

*County of Los Angeles – Department of Mental Health
SA 4 Program Administration*

**Service Area 4
Child & Adult
Integrated Quality Improvement Committee**

*July 19, 2016
10:30am - Noon*

***St. Anne's Maternity Home
155 N. Occidental Blvd., Classroom
Los Angeles, CA. 90026
Phone #(213) 381-2931***

∞ Agenda ∞

- ❖ Introductions & Minutes review 10:30 – 10:40am
- ❖ Announcements 10:40 – 11:00am
 - ▶ Ed Vidaurri
 - ▶ Jung Ahn, Emergency Outreach Bureau
- **LACDMH QI Updates** 11:00 – 11:30am
 - ▶ Assisted Outreach Treatment
 - ▶ OMD Report: Safety Intelligence Reporting & Clinical Event Notification to LACDMH
 - ▶ Patient's Rights Office (PRO)
 - ▶ Cultural Competency Updates
 - ▶ LACDMH Policy Updates
 - ▶ SA QI Project - FY16-17, Non-clinical PIP – ACCESS Center, CC Plan Performance
 - ▶ Provider Directory Update
- **LACDMH QA Updates** 11:30 – Noon
 - ▶ Training Schedule
 - ▶ Excluded Diagnosis Update
 - ▶ Draft DHCS chart review report received
 - ▶ IBHIS Updates and Retreat for DO
 - ▶ Guide to Procedure Code Changes Update
 - ▶ DO ONLY – New Suicide Risk Assessment & Mitigation Policy
- **Miscellaneous**
 - ▶ Comments? Questions?
- ❖ Next meeting on Tuesday, August 16, 2016

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:	July 19, 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"> • Jose Reyes • Donetta Jackson • Silvia Yan • Gurudarshan Khalsa • Lizbeth Pereyra • Leslie Shrager • Diego Ramirez • Claudia Fierro • Tonia Amos Jones • Kary To • Naomi Arellano • Jose Guerra • Sarah Schreiber 	<ul style="list-style-type: none"> • Michael Olsen • Jeannette Aguilar • Charlotte Bautista William • Donnelly • Judy Cardona • Marisol Lara • Dora Escalante • Raul Velasquez • Grace Park • Ritch Greene • Socorro Gertmanian • Michelle Culver • Lisa Harvey 	<ul style="list-style-type: none"> • Jenny Sanchez • Jung Ahn • Gilbert Morquecho • Evelyn Gutierrez • Genevieve Morgan • Phuong Tang • Ani Sargsyan • Martha Arechiga • Patricia Perez • Annie Kim
Members Absent:	<ul style="list-style-type: none"> • AIDS Project Los Angeles • Alma Family Services • CHCADA-CA Hispanic Commission • Child Family Guidance Center • Children's Hospital of LA • Filipino-American Services Group, Inc. • Gateways Hospital • Northeast Mental Health Center 	<ul style="list-style-type: none"> • Gateways Percy Village • Health Research Assoc USC • Satellite • Hollywood Mental Health • IMCES • Korean American Family Services • LAC-USC Medical Center • Los Angeles Gay and Lesbian Center • Mental Health America 	<ul style="list-style-type: none"> • Pacific Clinics • Queens Care • SRMT • Stars Behavioral Health Group • Star View • Travelers Aid Society of LA • United American Indian Involvement • VIP Community Mental Health Center
Introductions:	Members present introduced themselves.		
Minutes Approval:			
Announcements:			

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
QI Updates Christina Kubojiri	<p><u>QUALITY IMPROVEMENT UPDATES</u></p> <ul style="list-style-type: none"> • Assessment Outreach Treatment: <ul style="list-style-type: none"> ◦ Discussed history of why AOT was created ◦ Most AOT clients are homeless ◦ Outreach and engagement usually occurs 2+ times per week ◦ All services provided by contract providers, no DO ◦ Hours 9-5pm schedule ◦ Sometimes they petition court to order medication support ~ high success in client compliance when this support is received • OMD updates: <ul style="list-style-type: none"> ◦ Policy – Reporting Clinical Events Involving Active Clients <ul style="list-style-type: none"> ▪ In DRAFT ▪ Purpose is to improve care. ▪ Incident doesn't need to occur on-site ▪ Trend – events are currently underreported <ul style="list-style-type: none"> • Currently ~470 incident reports/year ▪ Additional questions were added related to suicide/harm/risk; duty to warn <ul style="list-style-type: none"> • Contractors are already good reporters, so minimal issue with policy revisions foreseen ▪ Security Intelligence is trying to open access for contract providers, but there are major confidentiality issues related to this 		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, Scheduled Tasks	Responsible Person / Due Date
Christina Kubojiri	<ul style="list-style-type: none"> • Cultural Competency: <ul style="list-style-type: none"> ◦ This month's meeting was July 13th and all workgroups were going to present their progress/products • Patients' Rights Office: <ul style="list-style-type: none"> ◦ There is discussion around what defines "provider" in the Access to Care policy. Jennifer Hallman will look into if 		

policy revision/clarification is needed in order to fit her original statement that an NOA is not required if a client is provided an appointment date/time at another agency.

