

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

**QUALITY IMPROVEMENT COMMITTEE  
November 01, 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  | Jacque Wilcoxon |
| V. Quality Assurance   | Monika/ David   |
| • Quality Assurance Liaisons' Meeting Minutes, August 08, 2016   |                 |
| • QA Bulletin, September, 2016, No. 16-07, ICD-10-CM Updates   |                 |
| • QA Bulletin, October 7, 2016, No. 16-08, Revisions to a Guide to Procedure Codes   |                 |
| • QA Bulletin, October 7, 2016, No. 16-09, Organizational Provider's Manual Updates  |                 |
| • Clinical Forms Bulletin 9/23/16, No. 16-03<br>Updated forms:   |                 |
| o MH 556 Outpatient Medication Review  |                 |
| • State DHCS Updates: Reasons for Delayed Board Registration   |                 |
| • Final Version - Delays in Board Registration for Associate Social Workers, Marriage and Family Interns, and Professional Clinical Counselors |                 |
| VI. Quality Improvement  | Monika/David    |
| • ACCESS Center  |                 |
| o Calls answered within 1 Minute CY 2016   |                 |
| o Appointment Line Call Data Report CY 2016  |                 |
| o January 2016-June 2016 855-Line Appointments By Service Area   |                 |
| o Summary of (Daytime) PMRT Response Time  |                 |
| • Policy/Procedure Update, September 12, 2016  |                 |

- Request To Change Provider
  - Update SA5 Agency Contact List
- SA5 MHSIP Survey Training

QI Division  
LyNetta Gore  
Vandana Joshi

- SA5 Quality Improvement Project
  - Sub-Committee will convene today from 12:00pm to 1:00pm and report in future SA5 QICs to the QIC Membership

SA5 QIC Sub-Committee

- VII. SA 5 – Updates
- 2017 SA5 QIC Meeting Schedule

Monika/David

VIII. Next QIC Meeting

Monika/David

**The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, January 10, 2017, from 9:00AM – 11:00AM, 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>	November 01, 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>Chair</b>	Monika Johnson, DMH	<b>End Time:</b>	11:00 AM
<b>Co-Chair</b>	David Tavlin, Step Up On Second		
<b>Members Present</b>	Kristi Rangel, Alcott Center; Jacquelyn Wilcoxon, DMH; Monika Johnson, DMH; Ruby Quintana, DMH; Marc Borkheim, DMH – QA; Lynetta Shonibare, DMH - QI; Maria Tan, DMH – OASOC; Nilsa Gallardo, Edelman - Adult; Steve (Robert) Dobbs, Edelman – Adult; Patrice Grant, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; LeeAnn Skorohod, Exodus Recovery; David Kneip, Exodus Recovery; Amanda Sanchez, Didi Hirsch; Aminah Otumbi, Didi Hirsch; Shantele Blackman, New Directions for Veterans; Susan Osborne, OPCC; Jenna Ness, OPCC; Martha Andreati, St. John's CFDC; Angelina Loch, St. Joseph; Miriam Gonzalez, St. Joseph; Center; Libby Hartigan, SHAREI; David Tavlin, Step Up On Second; Lance Moore, Step Up on Second; Danielle Price, The Help Group; Cheryl Carrington, Vista Del Mar; Kelly Delich, FSSM/Vista Del Mar; Sherry Nourian, Vista Del Mar; Brenda Pitchford, UCLA Ties for Families; Anahita Gheyfanchi, WISE & Healthy Aging.		
<b>Excused/Absent Members</b>	Bryan Sawlsville, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Marina Eckhart, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Michael Lyles, DMH; Belinda Ankrach, DMH - QA; Bonnie McRae, Edelman – Child; 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; Stephanie Yamada, Pacific Asian Counseling Services; Yvette Willcock, Pacific Clinics; Sharon Greene, St. John's CFDC; Jeanine Caro-Delville, The Help Group; 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
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 AM.	Introductions were made	Monika QIC Membership
<b>Review of Minutes and Handouts</b>	Minutes were reviewed and approved for September, 2016.  The Trouble Shooter Roster was updated.	Final approved Minutes for July, 2016 were distributed.	QIC Membership Monika
<b>DMH Updates</b>	Jacquie Wilcoxon announced that the new Director, Jonathan E. Sherin, M.D., Ph.D. was sworn in by the Board of Supervisors on October 21, 2016. Jacquie then read his greetings that were sent out to all DMH employees.  Jacquie further announced that Debbie Innes-Gomberg is the new Deputy Director for the Adult System of Care.		Monika

