

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 6**

<b>Type of Meeting</b>	<b>Service Area 6 Quality Improvement / Quality Assurance Council</b>	<b>Date</b>	<b>03/24/2016</b>
<b>Place</b>	<b>12021 Wilmington Ave Los Angeles CA 90059</b>	<b>Start Time:</b>	<b>9:00am</b>
<b>Chairperson</b>	<b>Aprill Baker</b>	<b>End Time:</b>	<b>11:00am</b>
<b>Members Present</b>	Ahmad Kausar, Amber Liberty, Andy Vigil, Anna Yee, Aqila Armstrong, Diane Farah, Diane Riggsby, Elizabeth Echeverria, Hrug Ghazarian, Jennma Pham, Jose Haro, Kanisha McReynolds, Karalee Bechtol, Kathy Saucedo, Kevin Frank, Kim Farnham, Khai Nguyen, Lisa Heemer, Lummy G. Lynetta Gore, Marcela Diones, Mahima Mohan, Marietta Watson, Martin McDermott, Melinda Mendel, Michelle Hayes, Mimi Nguyen, Nicole Ward, Rachel Giber, Rashauna Fair, Reyna Diaz, Ronald Harper, Rosary Woods, Seon Park, Silvia Simental, Socorro Gertmenian, Sonya Smith, Thang Nguyen, Windy Gaston		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order.	Introductions were made	A. Baker
<b>Review of Minutes</b>	The February 2016 QIC meeting minutes were reviewed.	Minutes were approved	A. Baker

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p><b>QUALITY IMPROVEMENT</b></p> <p><b>Clinical OMD</b></p>	<p>OMD update will be provided at next QIC meeting</p>		<p>A. Baker</p>
<p><b>Systems Review Preliminary update</b></p> <p><b>EQRO Review</b></p>	<p>QID Lead, Dr. Gore provided QIC members with update on preliminary findings from the State system review, which included 93% overall compliance and 100% compliance for QI. Areas of improvement include ACCESS center staff providing callers with the information on grievance procedures, as opposed to transferring callers to the Patients' Rights Office.</p> <p>Members were reminded that SA 6 was selected to participate in the EQRO session. Providers will be asked to participate</p>	<p>Finalized report will be made available once received from the State.</p> <p>Chair reviewed the EQRO process for members that are not familiar with the process. Advised members that an email will be sent out requesting for volunteers to participate and to give specific info on times and locations.</p>	<p>Dr. Gore</p> <p>A. Baker</p>
<p><b>SA QI Project</b></p>	<p>Reviewed QI project (Spirituality Support) post survey results, Survey reflected individuals trained in DMH Spirituality Parameters felt there is a positive relationship between mental health outcomes and spirituality. Discussion about how providers can use this information to support consumers, ie DMH provide additional trainings for clinician on how to help consumers use their own spirituality as a strength</p>	<p>Handout Provided</p>	<p>A. Baker</p>

<p><b>CSEC PIP</b></p>	<p>QIC Chair advised members that emails have been sent out to those who participated in the Commercial Sexual Exploitation of Children (CSEC) training. QID is in the process of contacting attendees. Objective is to see if staff are about to identify and implement skills learned with potential CSEC victims on their caseloads.</p>	<p>Members discussed challenge with contacting staff who attended training is that some staff are no longer with the agency. Chair will advise QID of this issue to consider during next round of trainings.</p>	<p>A. Baker</p>
<p><b>Agency QI Process</b></p>	<p>Members reviewed the draft form of the survey of Agency QI process that will be send out to providers by QID.</p>	<p>Handout Provided</p>	<p>A. Baker</p>
<p><b>Provider Directory</b></p>	<p>Membership were advised that most recent version of PD is available online.</p>	<p>Discussion was had about the nature of PD being a document that is consistently changing and being updated.</p>	<p>A. Baker</p>
<p><b>Patients' Rights Office</b></p>	<p>Change of Provider Request - Patients' Rights Office (PRO) is working on a fillable form version the COP log; forms should now only be sent to the COP email that was created by PRO.</p>		
<p><b>Cultural Competency</b></p>	<p>Updates will be provided during next QIC</p>		
<p><b>Policy Updates</b></p>	<p>Members were provided with new and revised policy updates</p>	<p>Handout provided</p>	<p>A. Baker</p>

<p><b>QUALITY ASSURANCE</b></p> <p><b>Policy and Technical Development</b></p>	<p>QIC members reviewed the final QA Bulletin 16-03: OIG Audit (Office of the Inspector General). Providers that were selected to submit charts for the review are listed in the bulletin.</p> <p>IBHIS Update – will be provided during next QIC meeting</p>	<p>QIC Chair advised SA 6 providers that, SA 6 Executive were advised of their agencies being selected during Exec providers meeting.</p>	<p>A. Baker</p>
<p><b>State DHCS Updates</b></p>	<p>QIC Chair and members who were present for the State Review Exit session, shared information on the preliminary findings including : Medical Necessity - ALL meet MN= 100% compliance, Functional Impairment -ALL met FI - 100% compliance, Progress note; Out of 2154, 2030 contained documentation of an intervention that would improve or maintain the beneficiary's level of functioning- 94.6% compliance. Area of improvement was in Medication Consents - Some areas consistently missing</p> <ul style="list-style-type: none"> <li>- Attestations not sufficient on Med Consent</li> <li>- reasonable alternative treatment for each prescribed med</li> <li>- frequency or freq range for each med</li> <li>- dosage or dosage range for each med</li> <li>- method of administration</li> <li>- expected duration</li> <li>- must be clear that "beneficiary understands he/she has the right to withdraw consent"</li> </ul>	<p>Finalized report will be provide to members once they are sent by the State. The State also discussed a FAQ's document which will address questions that came up during the 2015 State documentation training, as well as other questions.</p>	<p>A. Baker</p>

<p><b>Training and Operations</b></p>	<p>QIC was provided with list of upcoming trainings being provided by DMH</p>	<p>Handout Provided</p>	<p>A. Baker</p>
<p><b>Health Information Management (HIM)</b></p>	<p>No updates</p>		
<p><b>Medical Certification</b></p>	<p>General Issues/barriers that come up with certification are fire clearance, changes in providers' address, name or anything that requires a CDAT. During State review 5 overdue recertification's were identified</p>	<p>Providers will be getting calls from Re-Cert Unit sooner than they typically did. Objective is to get started on the re-cert process earlier to avoid becoming overdue in the event there are barriers that need to be addressed.</p>	
<p><b>Open Agenda</b></p>	<p>. N/A</p>		
<p><b>Announcements</b></p>	<p>N/A</p>		
<p><b>Next Meeting</b></p>	<p>April 28, 2016</p>		<p>A. Baker</p>

Respectfully Submitted,

  
April Baker, QIC Chair

Date 5.26.16