

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

**QUALITY IMPROVEMENT COMMITTEE  
July 12, 2016**

**AGENDA**

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| 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, April 11, 2016 and May, 09, 2016  |                    |
| • QA Documentation Training Schedule, Revised May 09, 2016 and June 13, 2016   |                    |
| • QA Bulletin, May 06, 2016, No. 16-04, Organizational Providers Manual Revisions/Updates                                      |                    |
| • Delays in Board Registration For Associate Social Workers, Marriage And Family Interns, And Professional Clinical Counselors |                    |
| • DMH Policy No. 302.07, Access To Care, Effective 05/02/2016  |                    |
| VI. Quality Improvement  | Monika/David       |
| • Summary Findings from the 2015 Consumer Survey, March 2016 - Revised   |                    |
| • MHSIP Survey 2016 – Update   |                    |
| • Quality Improvement Work Plan Calendar Year 2016   | Lynetta Schonibare |
| o QI Work Plan – CY 2015   |                    |
| o QI Work Plan – CY 2016   |                    |
| • SA5 Test Calls Project 2016  | Lynetta Schonibare |
| o Presentation   |                    |
| o 24/7 Test Call Quarterly Update Report Form  |                    |
| o Memo – 24/7 Access Line Test Calls Project, CY 2016  |                    |
| o Test Calls Guidelines/Instructions, CY 2016  |                    |
| o Sample Test Call Scenarios (Non-Crisis Related)  |                    |

- Sample Crisis-Related Test Call Scenarios (CY2016)
  - 24/7 Access Line Test Calls Survey
- SA5 Quality Improvement Project Discussion Libby Hartigan
  - Vision Statement and Guiding Principles for DMH Implementation of the MHSA Act, February 16, 2005
  - Quality Improvement Tools, July 2011
- Policy/Procedure Update, May 09, 2016 and June 13, 2016 Monika/David

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, September 13, 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**

<b>Type of Meeting</b>	<b>Quality Improvement Committee</b>		<b>Date:</b>	July 12, 2016
<b>Place</b>	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	<b>Start Time:</b>	9:00 AM	
	<b>Temporary Location:</b> 9107 Wilshire Blvd., Beverly Hills, 5 <sup>th</sup> Floor, Beverly Hills, CA 90210	<b>End Time:</b>	11:00 AM	
<b>Chair</b>	Monika Johnson, DMH			
<b>Co-Chair</b>	David Tavlin, Step Up On Second			
<b>Members Present</b>	Kristi Rangel, Alcott Center; Evelyn Leonidas, Didi Hirsch; Jacquelyn Wilcoxon, DMH; Monika Johnson, DMH; Ruby Quintana, DMH; Belinda Ankrach, DMH - QA; Marc Borkheim, DMH-QA; Lynetta Gore, DMH - QI; Patrice Grant, Edelman – Child; Linnea Shapiro Fuchs, Exceptional Children's Foundation; David Kneip, Exodus Recovery; Anahita Saadatfard, Homes For Life Foundation; Shantele Blackman, New Directions for Veterans; Susan Osborne, OPCC; Martha Andreani, St. John's CFDC; Angelina Loch, St. Joseph; Center; Libby Hartigan, SHAREI; David Tavlin, Step Up On Second; Lance Moore, Step Up on Second; Danielle Price, The Help Group; Kelly Delich, FSSM/Vista Del Mar; Anahita Gheyanchi, WISE & Healthy Aging.			
<b>Excused/Absent Members</b>	Bryan Sawlsville, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Marina Eckhart, Didi Hirsch; Michael Lyles, DMH; Robin Washington, DMH; Nilsa Gallardo, Edelman - Adult; Bonnie McRae, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; LeeAnn Skorohod, Exodus Recovery; Jeanette Aguilar, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Allison Fields, New Directions for Veterans; Jenna Ness, OPCC; Stephanie Yamada, Pacific Asian Counseling Services; Deanna Park, Pacific Asian Counseling Services; Yvette Willcock, Pacific Clinics; Sharon Greene, St. John's CFDC; Jeanine Caro-Delville, The Help Group; Brenda Pitchford, UCLA Ties for Families; Fanny Hoang, UCLA Ties For Families; Nancy Tallerino, Vista Del Mar; Dyan Colven, Vista Del Mar, Anastasia Boeigalupo, WCIL; Jennifer Levine, WISE & Healthy Aging; Jessica Wilkins.			



Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>Quality Assurance Liaisons' Meeting Minutes, April 11, 2016 and May 09, 2016</li> <li>Quality Assurance Documentation Training Schedule, Revised May 09, 2016, June 13, 2016, and July 11, 2016</li> <li>QA Bulletin, May 06, 2016, No. 16-04, Organizational Providers Manual Revisions/Updates            Monika and David asked providers to review the QA Bulletin and pointed out some of the major revisions in Chapter 1 to Chapter 7.</li> <li>Delays in Board Registration For Associate Social Workers, Marriage And Family Interns, And Professional Clinical Counselors            Monika and David asked providers to review the DMH Letter from June 06, 2016 and encouraged providers to access the BBS website to receive information regarding changes in registration timelines and exam requirements. They informed providers that the BBS changed its renewal process and requirements for ASW, IMF as well as the examination process for LCSW and LMFT applicants. In addition,</li> </ul>	<p>Copies of the QA Liaisons' Meetings Minutes for 04/11/16 and 05/09/16 were distributed.</p> <p>Copies of the QA Documentation Training Schedules from 05/09/16, 06/13/16, and 07/11/16 were distributed.</p> <p>Copies of the QA Bulletin, May 6, 2016, No. 16-04 were distributed.</p> <p>New Board Of Behavioral Sciences Licensure Exams, DMH letter, June 06, 2016</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

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<p><b>Quality Assurance</b></p>	<p>registrations may be held up until the exit exam is taken and if there is a lapse in registration then this impacts the provision of services, claiming, taxonomy etc.. Monika and David referred to the letter that lists the common reasons for delays in registration.</p> <ul style="list-style-type: none"> <li>DMH Policy No. 302.07, Access To Care, Effective 05/02/2016</li> </ul> <p>Monika and David reviewed with providers briefly the Access to Care Policy and pointed out some of the major points that were highlighted in the QIC Chairs meeting such as concurrent medication needs (2.1), SRL and SRTS requirements (2.11 and 2.12), universal screening requirements (2.13), the renaming of the walk-in policy to "provision of services without a scheduled appointment" (3.1.1), additional requirements of timeliness, requirements of triaging vs. screening (2.7).</p> <ul style="list-style-type: none"> <li>Summary Findings from the 2015 Consumer Survey, March 2016 – Revised</li> </ul> <p>Monika and David pointed out some of the revisions made to the 2015 Consumer Survey.</p>	<p>Copies of the Access To Care Policy, Policy No. 302.07 (supersedes 302.07 and 302.09), effective 05/02/2016 were distributed</p>	<p>Providers</p>