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<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>Quality Assurance Liaisons' Meeting Minutes, August 08, 2016</li> </ul> <p>• Quality Assurance Documentation Training Schedule                      No current updates.</p> <p>Question by Provider: Are there any trainings for psychiatrists?</p> <p>Answer: Jacquie stated that it would be important to have these trainings since the last State Audit indicated a high disallowance rate for medication services.</p> <p>Question by Provider: Will the QA Division issue a Summary of Lessons learned?</p> <p>Answer: So far none has been distributed. Monika and David will follow up with the QA Division.</p> <ul style="list-style-type: none"> <li>QA Bulletin, September 16, 2016, No. 16-07, ICD-10-CM Updates                      Monika and David briefly reviewed with providers the content of the Bulletin and pointed out the new codes as well as the removed codes, and that the effective date for these codes is 10/1/16.</li> </ul>	<p>Copies of the QA Liaisons' Meeting Minutes for 08/08/16 were distributed.</p> <p>Monika and David will follow up with the QA Division regarding availability of trainings for psychiatrists and whether the QA Division will send out a "Summary Report of Lessons Learned" from the audit results.</p>	<p>Providers</p> <p>Monika, David, QA Division</p> <p>Providers</p>
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<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>QA Bulletin, October 07, 2016, No. 16-08 Revisions to a Guide to Procedure Codes            Monika and David referred to the Bulletin and pointed out some of the modifications.</li> </ul> <p>Question by Provider: When is the implementation date for these procedure code changes?</p> <p>Answer: The QA Bulletin does not indicate the implementation date for providers. Monika and David will follow up with the QA Division regarding this question.</p> <ul style="list-style-type: none"> <li>QA Bulletin, October 7, 2016, No. 16-09 Organizational Provider's Manual Updates            Monika and David reviewed with providers some of the changes pertaining to the removal of expired codes in the "included" ICD 10 CM Diagnosis Lists.</li> </ul> <p>Monika and David referred to the Bulletin and pointed out some of the changes.</p> <ul style="list-style-type: none"> <li>Clinical Forms Bulletin, No. 16-03 9/23/16           <ul style="list-style-type: none"> <li>MH 556 – Outpatient Medication Review</li> </ul>           Monika and David pointed out the key revisions of the Outpatient Medication Review form.</li> </ul>	<p>Copies of the QA Bulletin No. 16-08 were distributed to providers.</p> <p>Monika and David will follow up with the QA Division regarding the implementation date.</p> <p>Copies of the QA Bulletin No. 16-09 were distributed to providers.</p> <p>Copies of the Clinical Forms Bulletin, No. 16-03 were distributed to providers.</p>	<p>Providers</p> <p>Monika, David, QA Division</p> <p>Providers</p> <p>Providers</p>


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<p><b>Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• California Board of Behavioral Sciences (BBS) - Delays in Board Registration               <ul style="list-style-type: none"> <li>○ Common Reasons Resulting in Delayed Registration</li> <li>○ Suggestions to Avoid Delayed Registration</li> </ul> </li> </ul> <p>Monika and David referred to the content of the letter and indicated that this is the finalized version.</p>	<p>Copies of the handout "Delays in Board Registration for Associate Social Workers, Marriage and Family Interns, and Professional Clinical Counselors" were distributed to providers.</p>	<p>Providers</p>

