

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

**QUALITY IMPROVEMENT COMMITTEE
September 13, 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, June 13, 2016 and July 11, 2016 | |
| • QA Documentation Training Schedule, Revised 8/8/2016 | |
| • QA Bulletin, August 12, 2016, No. 16-05 DHCS Chart Review Findings & Timelines for Plans of Correction | |
| • QA Bulletin, September 1, 2016, No. 16-06 Community Outreach Services (COS) | |
| • Clinical Forms Bulletin 8/12/16 | |
| o updated forms: MH 682, MH 685, MH 688, MH 691, MH 683, MH 686, MH 689, MH 692, MH 684, MH 687, MH 690, MH 693 | |
| • Update re. MAA (D/O Providers only) | |
| • Professional License Waivers | |
| o License Waiver Request Forms | |
| o California Codes Welfare and Institutions Code, Section 5751.2 | |
| VI. Quality Improvement | Monika/David |
| • Assisted Outpatient Treatment (AOT-LA), Laura's LAW | |
| o Flyer | |
| o Assisted Outpatient Treatment Referral | |
| o Analysis | |

- Policy/Procedure Update, July 11, 2016 and August 8, 2016
- Underserved Cultural Communities (UsCC) –
 - LGBTQ12-S Survey
 - LGBTQ12-S-Glossary
 - Coming up: Cultural Competency Training for SA4 and SA5 QICs
- Request To Change Provider
 - Update SA5 Agency Contact List
- SA5 Quality Improvement Project
 - Follow-up with election of members for The Sub-Committee

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, November 01, 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

| | | | |
|-------------------------------|---|--------------------|--------------------|
| Type of Meeting | Quality Improvement Committee | Date: | September 13, 2016 |
| Place | DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066 | 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; Jacquelyn Wilcoxen, DMH; Monika Johnson, DMH; Lynetta Gore, DMH - QI; Bonnie McRae, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; David Kneip, Exodus Recovery; Shantele Blackman, New Directions for Veterans; Susan Osborne, OPCC; Jenna Ness, OPCC; Stephanie Yamada, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Angelina Loch, St. Joseph; Center; Libby Hartigan, SHAREI; David Tavlin, Step Up On Second; Danielle Price, The Help Group; Kelly Delich, FSSM/Vista Del Mar; Brenda Pitchford, UCLA Ties for Families; Anahita Gheytauchi, WISE & Healthy Aging. | | |
| Excused/Absent Members | Bryan Sawlsville, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Marina Eckhart, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Michael Lyles, DMH; Robin Washington, DMH; Ruby Quintana, DMH; Belinda Ankrah, DMH - QA; Marc Borkheim, DMH-QA; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Linnea Shapiro Fuchs, 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; Anahita Saadatifard, Homes For Life Foundation; Yvette Willock, Pacific Clinics; Sharon Greene, St. John's CFDC; Lance Moore, Step Up on Second; Jeanine Caro-Delville, The Help Group; Fanny Hoang, UCLA Ties For Families; Nancy Tallarino, Vista Del Mar; Dyan Colven, Vista Del Mar, Anastasia Boeigalupo, WCIL; Jennifer Levine, WISE & Healthy Aging; Jessica Wilkins. | | |

QIC Meeting

Date: September 13, 2016

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| Agenda Item and Presenter | Findings and Discussion | Decisions/ and Recommendations/ Actions/Scheduled Task | Person Responsible/ Due Date |
|---|--|---|--|
| <p>Call to Order & Introductions</p> | <p>The meeting was called to order at 9:00 AM.</p> | <p>Introductions were made</p> | <p>Monika QIC Membership</p> |
| <p>Review of Minutes and Handouts</p> | <p>Minutes were reviewed and approved for July, 2016.</p> <p>The Trouble Shooter Roster was updated.</p> | <p>Final approved Minutes for May, 2016 were distributed.</p> | <p>QIC Membership Monika Monika</p> |
| <p>DMH Updates</p> | <p>Jacquie Wilcoxon informed the QIC members that the Department continues to focus its' efforts on providing services to the three identified priority groups which include ending homelessness, diversion of jail population, and working with the Child Welfare population.</p> <p>Jacquie also provided the flyer "Hope and Discovery Conference" and encouraged providers to have consumers sign up. The event will take place at Share! On September 27, 2016.</p> | | |

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| <p>Quality Assurance</p> | <ul style="list-style-type: none"> Quality Assurance Liaisons' Meeting Minutes, June 13, 2016 and July 11, 2016 Quality Assurance Documentation Training Schedule, Revised August, 08, 2016, and September 12, 2016 <p>Question by Provider: Are there any trainings for supervisors?</p> <p>Answer: According to the QA Division, three trainings for supervisors have been scheduled this year. Feedback by participants has been noted and will be integrated in the curriculum and new trainings will be offered in 2017.</p> <p>David also informed providers that the QA Division is asking for training venues at provider sites. Providers who are able to offer space for approximately 50-70 participants are encouraged to contact the QA Division.</p> <ul style="list-style-type: none"> QA Bulletin, August 12, 2016, No. 16-05, DHCS Chart Review Findings & Timelines for Plans of Correction Monika and David referred to the QA Bulletin and reported that Plans for Corrections were due to the QA Division on September 02, 2016. | <p>Copies of the QA Liaisons' Meetings Minutes for 06/13/16 and 07/11/16 were distributed.</p> <p>Copies of the QA Documentation Training Schedules from 08/08/16, and 09/12/16 were distributed.</p> | <p>Providers</p> <p>Providers</p> |