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<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• MHSIP Survey 2016 –Update</li> </ul> <p>QI Lead, Dr. Lynetta Schonibare from the Quality Improvement Division informed providers that the MHSIP survey data is not yet available.</p> <ul style="list-style-type: none"> <li>• Quality Improvement Work Plan Calendar Year 2016                             <ul style="list-style-type: none"> <li>◦ QI Work Plan - CY 2015</li> <li>◦ QI Work Plan – CY 2016</li> </ul> </li> </ul> <p>QI Lead, Dr. Schonibare provided a brief overview of the 19 QI Work Plan (WP) goals that were evaluated for CY 2015. Twelve of the 19 goals were met or exceeded expectations. Outreach to the Asian Pacific Islander (API) population was discussed as an area of growth. QIC members discussed barriers to outreach within SAs. Areas for growth as it relates to Accessibility of Services and the Access Center were further discussed. QIC members were informed that the newest triennial Non Clinical PIP has been approved and that a QA program will be implemented at the ACCESS Center. The Change of Provider (COP) logs and collection process were discussed; QIC members were encouraged to reflect on recent improvement efforts (i.e., pdf fillable, Tele-form, email, etc.). QIC members were informed that COP log collection will not be evaluated for CY 2016; however, improvement efforts will be ongoing.</p> <p>QIC members were informed that 23 QI WP goals will be evaluated for CY 2016. Changes that were discussed include: review of service delivery capacity efforts in ranges; addition of LGBTQ trainings; and increased monitoring of</p>	<p>Copies of the QI Work Plan Goals for CY 2015 and CY 2016 were distributed.</p>	<p>QI Division  Providers</p>
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<p><b>Quality Improvement</b></p>	<p>clinical care and continuity of care for the Older Adult population. It was announced that the latest QI Evaluation report is available for review and hard-copy printing via the PSB-QI website. The finalized 2016 report is tentatively scheduled for distribution during the 1<sup>st</sup> quarter of 2017.</p> <ul style="list-style-type: none"> <li>• SA5 Test Calls Project 2016 Presentation by Dr. Lynetta Schonibare                             <ul style="list-style-type: none"> <li>○ 24/7 Test Call Quarterly Update Report Form</li> <li>○ Memo – 24/7 Access Line Test Calls Project, CY 2016</li> <li>○ Test Calls Guidelines/Instructions, CY 2016</li> <li>○ Sample Test Call Scenarios (Non Crisis Referral)</li> <li>○ Sample Crisis-Related Test Call Scenarios (CY 2016)</li> <li>○ 24/7 Access Line Test Calls Survey</li> </ul> </li> </ul> <p>Dr. Schonibare presented on the purpose and requirements of the Test Call Project and referred the providers to the various forms.</p> <p>Monika and David asked providers to identify test call volunteers and indicated that the test call requests need to be made within the month of July.</p> <p>Monika will follow-up per e-mail today, informing providers of the type of calls (i.e., beneficiary request call, crisis vs. non-crisis related request call, language related request call) that</p>	<p>Copies of the Test Call Quarterly Update Report Form, the Memo – 24/7 Access Line Test Calls Project, CY 2016, the Test Calls Guidelines /Instructions CY 2016, the Sample Test Call Scenarios (Non Crisis-Related and Crisis Related), and the 24/7 Access Line Test Calls Survey forms were distributed.</p>	<p>Providers  Monika</p>

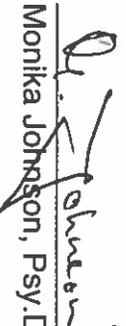
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<p><b>Quality Improvement</b></p>	<p>need to be placed by their designated staff, and providing them with the due date for submission. All surveys need to be electronically submitted to Monika on or before the due date.</p> <ul style="list-style-type: none"> <li>• SA 5 Quality Improvement Project Discussion                             <ul style="list-style-type: none"> <li>○ Vision Statement and Guiding Principles for DMH Implementation of the MHSA Act, February 16, 2005</li> <li>○ Quality Improvement Tools, July 2011</li> </ul> </li> </ul> <p>Ms. Libby Hartigan, Training and Quality Assurance Director, Share! Self-Help and Recovery Exchange provided a presentation and facilitated a discussion on developing a SA 5 Quality Improvement Project that would be of interest to consumers. She utilized and emphasized pertinent information in the MHSA Vision Statement and referred to the QI Tool handout.</p> <p>Ms. Libby Hartigan engaged QIC members in a discussion about various topics of interest to consumers such as</p> <ul style="list-style-type: none"> <li>➢ developing a peer training curriculum</li> <li>➢ developing a cultural competency training for consumers</li> <li>➢ focusing efforts on increasing family involvement in treatment</li> <li>➢ developing a mental health training curriculum to reduce stigma</li> <li>➢ increase availability of housing by creating incentives for landlords</li> <li>➢ increasing program flow in levels of care, etc.</li> </ul>	<p>Copies of the DMH Vision Statement and Guiding Principles for DMH Implementation of the MHSA Act, February 16, 2005, and copies of Quality Improvement Tools, July 2011 were distributed.</p> <p>Decision was made to create a subcommittee which will report to the SA5 QIC.</p>	<p>Providers</p>
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<p><b>Quality Improvement</b></p>	<p>Members decided to create a QI subcommittee which will report to the SAS QIC. Further details will be discussed in the next SAS QIC.</p> <ul style="list-style-type: none"> <li>• Policy/Procedure Update, May 09, 2016 and June 13, 2016          Monika and David asked providers to review the Policy/Procedure Updates for the months of May and June, 2016.</li> </ul>	<p>Copies of the Policy/Procedure Update for May 09, 2016 and June 13, 2016 were distributed.</p>	<p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<b>Next Meeting</b>	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 13, 2016 at DMH West LA SAS Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 12:00PM.	N/A	N/A

Respectfully Submitted,

  
 Monika Johnson, Psy.D.

  
 David Tavlin, MFT

