

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

**QUALITY IMPROVEMENT COMMITTEE
May 03, 2016**

AGENDA

- | | |
|---|------------------|
| I. Welcome and Introductions | All |
| II. Trouble Shooter Roster, Updates | Monika Johnson |
| III. Review of Minutes | All |
| IV. DMH Updates | Jacquie Wilcoxon |
| V. Quality Assurance | Monika/ David |
| • Quality Assurance Liaisons' Meeting Minutes, February 08, 2016 | |
| • QA Documentation Training Schedule, Revised March 14, 2016 | |
| • QA Documentation Training Schedule, Revised April 11, 2016 | |
| • Cultural Competency Update – Cultural Competence Training Plan FY 15-16 | |
| • Contract Provider IBHIS Go-Live Schedule | |
| • Access to Care Policy Revisions and Service Request Log Data | |
| • Clinical Forms Bulletin No. 16-01, 4/19/16 | |
| • Organizational Providers Manual Updates | |
| • ICC/IHBS Expansion Update | |
| • D/O Treatment Plan Audit | |
| • MAA Update | |
| • Waiver Reminders | |
| VI. Quality Improvement | Monika/David |
| • Consumer Participation at SA QICs | |
| o Flyer - Office of Consumer and Family Affairs | |
| o Summary Findings from the 2015 Consumer Survey, March 2016 | |
| o LACDMH County Activity Fund (CAF), Guidelines For Advisory Board Meetings/Activities | |

- SA Provider Directory
 - Report Updates to the NOC website
 - Translation into 11 Threshold Languages
- Patient' Rights Office
 - Change of Provider Request Log – Review and Update Contact Leads
- Update - Survey to Review Agency QI Process
 - Program/Agency QI Process Report, April 2016
- Update – MHSIP Survey 2016 – Training on 5/4/16
- Service Area Quality Improvement Project CY 2015,
- Parameters For Spiritual Support (4.15)
Pre & Post Survey Evaluation Summary
- Quality Improvement Work Plan Calendar Year 2016
 - QI Work Plan – CY 2015
 - QI Work Plan – CY 2016
- PIP – Updates
 - Clinical PIP – Commercial Sexual Exploitation Of Children and Youth (CSECY)
 - Non-Clinical PIP – Vacancy Adjustment Notification System (VANS)
- Policy/Procedure Update, March 14, 2016
- Policy/Procedure Update, April 11, 2016
- LACDMH Clinical Risk Management
 - Brief Review of New and revised 2015-2016 Clinical Policies and Parameters
- Policy/Procedure, Language Translation and Interpretation Services, Pol. No. 200.03, Effective 02/01/2016

VII. SA 5 – Updates

Monika/David

VIII. Next QIC Meeting

Monika/David

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 12, 2016, from 9:00AM – 12:00PM, at 11303 W. Washington Blvd., Suite 200, Los Angeles, CA 90066.

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

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|--|--|--|-------------------------------------|
| Type of Meeting | Quality Improvement Committee | Date: | May 03, 2016 |
| Place | DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066 Temporary Location: 9107 Wilshire Blvd., Beverly Hills, 5 th Floor, Beverly Hills, CA 90210 | Start Time: | 9:00 AM |
| Chair | Monika Johnson, DMH | End Time: | 11:00 AM |
| Co-Chair | David Tavlin, Step Up On Second | | |
| Members Present | Kristi Rangel, Alcott Center; Evelyn Leonidas, Didi Hirsch; Marina Eckhart, Didi Hirsch; Monika Johnson, DMH; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Eloisa Ramos Robles, Exceptional Children's Foundation; Jeanette Aguilar, Exodus Recovery; Shantele Blackman, New Directions for Veterans; Susan Osborne, OPCC; Jenna Ness, OPCC; Martha Andreani, St. John's CFDC; Angeline Loch, St. Joseph; Center; Libby Hartigan, SHAREI; Jeanine Caro-Delville, The Help Group; David Tavlin, Step Up On Second; Fanny Hoang, UCLA Ties For Families; Dyan Colven, Vista Del Mar. | | |
| Excused/Absent Members | Bryan Sawisville, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Jacquelyn Wilcoxen, DMH; Michael Lyles, DMH; Ruby Quintana, DMH; Belinda Ankrah, DMH; Robin Washington, DMH; LyNetta Gore, DMH; Nilsa Gallardo, Edelman - Adult; Bonnie McRae, Edelman – Child; Patrice Grant, Edelman – Child; LeeAnn Skorohod, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; David Kneip, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Allison Fields, New Directions for Veterans; Stephanie Yamada, Pacific Asian Counseling Services; Deanna Park, Pacific Asian Counseling Services; Yvette Willock, Pacific Clinics; Sharon Greene, St. John's CFDC; Danielle Price, The Help Group; Brenda Pitchford, UCLA Ties for Families; Nancy Tallerino, Vista Del Mar; Anastasia Boeigalupo, WCIL; Jennifer Levine, WISE & Healthy Aging; Anahita Gheyntanchi, WISE & Healthy Aging; Jessica Wilkins. | | |
| 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 AM | Introductions were made | Monika Johnson QIC Membership |

| Agenda Item and Presenter | Findings and Discussion | Decisions/ and Recommendations Actions/Scheduled Task | Person Responsible/ Due Date |
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| <p>Review of Minutes and Handouts</p> | <p>Minutes were reviewed and approved for March, 2016.</p> <p>The Trouble Shooter Roster was updated.</p> | <p>Final approved Minutes for January, 2016 were distributed.</p> | <p>QIC Membership Monika</p> |