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| <p>Quality Assurance</p> | <ul style="list-style-type: none"> • QA Bulletin, September 01, 2016, No. 16-06 Community Outreach Services (COS) Monika and David referred to the Bulletin and pointed out that the general COS requirements did not change but that there is greater clarity in these written notes. They also pointed out the reference to IBHIS vs. IS billing. <p>David pointed out that he clarified with the QA Division that that "multiple COS interventions" should be corrected with multiple contacts. Thus multiple contacts to a single individual may not be grouped together into a single note.</p> <ul style="list-style-type: none"> • Clinical Forms Bulletin 8/12/16 <ul style="list-style-type: none"> ○ Columbia Suicide Severity Rating Scale (C-SSRS) ○ MH 718Service Request Log ○ All OMA forms <p>Monika and David referred to the Bulletin and pointed out the various forms that have been revised.</p> <ul style="list-style-type: none"> • Update regarding MAA A DHCS letter was issued with effective date October 1, 2016. The QA Division will update the claiming plan. | <p>Copies of the QA Bulletin No. 16-06 were distributed to providers. The QA Division will correct the Bulletin.</p> <p>Copies of the Clinical Forms Bulletin 8/12/16 were distributed to providers.</p> <p>The QA Division will update the claiming plan and informed D/O providers as soon as it is available.</p> | <p>Providers</p> <p>Providers</p> <p>QA Division D/O Providers</p> |

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| <p>Quality Assurance</p> | <ul style="list-style-type: none"> • Professional License Waiver <ul style="list-style-type: none"> ○ Scope of Practice, Waiver Effective Period, Extension of Waiver, Psychologist Registration, MH Professional Licensing Waiver Request Submission – Handout ○ Professional Licensing Waiver Guidelines per Welfare and Institutions Code Section 57511.2 ○ MH Professional Licensing Waiver Request Form and Instructions for completing the form <p>Monika reminded providers of the following requirements:</p> <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>Copies of the various handouts were distributed to providers.</p> | <p>Providers</p> |

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| <p>Quality Improvement</p> | <ul style="list-style-type: none"> • Assisted Outpatient Treatment (AOT-LA, Laura's Law <ul style="list-style-type: none"> ○ Flyer ○ Assisted Outpatient Treatment Referral Analysis <p>Jacquie gave a brief overview of the AOT-LA program. Monika referred to the flyer and the AOT Referral Analysis as of June 7, 2016. She pointed out that of 413 AOT referrals about 243 met AOT criteria, that the majority of referrals that met criteria originated from SA4 and SA5, and that the TAY population constitutes the majority of the AOT population.</p> <ul style="list-style-type: none"> • Policy/Procedure Update, July 11, 2016 and August 8, 2016 • Underserved Cultural Communities (UsCC) <ul style="list-style-type: none"> ○ LGBTQ12-S Survey ○ LGBTQ12-Glossary ○ Cultural Competency Training for SA4 and SA5 scheduled for 09/26/16 from 9:00-11:30am <p>Monika and David briefly reviewed with providers the various handouts and pointed out specific training needs for service providers by service area when working with the LGBTQ12-S population</p> | <p>Copies of the AOT-LA flyer and the AOT Referral Analysis handout were distributed to providers.</p> <p>Copies of the Policy/Procedure Update, 7/11/16 and 8/8/16 were distributed to providers.</p> <p>Copies of the various handouts were distributed to providers. Monika and David reminded providers of the scheduled CC training for SA5 which will be conducted by the QI Division.</p> | <p>Providers</p> <p>Providers QI Division</p> |

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| <p>Quality Improvement</p> | <ul style="list-style-type: none"> Request To Change Provider Monika asked providers to update any changed agency information on the SA5 PRO roster. SA 5 Quality Improvement Project Monika and David engaged QIC members in a discussion about various topics of interest and asked QIC members to make a decision regarding the choice of topic. <p>QIC members voted and decided that the SA5 project will focus on developing a Peer Training Curriculum.</p> <p>Monika and David assisted in the selection of five (5) members who will form a QIC Subcommittee which will meet on the day of SA5 QIC from 11:00am to 12:00pm.</p> <p>Subcommittee members are the following: David Tavlin (Step Up on Second), Libby Hartigan (Sharel), Susan Osborne (OPCC), Angie Loch (St. Joseph's Center), Lynetta Gore (DMH).</p> | <p>Providers in attendance updated their information on the SA5 PRO roster. Monika will update the information on the S Drive.</p> <p>QIC Subcommittee members will give ongoing reports to the SA5 QIC</p> | <p>Providers Monika</p> <p>SA5 QIC Subcommittee members</p> |

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| <p>Next Meeting</p> | <p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, November 01, 2016 at DMH West LA SAS 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