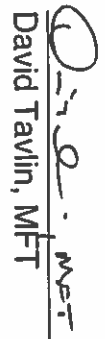
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• ACCESS Center                             <ul style="list-style-type: none"> <li>○ Calls answered within 1 Minute CY 2016</li> <li>○ Appointment Line Call Data Report CY 2016</li> <li>○ January 2016 – June 2016 855-Line Appointments by Service Area</li> <li>○ Summary of (Daytime) PMRT Response Time</li> </ul> </li> </ul> <p>Lynetta Shonibare, Psy.D., QI Division reviewed with providers the four (4) handouts and provided answers to the various questions by providers.</p> <ul style="list-style-type: none"> <li>• Policy/Procedure Update, September 12, 2016</li> <li>• Request to Change Provider</li> </ul> <p>Monika asked providers to update their agency information on the Request to Change Provider Contact List.</p>	<p>Copies of the four handouts were distributed to providers.</p> <p>Copies of the Policy/Procedure Update, 09/12/16 were distributed to providers.</p> <p>Providers updated their agency information on the Request to Change Provider Contact List. Monika will update the PRO contact information on the DMH S-Drive.</p>	<p>Providers</p> <p>Monika                      QI Division</p>



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<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• Policy/Procedure Policy No. 200.03, Language Translation and Interpretation Services, Effective Date 02/01/2016</li> </ul> <p>Monika and David asked providers to review the policy. Monika pointed to 4.12 of the policy and informed providers that the ACCESS Center is no longer providing language interpretation services to D/O or Contracted Programs.</p> <ul style="list-style-type: none"> <li>• SAS Provider Directory</li> </ul> <p>Monika reminded providers that she recently sent an email out for Providers to update their agency information in the SAS Provider Directory via the Network of Care (NOC) website.</p> <ul style="list-style-type: none"> <li>• Consumer Perception Surveys, Fall 2016</li> </ul> <p>Lynetta Shonibare, Psy.D. provided the MHSIP Survey Training. The following dates have been announced:</p> <ul style="list-style-type: none"> <li>➤ November 14-18, 2016 Survey Implementation</li> <li>➤ November 28, 2016 Survey Submission to the SAS Administrative Office</li> <li>➤ December 02, 2016 Submission of Surveys to the QI Division.</li> </ul>	<p>Copies of the Policy No. 200.03 were distributed to Providers.</p> <p>Monika sent the email with the link to the NOC website to providers on 10/28/16.</p> <p>Lynetta Shonibare conducted the MHSIP Survey Training and distributed copies of the powerpoint presentation to providers.</p>	<p>Providers                      Monika                      QI Division</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p><b>Next Meeting</b></p>	<ul style="list-style-type: none"> <li>SA 5 Quality Improvement Project</li> </ul> <p>Subcommittee members are David Tavlin (Step Up on Second), Libby Hartigan (Share!), Susan Osborne (OPCC), Angie Loch (St. Joseph's Center), LYNETTA Shonibare (DMH - QI).</p> <p>David Tavlin, SA5 QIC Co-Chair provided an update on the SA5 QI Project "Lived Experience in the Workplace: A 1-2 year program development project for Community Mental Health Agencies employing Peer Staff". David outlined detailed steps on how to develop a Peer Training Curriculum.</p> <ul style="list-style-type: none"> <li>SA5 QIC Meeting Schedule 2017</li> </ul> <p>Monika distributed the SA5 QIC Meeting Schedule for 2017, indicating the dates for the bi-monthly meetings.</p>	<p>QIC Subcommittee members will give ongoing reports to the SA5 QIC</p> <p>David distributed copies with detailing various components and discussion points regarding the SA5 QI Project.</p> <p>Copies of the SA5 QIC Meeting Schedule 2017 were distributed to providers.</p>	<p>QIC Subcommittee members will give ongoing reports to the SA5 QIC</p> <p>N/A</p>
<p>Respectfully Submitted,</p>	<p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, January 10, 2017 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>

  
 Monika Johnson, Psy.D.

  
 David Tavlin, MFT