

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

**QUALITY IMPROVEMENT COMMITTEE
January 10, 2017**

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 |
| • LACDMH Collaborative Documentation Pilot Project | Marc Borkheim |
| ○ Power Point Presentation | |
| • Quality Assurance Liaisons' Meeting Minutes, September 12, 2016 | Monika/David |
| • Documentation Training Schedule, 12/12/2016 | |
| • IBHIS – Who To Go To with IBHIS Questions | |
| • QA Bulletin No. 16-08, October 7, 2016, Revisions To a Guide to Procedure Codes | |
| ○ Code H0032 | |
| ○ Code H 2015 | |
| • Clinical Forms Bulletin No 16-04, 12/21/16 | |
| ○ MH 720 – Immediate/Same Day Assessment | |
| ○ MH 602 – Authorization for Request or Use/ Disclosure of PHI | |
| • Chart Reviews of LE Providers | |
| VI. Quality Improvement | Monika/David |
| • Cultural Competence 101 Training Survey Matched Pair Analysis | |
| • Underserved Cultural Communities (UsCC) Unit | |
| ○ Power Point Presentation – Overview of UsCC Subcommittees and Projects | |
| • Clinical Risk Management (CLRM) | |
| ○ Email sent by CLRM to contracted agencies on 11/10/16 | |
| ○ Policy 303.05 Reporting Clinical Events Involving Active Client | |
| ○ Clinical Event Notification/Managerial Review (revised form) | |

- CRM Clinical Event Report
- CRM Reporting Presentation
- List of CRM Providers
- Safety Intelligence link in IBHIS and revised Frontline reporter guide (for D/O only)
- Power Point Presentation: Screening Skills Development for the Use of the Columbia Suicide Severity Rating Scale (C-SSRS)
- Power Point Presentation: Referrals for Physical Health And Non-Specialty Mental Health Services
 - MH 707 Provider Communication form
- Policy/Procedure Update, November 14, 2016
- Policy/Procedure Update, December 12, 2016
- Policies/Procedures
 - Policy No. 501.10 Inclusion of Third Parties in Client Sessions
 - Policy 200.05 Request for Change of Provider
 - Policy 303.05 Reporting Clinical Events Involving Active Clients
 - Policy 306.03 Storing, Administering, Disposing, And Accountability of Medications
 - Policy 307.02 Lanterman-Petris-Short Detention –Contracted and Directly Operated LACDMH Program
 - Policy 307.04 Telemental Health Services Provided By Lanterman Petris-Short Authorized Clinicians
 - Policy 400.01 Psychiatrist Peer Review
 - Policy 307.01 Persons Authorized to Initiate Involuntary Lanterman-Petris-Short Detention
- SA5 Quality Improvement Project SA5 QIC Sub-Committee
 - Sub-Committee will convene today from 11:00am to 12:00pm and report in future SA5 QICs to the QIC Membership

VII. Next QIC Meeting

Monika/David

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 07, 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**

Type of Meeting	Quality Improvement Committee	Date:	January 10, 2017
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	<p>Kristi Rangel, Alcott Center; Jacquelyn Wilcoxon, DMH; Monika Johnson, DMH; Ruby Quintana, DMH; Marc Borkheim, DMH – QA; LyNetta Shonibare, DMH - QI; 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; Kumi Tsuda, Exodus Recovery; Anahita Saadatfard, Homes For Life Foundation; Stephanie Yamada, Pacific Asian Counseling Services; Jenna Ness, OPCC; Martha Andreani, St. John's CFDC; Angeline Loch, St. Joseph; Miriam Gonzalez, St. Joseph; Center; Libby Hartigan, SHARE!; David Tavlin, Step Up On Second; Danielle Price, The Help Group; Cheryl Carrington, Vista Del Mar; Kelly Delich, FSSM/Vista Del Mar; Fanny Hoang, UCLA Ties For Families.</p>		
Excused/Absent Members	<p>Bryan Sawlsville, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Marina Eckhart, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Amanda Sanchez, Didi Hirsch; Aminah Ofumbi, Didi Hirsch; Maria Tan, DMH – OASOC; Michael Lyles, DMH; Belinda Ankrah, DMH - QA; Bonnie McRae, Edelman – Child; LeeAnn Skorohod, Exodus Recovery; David Kneip, Exodus Recovery; Jeanette Aguilar, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Yvette Willock, Pacific Clinics; Shantele Blackman, New Directions for Veterans; Susan Osborne, OPCC; Sharon Greene, St. John's CFDC; Lance Moore, Step Up on Second; Jeanine Caro-Delville, The Help Group; Brenda Pitchford, UCLA Ties For Families; Nancy Tallerino, Vista Del Mar; Dyan Colven, Vista Del Mar; Sherry Nourian, Vista Del Mar; Anastasia Boegalupo, WCIL; Jennifer Levine, WISE & Healthy Aging; Anahita Gheyntanchi, WISE & Healthy Aging.</p>		

