

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

QUALITY IMPROVEMENT COMMITTEE

May 02, 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 |
| o A Day to Change Direction flyer | |
| V. Quality Assurance | Monika/ David |
| • Quality Assurance Liaisons' Meeting Minutes, February 13, 2017 | |
| • Quality Assurance Liaisons' Meeting Minutes, March 13, 2017 | |
| • Documentation Training Schedule, Revised 3/13/2017 | |
| • Documentation Training Schedule, Revised 4/10/2017 | |
| • QA Bulletin No.17-07, March 17, 2017, Diagnosing Using DSM-5 | |
| • QA Bulletin No. 17-08, April 14, 2017, Claiming For Travel Time | |
| • QA Bulletin No. 17-09, April 14, 2017, Services Prior To The Completion Of An Assessment & Client Treatment Plan | |
| • QA Bulletin No. 17-10, April 14, 2017, Client Treatment Plan Reminders & Guidelines | |
| • QA Bulletin No. 17-11, April 17, 2017, Medi-Cal Lockouts For Crisis Stabilization & MHSA Funding | |
| • Clinical Forms Bulletin, No. 17-01, 3/24/17 | |
| o MH 711 – Day Treatment Intensive Daily Note | |
| o MH 712 – Day Treatment Intensive Weekly Clinical Summary | |
| o MH 723 – Day Rehabilitation Weekly Progress Note | |

VI. Quality Improvement

Monika/David
Sandra/Christine

- Cultural Competency Update
- Policy/Procedure Update, March 13, 2017
- Policy Procedures
 - Pol. No. 201.02, Effective Date 2/27/2017
Non-Discrimination Of Beneficiaries,
 - Pol. No. 302.12, Effective 02/27/2017
Provision of Services Without a Scheduled Appointment,
 - Pol. No. 305.02, Effective Date 02/28/2017
On-Site Testing of Clients' Bodily Substances for Evidence of Substance Use
- 2016 DMH Confidential Consumer Feedback Survey-
Master Inventory Totals, Oct. 24- Nov. 10, 2016
- Confidential Consumer Feedback Survey
- SA5 Quality Improvement Project - Sub-Committee Report
- Power Point Presentation – Referrals for Physical Health
And Non-Specialty Mental Health Services
- Spring 2017 Consumer Perception Survey Training

Yvette Willock

LyNetta Shonibare

VII. Next QIC Meeting

Monika/David

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 11, 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:	May 02, 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; Lee James Gossett, Didi Hirsch; Jacquelyn Wilcoxon, DMH; Monika Johnson, DMH; Ruby Quintana, DMH; Marc Borkheim, DMH – QA; Lynetta Shonibare, DMH - QI; Maria Tan, DMH – OASOC; Steve (Robert) Dobbs, Edelman – Adult; Bonnie McRae, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Jonathan Figueroa, Exodus Recovery; Anahita Saadatitard, Homes For Life Foundation; Susan Osborne, OPCC & Lamp; Jenna Ness, OPCC & Lamp; Stephanie Yamada, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Angeline Loch, St. Joseph; Miriam Gonzalez, St. Joseph; Center; David Tavlin, Step Up On Second; Danielle Price, The Help Group; Sherry Nourian, Vista Del Mar; Kelly Delich, FSSM/Vista Del Mar.</p>		
Excused/Absent Members	<p>Kristine Santoro, Didi Hirsch; Arminah Ofumbi, Didi Hirsch; Jose Haro, Didi Hirsch; Evelyn Leonidas, Didi Hirsch; Nataly Cohen, Didi Hirsch; Alaina Zink, Didi Hirsch; Marina Eckhart, Didi Hirsch; Amanda Sanchez, Didi Hirsch; Michael Lyles, DMH; Belinda Ankrah, DMH - QA; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; David Kneip, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; Kumi Tsuda, Exodus Recovery; Jeanette Aguilar, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Deborah Gibson, Homes For Life Foundation; Jimmy Cabrera Jr., Homes For Life Foundation; Megan McGrath, New Directions; Yvette Willock, Pacific Clinics; Matthew Rohr, New Directions for Veterans; Libby Hartigan, SHAREI; Sharon Greene, St. John's CFDC; Lance Moore, Step Up on Second; Jeanine Caro-Delville, The Help Group; Cheryl Carrington, Vista Del Mar; 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; Anahita Gheyranchi, WISE & Healthy Aging; Jennifer Levine, 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>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 March, 2017.</p> <p>The Trouble Shooter Roster was updated.</p>	<p>Final approved Minutes for January, 2017 were distributed</p>	<p>Monika QIC Membership Monika</p>
<p>DMH Updates</p>	<p>Jacquie Wilcoxon thanked the Dr. Lynetta Schonibare from the QI Division and the QIC membership for their coordination and participation in the EQRO review visit. She stated that a written report will probably become available in about one month.</p> <p>Jacquie also announced that Dr. Shirin is almost ready for finalizing the Departments reorganization, and then read Dr. Shirin's mission statement.</p> <p>Jacquie further announced that today, May 2nd is the Day of Dialogue, and handed out the cards displaying the five signs of "Emotional Suffering" and the five signs of "Healthy Habits of Emotional Well-Being"; she then engaged the QIC membership in a dialogue about the signs and encouraged them to have at least 5 of these dialogues with other community members.</p>		