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| <p>Quality Assurance</p> | <ul style="list-style-type: none"> • Quality Assurance Liaisons' Meeting Minutes, February 08, 2016 • Quality Assurance Documentation Training Schedule, Revised 03/14/16 and 04/11/16 • Contract Provider IBHIS Go-Live Schedule David and Monika reviewed with providers the schedule and indicated that some providers were notified that some of the time lines had changed. • Access to Care Policy Revisions and Service Request Log Data <ul style="list-style-type: none"> ◦ Clinical Forms Bulletin No. 16-01, 4/19/16 Monika and David informed providers that there will be some significant changes to Policy 302.07 which is currently under review by the OMD. In addition, there were also some significant revisions to the Service Request Log. Monika and David referred providers to the Clinical Forms Bulletin No. 16-01 which lists the various universal screening elements which have been incorporated into the SRL and the items that have been removed from the SRL. They further pointed out the revisions that have been made | <p>Copies of the QA Liaisons' Meetings Minutes for 02/08/16 were distributed.</p> <p>Copies of the QA Documentation Training Schedules from March and April 2016 were distributed.</p> <p>Copies of the IBHIS Go-Live Schedule were distributed.</p> <p>Copies of the Clinical Forms Bulletin No. 16-01, 4/19/16 were distributed.</p> | <p>Providers</p> <p>Providers</p> <p>Providers</p> <p>Providers</p> |

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| <p>Quality Assurance</p> | <p>on the MH 708 Community Outreach Services (COS) form and the MH 506 Community Functioning Evaluation form. These changes are also listed in the Clinical Forms Bulletin No. 16-01.</p> <ul style="list-style-type: none"> Organizational Providers Manual Updates Monika and David informed providers that there were extensive revisions to Chapters 2 and 3 which will be much easier to read than before. Currently the QA Division is working on revisions on Chapter 4; according to the QA Division, a Bulletin regarding the revisions will be sent out soon. ICC/IHBS Expansion Update Monika and David informed providers that there will be an expansion regarding the ICC and IHBS Codes; however negotiations are in the preliminary stages. The State will provide definitions for these codes. The current ICC/IHBS Manual has been removed from the DMH website. D/O Treatment Plan Audit Monika and David informed providers that the Department is conducting a self-imposed Treatment Plan Audit for Directly Operated Providers. | <p>QA Division</p> <p>QA Division</p> <p>QA Division D/O Providers</p> | <p>QA Division</p> <p>QA Division</p> <p>QA Division D/O Providers</p> |

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| <p>Quality Assurance</p> | <ul style="list-style-type: none"> • MAA Update Monika and David reported that according to the QA Division, MAA forms are under review by the State and that there is a consideration to apply the categories for SPMP and Non-SPMP in the future differently; for example, the application and billing code for these categories would be determined on the level of task orientation rather than on the level of skill and training. • Waiver Update Monika and David reminded providers of the Waiver requirements for psychologist candidates. The DMH Information Letter No. 10-03 states the following: <ul style="list-style-type: none"> ○ Each psychologist candidate must obtain a waiver – even if he/she is registered with his/her licensing board ○ In order to be eligible for such a waiver, the psychologist candidate must have successfully completed 48 semester/trimester or 72 quarter units of graduate coursework, not including thesis, internship, or dissertation. An official copy of a transcript reflecting completion of this coursework requirement must be submitted with the waiver application ○ There is no statutory provision for extension of psychologist candidate waivers beyond the five-year limit | | <p>QA Division</p> <p>Providers</p> |

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| <p>Quality Improvement</p> | <ul style="list-style-type: none"> • Cultural Competency Update Monika and David reported that the Cultural Competence Plan Requirements state that annual cultural competence training shall be provided and completed by 100% of the workforce, inclusive of contract providers. They further indicated that cultural competence trainings need to address cultural diversity, cultural formulation, multicultural knowledge, cultural sensitivity and awareness, mental health disparities and client culture. • Consumer Participation at SA QICs David and Monika engaged providers in a discussion regarding the attendance of consumers in the SA5 QIC. Providers discussed several strategies including developing QI projects which will be of interest to consumers. <p>Ms. Libby Hartigan from SHARE! volunteered to conduct a discussion on how to develop and implement meaningful QI projects in the next SA5 QIC on July 12, 2016.</p> | <p>Copies of the Cultural Competence Training Plan FY 15-16 were distributed.</p> <p>Copies of the Flyer for the Office of Consumer and Family Affairs, copies of the Summary Findings from the 2015 Consumer Survey, and copies of the Countywide Activity Fund (CAF) – Guidelines for Advisory Board Meetings/ Activities were reviewed and distributed.</p> <p>Ms. Libby Hartigan from SHARE! will email written material regarding the QI discussion to Monika.</p> | <p>Providers</p> <p>Providers</p> |