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Call to Order & Introductions</p> <p>Review of Minutes and Handouts</p> <p>DMH Updates</p>	<p>The meeting was called to order at 9:00 AM.</p> <p>Minutes were reviewed and approved for November, 2016.</p> <p>The Trouble Shooter Roster was updated.</p> <p>Jacquie Wilcoxon reported on the MHSA Three Year Strategic Planning Review. She encouraged providers to attend the System Leadership Team (SLT) meeting which occurs every 3rd Wednesday of the month. Jacquie informed providers that discussion points will be changes to the PEI Plans which includes a significant allocation of dollars for trainings, and eligibility for all PEI providers to receive COS funding. Changes in claiming will be addressed in the next PEI provider meeting.</p>	<p>Introductions were made</p> <p>Final approved Minutes for September, 2016 were distributed.</p>	<p>Monika QIC Membership</p> <p>QIC Membership Monika</p> <p>Monika</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<ul style="list-style-type: none"> • Quality Assurance Liaisons' Meeting Minutes, September, 2016 and December 2016 • Quality Assurance Documentation Training Schedule, December 12, 2016 and January 9, 2017 • LACDMH Collaborative Documentation Pilot Project, Power Point Presentation by Marc Borkheim, Ph.D. <p>Dr. Marc Borkheim presented on the Collaborative Documentation project which has developed within the framework of Integrative Care and Person-Centered approaches to treatment. The Pilot Project will be implemented over the course of a 6 months period at directly operated provider sites.</p> <p>Subsequent to the presentation, Dr. Marc Borkheim conducted a Q & A session for about 45 minutes.</p> <ul style="list-style-type: none"> • IBHIS – Who To Go To with IBHIS Questions 	<p>Copies of the QA Liaisons' Meeting Minutes for 09/12/16 and 12/12/16 were distributed to providers</p> <p>Copies of the QA Documentation Training Schedule for 12/12/16 and 01/09/17 were distributed to providers</p> <p>Copies of the power point presentation were distributed to providers.</p> <p>Copies of the 4-page handout with contacts for the various IBHIS-related questions were distributed to providers.</p>	<p>Providers</p> <p>Providers</p> <p>D/O Providers QA Division</p> <p>Providers</p>

