses by deadline 3/22/16.</p> <p>Christina emailed Members the detailed cultural competency update provided by Sandra Chang-Pasinski post meeting 3/15/16</p> <p>Christina emailed members the finalized survey with deadline to respond by April 18, 2016 and to CC V. Joshi, M. Adegbola, & K To</p> <p>Christina emailed members the new fillable Change of Provider form with instructions on how to obtain encrypted email per Ed Vidaurni</p>	
	<p>LACDMH POLICY UPDATES discussed</p> <ul style="list-style-type: none"> Suicide Risk policy is awaiting signature for approval NQA is currently under review Access to Care is under OMD review 		

QA Updates

Christina Kubojiri

QUALITY ASSURANCE UPDATES

STATE CHART REVIEW PRELIMINARY FINDINGS

- Graduate students claiming for services
- Client Signature dates are not requirement, but best practice. Services that can be claimed during assessment period
- No billing for TCM Linkages/referrals before assessment/CTP completed.
- Provision of services while driving.
- Claiming for chart review
- JB220 current not inciting disallowances when used as Medication Consent, but might not be sufficient in future. State will clarify. Missing two elements of MHP
- Co-signature for groups with more than 1 practitioner; need 2 signatures.
- Medication administration records on progress notes; this isn't acceptable and taking to state for review.
- Provided other percentages and breakdowns of items needed to meet requirements in audit areas.
- Discussed preliminary findings of areas audited

AUDITOR-CONTROLLER AUDITS UPDATE

- Lisa Harvey, Para Los Ninos updated: First notice was in 11/2015.
 - 2/23/16 visited by Nina Johnson for auditor controller audit. Electronic review period is May – June 2015. Review took less than 2 days.
 - Wanted to disallow for TCM services when it was a one-time service without a corresponding TCM objective on CTP.

OFFICE OF INSPECTOR GENERAL (OIG) AUDIT

- Agencies with charts chosen should already have been contacted. QA bulletin 3.10.16 was provided to members.

QA TRAINING SCHEDULE 2016

Additional training dates will be added for April/June due to capacity issues. Hopefully two monthly trainings held at larger venues.

IBHIS UPDATES

- Recent list of Go-Live dates for agencies will be emailed to QIC members post meeting.

QUESTIONS should be emailed to Kary To: KTo@dmh.lacounty.gov and Christina Kubojiri:ckubojiri@childrensinstitute.org and not sent directly to DMH QA. If questions cannot be answered, Kary or Christina will escalate the question to DMH QA contact person.

Christina emailed members the list of Go-Live dates 3.15.16 post meeting

Next Meeting: April 19, 2016; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026

Respectfully Submitted


Christina Kubgijn, LMFT – Clinical QA Coordinator, Children's
Institute, Inc.
SAA Co-Chair