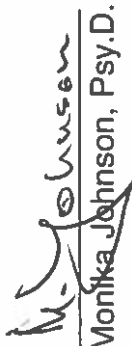
| Agenda Item and Presenter | Findings and Discussion | Decisions/ and Recommendations Actions/Scheduled Task | Person Responsible/ Due Date |
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| <p>Quality Improvement</p> | <ul style="list-style-type: none"> • SA Provider Directory Monika and David reminded providers to update their agency information on the NOC website. They further informed providers that the SA Provider Directories are in the process of translation into the 11 threshold languages. • Patient' Rights Office <ul style="list-style-type: none"> • Change of Provider Request Log – Review and Update Contact Leads <p>Monika and David asked the providers to review the Change of Provider Contact List and report to Monika should any changes in their agency contacts be necessary.</p> <ul style="list-style-type: none"> • Survey to Review Agency QI Process Monika and David informed providers that on a CW level, 22% of the agencies stated they do not have the Annual QI Work Plan Goals Evaluation Report. | <p>Monika will notify providers once all the translations are available.</p> <p>Copies of the Change Of Provider Contact List were distributed.</p> <p>Monika will update any changes to the agency contacts on the Share website.</p> <p>Copies of the Program/Agency QI Process Results were distributed.</p> <p>The QI Division will be providing SAs with a report for all questions; and for this particular question provider level data for the “No” answers. Monika will forward the data to providers once it becomes available.</p> | <p>Providers QI Division</p> <p>Providers Monika</p> <p>Providers</p> <p>QI Division</p> |


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| <p>Quality Improvement</p> <ul style="list-style-type: none"> • MHSIP Spring Survey Monika and David reminded providers about the upcoming SA5 MHSIP Spring Survey Training which is scheduled for May 04, 2016 at 11:00 AM at the Beverly Hills location on 9107 Wilshire Blvd., Los Angeles, CA 90210. • Service Area Quality Improvement Project CY 2015, Parameters for Spiritual Support (4.15) Monika and David reviewed with providers the results of the report and pointed out some of the major findings. • Quality Improvement Work Plan Calendar Year 2016 <ul style="list-style-type: none"> o QI Work Plan - CY 2015 o QI Work Plan - CY 2016 Monika and David briefly reviewed with providers the QI Work Plans. Monika indicated that the QI Work Plans will be reviewed in much more detail with the QI liaison, Dr. LyNetta Gore in the next SA5 QIC. • PIP – Updates <ul style="list-style-type: none"> o Clinical PIP – Commercial Sexual Exploitation of Children and Youth (CSECY) | <p>All selected providers were previously notified about the training per email.</p> <p>Copies of the SA QI Project CY 2015, Parameters for Spiritual Support (4.15), Pre & Post Survey Evaluation Summary, April 2016 were distributed.</p> <p>Copies of the QI Work Plans – CY 2015 and CY 2016 were distributed.</p> <p>It was decided to conduct a more thorough review of the QI Work Plan Goals together with Dr. LyNetta Gore, QI Division</p> <p>Monika and David informed providers that information on the 2 PIPs</p> | <p>Providers</p> <p>Providers</p> <p>Providers LyNetta Gore</p> <p>Providers</p> | |

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| <p>Quality Improvement</p> | <ul style="list-style-type: none"> o Non-Clinical PIP – Vacancy Adjustment Notification System (VANS) • Policy/Procedure Updates <ul style="list-style-type: none"> o Policy/Procedure Update, March 14, 2016 o Policy/Procedure Update, April 11, 2016 Monika and David pointed out that all of the listed policies are currently under review. • LACDMH Clinical Risk Management Monika and David pointed out the list created by OMD for the purpose of giving a brief review of new and revised policies and parameters. • Policy/Procedure, Language Translation and Interpretation Services, Pol. No. 200.03, Effective 02/01/2016 Monika and David asked providers to review the policy. Questions regarding this policy will be addressed in the next SA5 QIC. | <p>is documented in the CW QI Minutes which can be accessed on the QI website.</p> <p>Copies of the Policy/Procedure Updates for March 14, 2016 and April 11, 2016 were distributed.</p> <p>Copies of the Review List of Policy and Procedure and 4.17 DMH Parameter For the Determination Of Insufficient Client Engagement Of Adults At Risk For Suicide, July 2015 were distributed.</p> <p>Copies of the Policy/Procedure, Pol. No. 200.03 were distributed.</p> | <p>Providers</p> <p>Providers</p> <p>Providers</p> |

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|----------------------------|---|---|------------------------------|
| <p>Next Meeting</p> | <p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 12, 2016 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 12:00PM.</p> | <p>N/A</p> | <p>N/A</p> |

Respectfully Submitted,


 Monika Johnson, Psy.D.


 David Tavlin, MFT