COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE
July 13, 2010

AGENDA

I.	Welcome and Introductions	Monika/Jessica
II.	Review of Minutes	All
III.	Program Announcements • SA5 Agency Coordination Trouble Shooter	All
IV.	DMH Updates	Karen Williams
V.	Quality Assurance	
	• Claiming for the Day of Discharge from 24-hour Facilities; Revisions to Rehab Manual will be made	Monika/Jessica
	• New AB3632 Consent Form & Revenue Manual Policy, RMD Bulletin No.: DMH 10-054	Monika/Jessica
	• Discussion & Sharing of Agency Specific Internal QA Structures/Processes	All
VI.	Quality Improvement	
	• Notice Of Action Forms (NOA)	Sylvia Guerrero
	• Request for Change of Provider Policy 200.02	Sylvia Guerrero
	• Request to Change Provider Report, 3rd Quarter Data for FY 2009-2010	Sylvia Guerrero
	• Quality Improvement Handbook, June 2010	Monika/Jessica
	• Screening and Assessment for Child and Adolescent Substance Abuse in Mental Health Settings	Monika/Jessica
	• Emergency Outreach Bureau, Access Center	Monika/Jessica
	• Parameters for Use of Psychotropic Medication In Children and Adolescents, June 3, 2010	Monika/Jessica
VII.	Next QIC Meeting	Monika/Jessica

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 14, 2010 at Didi Hirsch CMHC, 4760 S. Sepulveda Blvd. in Culver City from 9:00AM - 11:00AM.

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes

Type of Meeting	Quality Improvement Committee	Date	July 13, 2010
Place	Didi Hirsch CMHC 4760 S. Sepulveda Blvd., Culver City	Start Time	9:00 AM
Chairperson	Monika Johnson, Jessica Wilkins	Adjournment	11:00AM
Members Present	Karen Williams, DMH; Monika Johnson, DMH; Jessica Wilkins, Alcott Center; Patrice Grant, Edelman – Child; Susan Houck Strom, Didi Hirsch; Rose Garcia, Didi Hirsch; Eloisa Ramos Robles, Exceptional Children's Foundation; David Kneip, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Nicole Ryan, The HELP Group; Kevin Minor, Homes For Life Foundation; Amy Turk, OPCC; Michi Okano, Pacific Asian Counseling Services; Martha Andreani, St. John's CDC; Elly Baidoo, Step Up on Second; Brenda Pitchford, UCLA Ties for Adoption; Cheryl Carrington, Vista Del Mar; Jennifer Levine, WISE & Healthy Aging; Zachary Coil, St. Joseph's Center.		
Excused Members	Nilsa Gallardo, Edelman - Adult; Nick Maiorino, St. Joseph's Center; Dorothy Berndt, St. Joseph Center; Loretta Herndon, St. Joseph Center; LeeAnn Skorohod, Exodus Recovery; Barbara Bloom, Step Up on Second; Paisha Allmendinger, UCLA Ties for Adoption; Susan Edelstein, UCLA Ties for Adoption; Martha Rios, UCLA Ties for Adoption; Matt Meyer, Didi Hirsch; Sharon Greene, St. John's CFDC; Kim Fuller, The Help Group; Jasmina Moore, Exceptional Children's Foundation; Anahita Saadatifad, Homes for Life Foundation; Jamie Hayworth, Homes For Life Foundation;		
Absent Members	Yvette Willock, Pacific Clinics, Thang Nguyen, DMH.		