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<p>Quality Assurance</p>	<ul style="list-style-type: none"> • QA Bulletin, October 07, 2016, No. 16-08 Revisions to a Guide to Procedure Codes <ul style="list-style-type: none"> ○ Code H0032 ○ Code H2015 <p>Monika and David discussed the applicability of these codes by referring to the CW QA Minutes (page 4) which state that H0032 refers to developing and monitoring treatment plans while H2015 may be used to gather assessment information from or provide skills to paid collaterals (i.e., teachers).</p> <ul style="list-style-type: none"> • Clinical Forms Bulletin, No. 16/21/16 <ul style="list-style-type: none"> ○ MH 720 – Immediate/Same Day Assessment ○ MH 602 – Authorization for Request or Use/ Disclosure of PHI <p>Monika and David referred to the Bulletin and pointed out that the MH 720 form is only applicable for approved providers (UCC, SFC, Medical Hubs and AB109 programs, and that the MH 602 form has now been translated in all threshold languages.</p> <ul style="list-style-type: none"> • Chart Reviews of LE Providers <p>Monika and David reported that the QA Division will conduct chart reviews of LE Providers. The QA District Chief stated the following reasons for chart reviews:</p> <ul style="list-style-type: none"> ○ The State wants greater oversight of contract providers ○ Contractors need to submit no less than 5 charts ○ Start date in February 2017 	<p>Copies of the QA Bulletin No. 16-08 were distributed to providers. Monika will resend an email by Marc Borkheim to providers regarding the differentiation of these codes.</p> <p>Copies of the Clinical Forms Bulletin No. 16-04 were distributed to providers.</p>	<p>Providers</p> <p>Providers</p> <p>QA Division Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Improvement</p>	<ul style="list-style-type: none"> • Cultural Competence 101 Training Survey Matched Pair Analysis Monika and David referred to the handout and pointed out that there was a positive shift from pre- to post trainings in terms of knowledge gained, particularly regarding threshold languages. • Cultural Competency 101 – web-based training Monika sent the email links to the PSB QIC’s “Cultural Competency (CC) 101 Training” video to providers on January 4, 2017. She informed providers that the video is a resource and not mandated for all agencies to use; agencies may provide their own trainings but need to assure that they meet all the necessary requirements. • Underserved Cultural Communities (UsCC) Unit Monika and David referred to the power point presentation handout and provided a brief overview of the structure and processes of the six (6) UsCC subcommittees and projects 	<p>Copies of the handout were distributed to providers.</p> <p>Monika will send the link to the CC power point presentation as soon it becomes available.</p> <p>Copies of the power point presentation “Overview of UsCC Subcommittees and Projects” were distributed to providers.</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Improvement</p> <ul style="list-style-type: none"> • Clinical Risk Management (CLRM) <ul style="list-style-type: none"> ○ Email sent by CLRM to contracted agencies on 11/10/16 ○ Policy 303.05 Reporting Clinical Events Involving Active Client ○ Clinical Event Notification/Managerial Review (revised form) ○ CRM Clinical Event Report ○ CRM Reporting Presentation ○ List of CRM Providers ○ Safety Intelligence link in IBHIs and Revised Frontline Reporter Guide (for D/O only) <p>Monika and David gave a brief overview, pointed out the various changes in reporting (i.e., 14 event types instead of 10, etc.) and provided clarification on the type of report that should be sent to CRM versus CLRM. Both forms use similar questions but if the event involves FSP clients in either the AB109 or AOT programs, then the CRM report should be completed and sent.</p> <ul style="list-style-type: none"> • Screening Skills Development for the Use of the Columbia Suicide Severity Rating Scale (C-SSRS) <p>Monika and David informed providers that the C-SSRS is a required tool for D/O providers. Contract providers may use this tool or utilize another suicide assessment tool with similar categories.</p>		<p>Copies of the seven (7) handouts were distributed to providers.</p> <p>Copies of the Power Point Presentation “Clinical Event Reporting” were distributed to Providers.</p>	<p>Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Improvement</p> <ul style="list-style-type: none"> • Referrals for Physical Health and Non-Specialty Mental Health Services <ul style="list-style-type: none"> ○ MH 707 Provider Communication Form Monika and David asked providers to review the power point presentation handout. Dr. LyNetta Schonibare informed providers that a guest speaker will be available upon request and QIC Members asked for a guest speaker to be invited to the next SA QIC. • Policy/Procedure Update, November 14, 2016 • Policy/Procedure Update, December 12, 2016 • Policy/Procedure Update, January 9, 2017 • Policy/Procedures <ul style="list-style-type: none"> ○ Policy No. 501.10 Inclusion of Third Parties in Client Sessions ○ Policy No. 200.05 Request For Change of Provider ○ Policy No. 303.05 Reporting Clinical Events Involving Active Clients ○ Policy 306.03 Storing, Administering, Disposing, And Accountability of Medications ○ Policy 307.02 Lanterman-Petris-Short Detention – Contracted and Directly Operated LACDMH Program ○ Policy 307.04 Telemental Health Services Provided By Lanterman Petris-Short Authorized Clinicians ○ Policy 400.01 Psychiatrist Peer Review ○ Policy 307.01 Persons Authorized to Initiate Involuntary Lanterman-Petris-Short Detention 		<p>Copies of the Power Point Presentation were distributed to providers.</p> <p>Copies of the Policy/Procedure Updates were distributed to providers.</p> <p>Copies of all eight (8) Policy/Procedures which were recently posted on the DMH website were distributed to providers.</p>	<p>Monika will follow up with the invitation of a guest speaker.</p> <p>Providers</p> <p>Providers</p>

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<p>Quality Improvement</p>	<ul style="list-style-type: none"> SA5 Provider Directory <p>Monika and David informed providers that hard copies of the SA 5 Provider Directories are ready for distribution. Booklets were distributed to providers in English, Spanish, and Farsi.</p> <p>Providers were informed that the SA Provider Directories are posted on the website and may be printed out if additional copies are needed.</p> <p>Monika reminded providers to continue to provide agency updates in the SA5 Provider Directory via the Network of Care (NOC) website. She pointed out that agencies should include information such as changes in language capacity and expertise for treating particular populations (i.e., CSEC, LGBTQ, etc.).</p>	<p>Providers obtained hard copies of the 2016 SA5 Provider Directory in English, Spanish, and Farsi.</p> <p>Monika sent the email with the link to the NOC website to providers on 10/28/16.</p>	<p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Improvement</p>	<ul style="list-style-type: none"> SA 5 Quality Improvement Project Subcommittee members, David Tavlin (Step Up on Second), Libby Hartigan (Share!), Susan Osborne (OPCC), Angie Loch (St. Joseph's Center), LyNetta Shonibare (DMH - QI), and Jacquelyn Wilcoxon (DMH – SA5 District Chief) met from 11am to 12pm and will report on the status of their findings in the next SA5 QIC. <p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 07, 2017 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 12:00PM.</p>	<p>QIC Subcommittee members will provide ongoing reports to the SA5 QIC.</p> <p>N/A</p>	<p>QIC Subcommittee members will report the findings in the next SA5 QIC</p> <p>N/A</p>
<p>Respectfully Submitted,</p>	<p><i>Monika Johnson</i> Monika Johnson, Psy.D.</p> <p><i>David Tavlin</i> David Tavlin, MFT</p>		

