Los Angeles County Department of Mental Health
Transitional Age Youth System of Care (TAY-SOC)
Quality Improvement Committee Meeting

Meeting Minutes: April 24, 2014
Location: West Central Mental Health
3751 Stocker St, Los Angeles 90008

Chair: Aprill Baker, Chairperson
Minutes: Aprill Baker

Start Time: 9am
End Time: 11am

Attendees:	
Atkins-Staci- DMH/West Central Mental Health	Lara, Erica - Starview
Baker, Aprill – DMH/SA 6 Administration	Lewis, Yolanda-Pacific Clinics
Campbell, Marilyn – Kedren Mental Health	Mendez, Melinda – Exodus Recovery
Castillo, Stephanie - SSG/HOPICS	Moore, Vynette-Shields for Families
Chae, Christine- Tessie Cleveland	Nguyen, Thang-DMH/Program Review
Chavez, Joseph – St. Francis	Ridgway, Angelia- DMH/AFH
Crosby, Mary – DMH/QI Division	Rigsby, Diane – Junior Blind
Dobbs, Lori – DMH/QA Division	Vigil, Andy-Drew Child Development Center
Echeverria, Liz- SCHARP/Barbour & Floyd	Zaky, Phoebie – Alafia Mental Health
Espina, Lani - Crittenton	
Fisher, Cathy - 1736 Family Crisis Center	
Garnica, Andrea-Weber Community Center	
Gonzales, Michelle - WLCAC	
Hayes, Michelle – Eggleston Youth Center	
Herndon, Loretta – LA Child Guidance	
Kauser, Ahmad – DMH/SFC	

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Agenda Item/Presenter	Discussion	Decisions/Scheduled Tasks
Welcome & Introductions		
Agenda Item/Presenter	**Discussion**	**Decisions/Scheduled Tasks**
Review of Meeting Minutes	• Standard	• Minutes were approved without corrections
Quality Improvement-Aprill Baker		
Clinical Quality Improvement-OMD Report	• Discussed that online incident report is in the process of being created. QIC Chair clarified that online reports are primarily for DO, LE. Providers must have a token key to gain access to the system. • QI Handbook is being updated along with Policy 105.1. QIC Chair discussed policy 105.1 QIC Chair encouraged members to consider what their own QI processes are and to bring ideas of possible projects to the QIC meetings.	• Handout provided of policy 105.1 to give members perspective on what's in the policy and what's expected of a QI committee.
Cultural Competency Updates	• QIC Chair provided schedule information for CCC meeting and workgroups that have been formed.	
Patients Rights Office	• QIC Chair advised members that Patients Rights office is currently working on a back log of orders. Department is looking for cost effective ways to fill orders made to PRO, such as using paper instead of booklets and requiring providers to pick up orders instead of mailing them out. Chair unable to provide exact backlog status, however will keep providers updated as information comes. Chair also advised providers they can call PRO directly for additional information.	• QIC members discussed that previous orders that were filled, were not completely filled and they are already running out of required booklets. Members discussed that they do not have the capacity to print the required booklets/documents themselves and expressed wanted some idea for how far backlogged the PRO is.
Policy Updates	• New and updated policies were reviewed	• Handout provided
EQRO Sessions	• QIC chair discussed EQRO sessions being conducted this week.	• Reminder was provided to SA 6 providers selected to participate in EQRO session for providers,
MHSIP SURVEYS-Mary Crosby	• Mary Crosby conducted survey training for Customer Satisfaction surveys being conducted 4/28/14 to 5/2/14	• Surveys sheets provided to providers selected to participate in survey.

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QUALITY ASSURANCE-Aprill Baker State DHCS Updates	• QIC Chair discussed PERM Audits currently being conducted by the federal government. Website for additional details about PERM audit was provided. Chair reinforced that providers are randomly selected for this review and contacted directly by the Feds.	• Handout and website for the PERM audit were provided. If a QIC member provider is selected for this audit, they are encouraged to contact the number provided on the notice letter for the audit and to notify QA.
	• Additional Clarification about NOA-A was provided. Chair discussed that NOA-A needs to be provided any time a service is provided that is used to determine medical necessity. Whether the service is called screening, evaluation, assessment, if the client doesn't meet medical necessity, a NOA-A should be provided	• QIC member inquired about screenings that are done over the phone and how NOA-A should be given to client. NOA-A should be mailed to client if the option of giving it directly to client is not possible.
IBHIS Update	• QIC committee was advised that IBHIS Addendum is now available in Excel format. Chair provided direction on how to find the document on the DMH website.	
QA Technical Assistance	• Follow-up from March QIC meeting about the requirement of using SRTS or Initial Request for Service log. Chair emailed follow-up to QIC members on 4/8/14, which stated that use of an electronic version of the Request for Service log will be required. Providers have the option to either use their own electronic version or utilize the SRTS. Questions about the SRTS should be address to SRTS@dmh.lacounty.gov	• Committee members provided with email address for SRTS and encouraged to send specific questions or requests for access to SRTS to that email..
	• QIC Chair advised members that Jen Hallman will be providing a presentation on the new documentation policy during the next QA meeting on 5/22/14 • Discussion about Legal Entity QA protocol and process. LE will be required to advised department about what their QA protocol is. Policy is in the process of being created and bulletin will be put out in regards to this requirement	• Committee members were encouraged to review their QA processes for this upcoming requirement, QIC Chair reinforced that a function of the QIC is to assist each other with development of QA/QI processes. Chair encouraged members to utilize each other and QA liaison as support in this area.

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Documentation Trainings – Dr. Lori Dobbs	• Dr. Lori Dobbs, reviewed of upcoming documentation trainings	• Handout provided
Program Review/Certification – Thang Nguyen	• QIC members had no questions or areas to discuss with Than Nguyen	
Open Agenda	No open agenda items were brought up	
Adjournment	Meeting was adjourned at 11am	
	Next Meeting is Thursday, May 22, 2014	

Aprill Baker

5-27-14
Date