LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 6

Type of Meeting	**Service Area 6 Quality Improvement / Quality Assurance Council**	**Date**	**12/03/2015**
Place	**12021 Wilmington Ave Los Angeles CA 90059**	**Start Time:**	**9:00am**
Chairperson	**Aprill Baker**	**End Time:**	**11:00am**
Members Present	Ahmad Kausar, Amber Liberty, Andy Vigil, Angelia Ridgeway, Anna Galindo, Brooke Slusser, Elizabeth Echeverria, Fabiola Cordova, Jasmine Adams, Jeannette Aguilar, Jennifer Phan, Jose Haro, Joseph Chavez, Kathleen Kim, Kathy Saucedo, Kevin Frank, Lani Espinas, Linah Zayed, Lisa Heemer, Lummy Galbusera, Marcela Dioses, Martin McDermott, Melinda Mendel, Michelle Cashman, Mimi Nguyen, Ragan Duffy, Reyna Diaz, Rosary Woods, Seon Park, Sharon Chapman, Sherrie Yu, Socorro Gertmenian, Thang Nguyen, Tiffany Nguyen, Tonia Lewis, Urmi Patel, Valerie Armstrong, Windy Gaston, Yovette Roldan		

Agenda Item & Presenter	**Discussion and Findings**	**Decisions, Recommendations, Actions, & Scheduled Tasks**	**Person Responsible**
Call to Order & Introductions	The meeting was called to order.	Introductions were made	A. Baker
Review of Minutes	The October 2015 QIC meeting minutes were reviewed.	Several names from Oct 2015 meeting need to be added to accurately reflect attendance.	A. Baker

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QUALITY IMPROVEMENT			
Clinical OMD	QIC was advised that Columbia Suicide Severity Risk Scale is in IBHIS. Trainings are planned. QAD is still trying to determine if CSSRS will be required for contract providers. Currently it's highly recommended for LE providers, but not required.	QIC chair will provide additional information to committee once available.	A. Baker
Test Calls	DHCS is now requesting quarterly Test Calls update from LACDMH. Chair provided brief summary of test call process for any new meeting attendees	SA 6 test calls are scheduled for July 2016, Chair will ask for providers to volunteer to assist.	A. Baker
American Sign Language Providers/ Hearing Impaired	Policy 200.02 reviewed by QIC. Discussion was had regarding what resources are available in SA 6 for hearing impaired clients. Some providers reported that previously used resource, St. Johns, has closed. Currently the only known options for assistance include ACCESS center for assistance and possibly 5 acres.	Research any other options that may be available in SA 6 for hearing impaired clients. Policy 200.02 handout provided	A. Baker
QI Project Update	Spirituality Parameters trainings have been completed in each SA. Any providers who still want Dr. Ximenez to provide the training to their staff can contact her.	Handout provided	A. Baker

Patients Rights Office	Annual Beneficiary Grievance/Appeals Report was provide to QIC for review. It was noted that based on report, Quality of Care is reflected as the primary reason for Grievances. Committee engaged in discussion about making efforts to address grievances directly with clients when appropriate. This may help in preventing issues that are easily resolved from being escalated to the PRO and being reflected as official grievances to the State	Handout provided	A. Baker
	Appeal Forms no longer have to be in the lobby. If you have any forms in the lobby, those forms need to be there in all 12 languages based on most recent certifications.		
	Beneficiary Acknowledgement of Receipt Sample Collections. Providers was advised that random sample of providers were selected by PRO to provide proof that they are collecting the Beneficiary Acknowledgement of Receipt. SA 6 provider that were selected were notified during meeting. PRO will be sending letters directly to selected providers CEO.	Handout of letter sent to providers was given. QIC expressed interest in having PRO come out to provide update on what's required by PRO. Chair will work on scheduling presentation from PRO at QIC.	A. Baker
	Committee members reviewed final Change of Provider Report for FY 14/15. Chair advised committee that the new person to send monthly COP logs to is Jaime Walker @ jwalker@dmh.lacounty.gov or fax to 213-365-2481		
Policy Updates	Updated policies- 506.03 Responding to Breach of PHI (level 1); 302.12 Walk in Services (level 1 & 2);	Handouts provided.	A. Baker

QUALITY ASSURANCE			
DHCS Updates	QIC was reminded that eligible, unlicensed psychologist need to have current waiver. System review scheduled for week of 2/8/16. Providers who are selected will be notified.		A. Baker
Training and Operations	LACDMH December documentation Training schedule provided. Updated SA QA liaison list was provided; Directly operated providers were reminded to submit quarterly reports. Legal Entity QA process plans need to be submitted to QA department by 1/15/16. If there are no changes in their process since last year, they can submit the same report.		A. Baker
QA Policy & Technical Development	Outpatient Mediation Review form is in the process of being updated. Working on translating into other languages. Clinical Forms Bulletin 15-06 – Provider Communication and urge to drink scales reviewed	Providers will notified when updates are complete.	A. Baker

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Medi-Cal Certification	No updates		T. Nguyen
Open Agenda	Discussion was had regarding providers being able to pull up and print old MHSIP forms from the internet.	Dr. Tonia Amos Jones will follow-up with QID department about this, as old forms should not be available.	QIC
Announcements	SA 6 has a new Contract Analyst – Earleen Pearson Aprill Baker continues to serve as the interim SA 6 Child navigator.		
Next Meeting	January 28, 2016		A. Baker

Respectfully Submitted, _____
Aprill Baker, QIC Chair

2-1-16
Date