- **Policy Updates:**
 - 16 policies in review
 - 9 policies in office awaiting signature
 - Clinical policies are reviewed every 3 years, if not done so, then the policy would show as "overdue"
 - Other policies are reviewed every 5 years
- **SA QI Project FY 16-17:**
 - Cultural Competency Plan Performance
 - Train the trainer workshops will occur on CC standards
 - ~2 hour training
 - There will be a pre/post survey
 - Possibly will combine 2 service areas to host
 - When agencies are audited, providers should be able to provide sign-in sheets (indicating worker role category) and training agenda sample
- **Provider Directory Update:**
 - The test website is completed and has linked information with the hard copy to online
 - Continue to use share point for now
 - Crisis services added
 - New drop down menus
 - No filter search option – but they are working on this
 - Google map linked
 - You can search by SA
- **QI & EQRO reports are posted online**

QUALITY ASSURANCE UPDATES

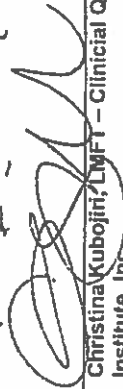
- **Upcoming Audits:** Vista Del Mar 5/3; McKinley Children's Center 5/24
- **Medi-Cal Certification Section –Continuing Care Reform**
 - Impacts all service areas. Jan 2017 – starts group homes
 - Impacting certifications (FFA's & group homes short term care – such as residential and treatment centers, For ex: Short term crisis)
 - Workgroups are in effect now. No outcomes yet to report.
 - Not sure of changes with license for Social Services or the State, but MH Specialty will stay the same

Christina Kubojiri	<ul style="list-style-type: none"> ○ Questions still on-going regarding whether this will claim bundled day rate or not. ● QA training schedule – <ul style="list-style-type: none"> ○ Understanding Documentation, August 1 has availability. Contact Lucious Wilson to register ○ Supervisors' Documentation (DO only) training – Learning net issues so July 29th bulletin not out yet. Contact L. Wilson for registration. ○ Quarterly Reports were due for DO end of last week. ○ Someone requested training for paraprofessionals to their level/scope <ul style="list-style-type: none"> ▪ Basic writing skills (DMH QA is not training to) This is more an HR issue. ▪ It is deemed more effective having supervisors work 1:1 with staff ▪ Supervisor trainings being provided by DMH are in attempt to build supervisor skills/focus to guide their staff. ● DHCS report received. There is now 30 days to report any revisions, then 60 days to receive the final report. Agencies will be notified in August of any findings. <ul style="list-style-type: none"> ○ Report is similar to what was already communicated at exit interview <ul style="list-style-type: none"> ▪ A lot of "check in" type interventions and not appearing as if staff know what they are doing with clients during the session. ● Service Request Log – agencies should be building this into their EHR if not already incorporated. ● Excluded Diagnosis update: <ul style="list-style-type: none"> ○ 7 dx were petitioned for inclusion, but state didn't find good reason to add them <ul style="list-style-type: none"> ▪ Jen Hallman will be meeting with Dr. Shaner this week to discuss whether to continue to pursue this or not ● IHBIS: <ul style="list-style-type: none"> ○ D/O have new functionality where clients can email DO through portal ○ Retreat is July 22nd for DO providers ● Guide to Procedure Codes update: <ul style="list-style-type: none"> ○ Draft – still in revision phase. 	
Christina Kubojiri		

	<ul style="list-style-type: none"> • Rid inactive codes and moved to the end of document • Removed confusing shading • Separated MHS codes and other for better organization <ul style="list-style-type: none"> • Ex 90887 is separated on its own and includes assessment in definition now • Ind rehab code should be used during assessment with teachers, Doctors, etc • Use H2015 during assessment for talking with teachers as you are still assessing and not relating to plan dev yet • DO only (providers encouraged to incorporate): Suicide Risk Assessment & Mitigation Policy (302.13) <ul style="list-style-type: none"> o Effective 7/1/16, every contact with client would include suicide screening depending on situation/case as needed o Contractors can access and use it also, but not required o Resulted out of research that promotes the assessment every session o Discussion about providing to groups (slips of paper/questionnaire, kiosk questions pre session such as how veterans implement) • QUESTIONS 		
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Next Meeting: September 20, 2016; St. Anne's Maternity Home, 155 N. Occidental Blvd. (Classroom), L.A., CA. 90026

Respectfully Submitted



Christina Kubojin, DMFT – Clinical QA Coordinator, Children's Institute, Inc.
SA4 Co-Chair