Agenda Item & Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made	Jessica Wilkins Monika Johnson QIC Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for May, 2010.	Final approved Minutes for March, 2010 were distributed.	QIC Membership

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	• State System Review Jessica reported that according to Norma the QA staff has begun the review process for the disallowances made. The final chart audit findings have not yet been determined. • Claiming for the Day of Discharge from 24-hour Facilities Jessica and Monika announced that the State rule is that 24-hour facilities do not claim for the last day of service/day of discharge thus outpatient and day services can be claimed on the day of discharge from 24-hour facilities. • New AB3632 Consent Form & Revenue Manual Policy, RMD Bulletin No.: DMH 10-054 Monika provided a brief overview regarding the content of the RMD Bulletin. • Discussion & Sharing of Agency Specific Internal QA Structures/Processes QIC Members engaged in a 55 minute discussion regarding their own agency's internal QA structure/process, and shared this information with each other. Some	Monika and Jessica will follow up with the QA division to obtain a final list of chart audit findings when available. Outpatient providers will claim day of discharge from 24hr facilities, when billable services are provided on this day. Monika and Jessica distributed a copy of the RMD Bulletin No. DMH 10-054.	Monika Johnson Jessica Wilkins QIC Members QIC Members QIC Members

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	members stated that they found the discussion useful, and may update their existing QA and UR systems.		
Quality Improvement	• Status of the May 2010 CDMH Consumer Perception Survey Monika stated that she had sent out e-mail to the QIC Membership regarding the suspension of the May 2010 CDMH Consumer Perception Survey county data collection. She referred to the content of this e-mail and asked providers to inform their clients regarding this new process and encourage them to return the completed survey in the self-addressed envelope.	Letter by CDMH & e-mail by Martha Drinan, District Chief QI & Training Division, was distributed by e-mail on July 12, 2010	QIC Members
	• Quality Improvement Handbook, June 2010 Monika and Jessica briefly discussed major components of the content of the QI Handbook and asked Members if they have a good understanding regarding the difference between QI issues versus QA issues.	Monika distributed the QI Handbook, June 2010 per e-mail on June 16, 2010	QIC Members
	Members requested further discussion regarding the new QI Handbook, including differentiation between QI and QA issues.	Members decided to review and discuss the QI Handbook in the next SA QIC.	Monika & Jessica QIC Members

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	• Request for Change of Provider Policy 200.02 • Notice Of Action Forms (NOA) Jeffrey Kohn and Sylvia Guerrero from the Patients' Rights Office gave a presentation on the functions and responsibilities of the Patients' Rights Office and the responsibilities for DMH Contract Providers. They then proceeded with a presentation on the revisions to the Change of Provider Policy, Forms, and Logs. Notice Of Action Forms (NOA) were only discussed briefly due to time constraints. Providers were given a link to access the updated version of the Notice of Action (NOAs) FAQs on the website of the California Department of MH.	Monika and Jessica distributed the revised Change of Provider Policy with Attachments I-IV, and NOAs FAQS 06doc. Sylvia distributed handouts regarding the functions and responsibilities of the Patients' Rights Office. Jeff Kohn provided the link to the State website for the recently updated version of NOAs FAQs 09doc. Monika will follow up w/ e-mailing the link to the State website to Providers.	Jeffrey Kohn Sylvia Guerrero Monika Johnson

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	• Request to Change Provider Report, 3rd Quarter Data for FY 2009-2010 Monika and Jessica distributed a copy of the Request to Change Provider Report and asked Members to verify the accuracy and report changes to the Patients' Rights Office.	Some providers identified discrepancies between the report, and what they thought they turned in. Sylvia Guerrero asked that the discrepancies be sent to her. Providers said they would.	QIC Members

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	Due to time constraints, the following issues on today's Agenda will need to be addressed in the next SA5 QIC meeting: ➢ Screening and Assessment for Child and Adolescent Substance Abuse in Mental Health Settings. ➢ Emergency Outreach Bureau, Access Center ➢ Parameters for Use of Psychotropic Medication in Children and Adolescents.	The group will discuss these 3 issues at the next Service Area 5 QIC meeting.	Monika Johnson Jessica Wilkins
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 14, 2010 at Didi Hirsch CMHC, 4760 S. Sepulveda Blvd. in Culver City from 9:00AM – 11:00AM.	N/A	N/A

Respectfully Submitted,

M. Johnson, Psy.D.
Monika Johnson, Psy.D.

Jessica L. Wilkins MFT
Jessica Wilkins, MFT