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

QUALITY IMPROVEMENT COMMITTEE
May 03, 2011

AGENDA

I. Welcome and Introductions — Monika/Jessica

II. Review of Minutes — All

III. Program Announcements — All
- SA5 Agency Coordination Trouble Shooter

IV. DMH Updates — Karen Williams

V. Quality Assurance — Monika/Jessica
- Audits/Reviews
  - Auditor Controller (Fiscal and Program Review)
    - Pacific Clinics (FY 09/10) – March 22, 2011
    - The Village Family Services – March 28, 2011
    - Enki – April 18, 2011
  - EPSDT Audits: this audit process has not yet resumed
- Taxonomy Reports
- QA Bulletin, March 25, 2011, No. 11-01, New Procedure Codes, Oral Administration of Medications & Medication Injections
  - RMD Bulletin No.: DMH 11-009, March 24, 2011
- QA Bulletin, April 11, 2011, No. 11-02, Claiming for Groups
- Clinical Records Bulletin, March 30, 2011, Edition 2011-01, Mental Health Triage Forms
- Clinical Records Bulletin, April 11, 2011, Edition 2011-02, Obsolete Forms & New MH 678 – Adult Short Assessment Form
- Clinical Records Bulletin, April 11, 2011, Edition 2011-03, New Clinical Records Forms Inventory
- Clinical Records Bulletin, April 18, 2011, Edition 2011-04, Forms Usage Chart

VI. Quality Improvement
- LAC-DMH SA 5 Emergency Outreach Bureau (EOB) - Presentation — Monica Rodriguez-Finston

- LAC-DMH Access Center – Presentation — Naga Kasarabada

- CAEQRO Site Review of LAC-DMH; primary focus on Service Areas 6 and 7 during week of April 18 – 21, 2011 — Monika/Jessica
- Quality Improvement Work Plan Evaluation Report for Calendar Year 2010 AND Quality Improvement Work Plan for Calendar Year 2011 AND Quality Improvement Work Plan Goals 2011
- Sixteen State Study on Mental Health Performance Measures

VII. Policy/Procedure — Monika/Jessica

- Policy No. 103.01 Standards for Prescribing And Furnishing of Psychoactive Medications, 2/28/2011 (supersedes 103.01 from 10/8/2010)

VIII. Next QIC Meeting — Monika/Jessica

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 12, 2011 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	May 03, 2011
Place	Didi Hirsch CMHC 4760 S. Sepulveda Blvd., Culver City	Start Time	9:00 AM
Chairperson	Monika Johnson; co-chair Jessica Wilkins	Adjournment	11:00AM
Members Present	Karen Williams, DMH; Monika Johnson, DMH; Jessica Wilkins, Alcott Center; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; David Kneip, Exodus Recovery; Kevin Minor, Homes For Life Foundation; Yumiko Kodama, Pacific Asian Counseling Services; Amy Turk, OPCC; Martha Andreani, St. John's CDC; David Bonfanti, Step Up on Second; Elly Baidoo, Step Up on Second; Dorothy Berndt, St. Joseph Center; Julie Connella, St. Joseph Center; Kim Farnham, The HELP Group; Brenda Pitchford, UCLA Ties for Adoption; Monica Rodriguez-Finston, DMH-PMRT; Naga Kasarabada, DMH-ACCESS Center; Fawzy Botros, DMH-ACCESS Center.		
Excused Members	Kristi Rangel, Alcott Center; Bonnie McRae, Edelman – Child; Denee Jordan, Exceptional Children's Foundation; LeeAnn Skorohod, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Anahita Saadatifad, Homes for Life Foundation; Jamie Hayworth, Homes For Life Foundation; Michi Okano, Pacific Asian Counseling Services; Nick Maiorino, St. Joseph's Center; Sharon Greene, St. John's CFDC; Barbara Blum, Step Up on Second; Paisha Allmendinger, UCLA Ties for Adoption; Susan Edelstein, UCLA Ties for Adoption; Kathy Osburen, WISE & Healthy Aging; Jennifer Levine, WISE & Healthy Aging.		
Absent Members	Susan Houck Strom, Didi Hirsch; Matt Meyer, Didi Hirsch; Rose Garcia, Didi Hirsch; Thang Nguyen, DMH; Yvette Willock, Pacific Clinics; Cheryl Carrington, Vista Del Mar.		

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	Monika Johnson QIC Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for March, 2011. Trouble Shooter Roster was updated.	Final approved Minutes for January, 2011 were distributed.	QIC Membership Monika Johnson

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	Monika and Jessica referred the Membership to the various items on the Agenda, and distributed the following handouts: • QA Bulletin, March 25, 2011, No. 11.01, New Procedure Codes, Oral Administration of Medications & Medication Injections • RMD Bulletin No.: DMH 11-009, March 24, 2011 • QA Bulletin, April 11, 2011, No. 11-02, Claiming for Groups • Clinical Records Bulletin, March 30, 2011, Edition 2011-01, Mental Health Triage forms • Clinical Records Bulletin, April 11, 2011, Edition 2011-02, Obsolete Forms & New MH 678 – Adult Short Assessment Form • Clinical Records Bulletin, April 11, 2011-03, New Clinical Records Forms Inventory • Clinical Records Bulletin, April 18, 2011, Edition 2011-04, Forms Usage Chart • Annual Assessment Update (AAU, MH 637)	Providers will review and implement information from the handouts.	Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	• Clinical Information in Paper Clinical Records and Electronic Health Record Systems Monika reported that she had e-mailed the Final Complete Memo from March 30, 2011 regarding the "Clinical Information in Paper Clinical Records and Electronic Health Record Systems" on behalf of the Quality Assurance Division on April 5th, 2011.		Providers

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	• Quality Improvement Work Plan Evaluation Report for Calendar Year 2010 AND Quality Improvement Work Plan for Calendar Year 2011 AND Quality Improvement Work Plan Goals 2011 • Sixteen State Study on Mental Health Performance Measures Monika J. reported that she had sent out the links for above documents per e-mail on April 18, 2011.	Providers will review the documents. Group will discuss topics included in Work Plan in QIC meetings.	Providers
	• LAC-DMH SA 5 Emergency Outreach Bureau (EOB) Presentation Monica Rodriguez gave a presentation on countywide field response operations including field response programs and services, and more specific information on PMRT services and staff in Service Area 5. She handed out copies of the power point presentation "Field Response Operations" & a handout that listed PMRT staff and PMRT services to the community. Providers asked questions about PMRT response time, DCFS cases, and which numbers to call for EOB during and after business hours.	Monica R. responded to questions asked. Providers will contact Monica R. if they have additional questions, or her office if they need PMRT response.	Monica Rodriguez-Finston

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	• LAC-DMH ACCESS Center Presentation		Naga Kasarabada
	Naga Kasarabada provided a general overview and then specific information regarding the various services provided by the ACCESS Center. She distributed copies of the "Access Center Service Menu." Providers were interested in the wide array of services the ACCESS center provides. The group briefly discussed the possibility of gathering and sharing referral information specific to Service Area 5 to improve timely client access to culturally appropriate services.	The group planned to discuss means to improve client access in future meetings.	Providers
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 12, 2011 at Didi Hirsch CMHC, 4760 S. Sepulveda Blvd. in Culver City from 9:00AM – 11:00AM.		

Respectfully Submitted,

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

Jessica Wilkins MFT
Jessica Wilkins, MFT