

**COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH
SA 6 QUALITY IMPROVEMENT COMMITTEE
Hudson Auditorium**

DATE: May 25, 2017

Agencies Present: Jonna Howard-LACGC, Adrian Chavez-PIC, Paul Ha-Alafia, Andy Vigil-Drew, Mariko Yamada-St. Francis, Lauren Permenter-El Centro Del Pueblo, Lily Fowler-Didi Hirsch, Iling Wang-DMH, Julie Gray-SSG/Hopics, Elizabeth Shin-TCCSC, Jose Haro-Didi Hirsch, Shana Butler-Eggleston, Marietta Watson-Pacific Clinics, Jonathan Figueroa-Exodus Recovery, Kathy Saucedo-Starview, Joseph De Luna-The Guidance Center, Martin McDermott-Bayfront, Amber Liberty-Washington-AFH, Chrystal Evans-DMH, Kathleen Kim-Counseling 4 Kids, Carmela Floro-1736, Sharon Chapman-West Central, Kay Roberson-SHIELDS, Elizabeth Echeverria-SHARP, Patricia Burkert-Exodus, Lani Espinas-Crittenton, Bertrand Levesque-DMH, Mimi Nguyen-SSG, Kimberly Green-Russell-DMH, Patricia Carrillo-SHIELDS, Julie Elder-SHARP/BFA, Lori Willis-DMH, Dana Longino-BFA, Lynetta Shonibare-DMH, Erika Viramontes-SFMC

Chair: Socorro Gertmenian, Director of Quality Management, Evaluation & Training

Agenda item	Comments/Discussions/Recommendations/Conclusions	Action/Assignment
<p>1. Welcome and Introductions</p> <p>2. Cultural Competency Updates</p>	<p>Attendees introduced themselves and stated the agencies they represent.</p> <p>a. Lynetta provided some information regarding the website.</p> <p>b. Socorro reminded everyone that this is Mental Health awareness month.</p> <p>c. Provided information on Changdirection.org/engage-la</p> <p>Cultural Card – “A Guide to Build Cultural Awareness” American Indian & Alaskan Native https://store.samhsa.gov/product/American-Indian-and-Alaska-Native-Culture-Card/SMA08-4354</p>	

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<p>3. Consumer Surveys</p> <p>4. OMD Report and Pharmacy Benefits Management (PBM) services update</p>	<p>Socorro reminded members to ensure that what they turn in is in good order and already reviewed to ensure minimal errors. Lynetta collected the tally sheets and surveys.</p> <p>Socorro reviewed the following:</p> <ul style="list-style-type: none"> i. Discontinuing PATS system, Pharmacy Benefits Management (PBM) update <ul style="list-style-type: none"> 1. If client loses card, Magellan will have a helpdesk # & call center <ul style="list-style-type: none"> a. Homeless clients w/no address will have cards sent to LACDMH central address, unless client selected a clinic address ii. LE's don't have to use LACDMH's PBM; they'll have option to use their own e-prescribing system & will have access (?) to pharmacies utilized by Magellan. iii. Providers will have to be mindful of meds that are on or especially OFF the LACDMH formulary. 	

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5. EQRO- Exit	Feedback from DMH was that the EQRO went very well and thanked all involved.	
6. Test Call Report CY 2016	Lynetta provided information regarding the test calls (providing information around areas of improvement). Reminded SP 6 that our turn will be in October. Reminded members of the QI project for LE agencies replicating the test call project.	
7. Provider Directory Updates	Provider Directory updates can be submitted to Edith Gurrola (egurrola@dmh.lacounty.org) and the SA Chair.	
8. Patient's Rights Office Updates	Discussed change of provider logs and the process for submitting them. Concerns about HIPAA regarding if people brought the COP requests to the QIC. Lynetta and members agreed we need more clarity but agreed for now, that emails sent regarding COP requests are the best way. There was no representative for Patient's Rights present. Socorro gave a brief update regarding Grievance forms and procedure: appeals will be 30 instead of 45; grievances will be 90 instead of 60; they will have larger print.	

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9. Medi-Cal Certification	<p>For Medi-Cal Certification please review Certification Bulletin 17-01: Fire Clearance Requirements. Reviewed by Medi-Cal Recertification member.</p>	
10. State DHCS Updates	<p>Review of the proposal by the State to hybrid review process. Discussed past processes and how this new proposal will look, should it go through. This is for informational purposes only, no changes yet.</p>	
11. Documentation Trainings	<p>Members asked for more LE trainings. A Training Flyer / handout was sent via email.</p>	
12. LE Chart Review Updates	<p>Socorro and Bertrand reviewed the process and reiterated that this is really a supportive and collaborative process.</p> <p>Reviewed the importance of the clinical loop, strong assessments and SMART Objectives on Treatment plans. Socorro strongly encouraged members to really see this as a partnership with DMH to learn and improve upon their current practices.</p>	

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<p>13. QA Bulletins</p> <p>a. 17-08: Claiming for Travel Time</p> <p>b. 17-09: Services prior to the completion of an assessment and client treatment plan and the 17-10: Client treatment plan reminders & guidelines</p> <p>c. 17-11: Crisis Stabilization lockouts and MHSA Funding</p>	<p>Bertrand spoke about the State tool he uses and expressed that he will send the tool to Socorro to circulate out.</p> <p>Reviewed questions and concerns about the new policy. Reviewed recent email from Jen Hallman regarding travel. Stressing that travel between certified sites is not billable; travel to certified schools or schools/ sites that should be certified is should not be claimed.</p> <p>Socorro and Bertrand reviewed these two with the members. Reminding everyone that no matter the program, Assessments MUST be completed prior to treatment plan and prior to services being rendered.</p> <p>Reviewed and went over 17-11: Crisis Stabilization lockouts and MHSA Funding bulletin</p>	

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<p>d. Physicians Assistants: potential to start 7/1/17</p> <p>e. Proposed changes to Org Manual: ICC, IHBS, and TFC</p>	<p>Bertrand provided information around this upcoming role. Stating that this is almost a done deal, there is a scope of practice that will be clearly defined, board registration requirements, and an upcoming policy for DO and LE's.</p> <p>Updates were provided regarding the Proposed changes to Org Manual: ICC, IHBS, and TFC.</p>	