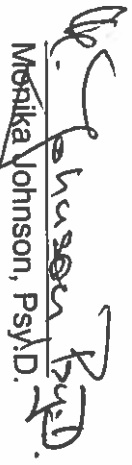
Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p>Quality Assurance</p>	<ul style="list-style-type: none"> Quality Assurance Liaisons' Meeting Minutes, February 13, 2017 and March 13, 2017 Quality Assurance Documentation Training Schedule, Revised March 13, 2017 and Revised April 10, 2017 QA Bulletin No. 17-07, March 17, 2017, Diagnosing Using DSM-5 Monika and David gave a brief overview of the content of the Bulletin and pointed out that an ICD-10-CM code should be selected once the DSM-5 diagnostic criteria have been formulated. QA Bulletin No. 17-08, April 14, 2017, Claiming For Travel Time Monika and David referred to the Bulletin and pointed out the conditions when travel time may be claimed and may not be claimed. QA Bulletin No. 17-09, April 14, 2017, Services prior to the Completion of an Assessment & Client Treatment Plan 	<p>Copies of the QA Liaisons' Meeting Minutes for 02/13/17 and 03/13/17 were distributed to providers</p> <p>Copies of the QA Documentation Training Schedule for 03/13/17 and 04/10/17 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-07 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-08 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-09 were distributed to providers</p>	<p>Providers</p> <p>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 Assurance</p>	<p>David and Monika referred to the Bulletin and reviewed the content of the Bulletin with the QIC members.</p> <ul style="list-style-type: none"> • QA Bulletin No. 17-10, April 17, 2017, Client Treatment Plan Reminders & Guidelines. David and Monika briefly reviewed the Bulletin together with the QIC Membership. • QA Bulletin No. 17-11, April 17, 2017, Medi-Cal Lockouts for Crisis Stabilization & MHSA Funding Monika and David gave a brief overview of the Bulletin and pointed out that in addition to 20 hours MediCal claiming within a 24 hour period for crisis stabilization, an additional 4 hours may be claimed by utilizing MHSA funding. • Clinical Forms Bulletin No. 17-01, March 24, 2017 <ul style="list-style-type: none"> ○ MH 711 – Day Treatment Intensive Note ○ MH 712 – Day Treatment Intensive Weekly Clinical Summary ○ MH 723 – Day Rehabilitation Weekly Progress Note 	<p>Copies of the QA Bulletin No. 17-10 were distributed to providers</p> <p>Copies of the QA Bulletin No. 17-11 were distributed to providers</p> <p>Copies of the Clinical Forms Bulletin No. 17-01 and the revised forms 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"> • Policy/Procedure Update, March 13, 2017 Monika and David briefly reviewed the Update and indicated that three of the policies are complete and have yet been posted on the website. <ul style="list-style-type: none"> ○ Policy No. 201.02 Non-Discrimination of Beneficiaries ○ Policy No. 302.12 Provision of Services without a scheduled Appointment ○ Policy No. 305.02 On-Site Testing of Clients Bodily Substance of Substance Use • Referrals for Physical Health and Non-Specialty Mental Health Services Yvette Willock, LCSW, MA, Program Manager at the departmental Managed Care Division conducted a power point presentation and engaged QIC members in Q & A. • Power Point Presentation – 2017 Spring Consumer Perception Survey Data Collection Dr. Lynetta Shonibare gave an overview of the handout “2016 DMH Confidential Consumer Feedback Survey- Master Inventory Totals, Oct. 24-Nov. 10, 2016”, and then proceeded with the 2017 Spring Consumer Perception Survey Training. 	<p>Copies of the Policy/Procedure Update, 03/13/17 were distributed to providers</p> <p>Copies of the power point presentation were distributed to providers</p> <p>Copies of the handout and copies of the power point presentation “MH Consumer Perception Survey Data Collection” were distributed to providers</p>	<p>Providers</p> <p>Yvette Willock, Providers</p> <p>Providers</p>

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
<p>Next Meeting</p>	<p>The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, July 11, 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>

Respectfully Submitted,


 Meslika Johnson, Psy.D.


 David Tavlin, MFT