

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 7  
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

<b>Type of Meeting:</b>	<b>SA 7 QIC</b>	<b>Date:</b>	<b>January 19, 2016</b>	
<b>Place:</b>	<b>Gus Velasco Neighborhood Center</b> 9255 S. Pioneer Blvd. Santa Fe Springs, California 90670	<b>Start Time:</b>	<b>2:00 PM</b>	
<b>Chairpersons:</b>	<b>Antonio Banuelos</b> <b>Caesar Moreno</b> <b>Kari Thompson</b>	<b>End Time:</b>	<b>4:00 PM</b>	
<b>Members Present:</b>	Melaine Cain, Misty Aronoff, Laura Solis, Hsiang-Ling Hsu, Dina Delgado, Narhara Martinez, Jennifer Garcia, Gwen Lo, Michael Olsen, Jennifer Phan, Ashlei Sullivan, Jennifer Bowen, Marishia Phillips, Kari Thompson, Adrine Bazikyan, Robin Washington, Tonia Amos Jones, Yuchai Tse, Antonio Banuelos, Sivia Rowe, Gloria Guevara, Lisa Leon, Joseph Chavez, Analia Barroso, Alex Ballan, Shivani Patel Escamilla, Catherine Wulfensmith, Michelle Lopez-Munroe, Caesar Moreno, Raul Velasquez, James McEwen, John Medina, Jessica Sanchez, La-Quesha Robinson			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>	
<b>Welcome &amp; Introductions</b>	Meeting was called to order at 2:05 pm		Antonio Banuelos	
<b>Review &amp; Approval of Minutes</b>	Minutes from November meeting reviewed	Approved by Robin Washing and Lisa Leon	Kari Thompson	
<b>Announcements</b>	Change of Provider Report – Policy is to now bring your reports to QIC / Antonio Banuelos	Missing reports, Antonio will now be in charge of getting these to Patient Rights	Antonio Banuelos	

<p><b>Quality Improvement Updates</b></p>	<p>*Parameters for Spiritual Support Survey – Leticia is open to doing trainings on Spirituality Concept</p> <p>*Cultural Competency – 2016 Meeting Schedule</p> <p>* Suicide Assessment Policy – D/O at this time, work in progress</p> <p>*Patient Rights – Change of Provider form due not later than 10<sup>th</sup> of each month – Bring to QIC each month – Antonio will collect for Patient Rights</p> <p>*MSHIP Spring 2015 – Tonia has requested the key that goes with it so it will be sent out with results and questions – Surveys collected were 10-11K in the Spring , 8K in Fall, exceeded numbers from past Fall session</p>	<p>Survey was mixed, needs other roles completing survey</p> <p>Review Handout</p> <p>Part of system review in February as well as Acknowledgment to Beneficiary</p> <p>Preliminary Handout Discussed, when final report is received it will be handed out and reviewed/discussed</p>	<p>Antonio Banuelos &amp; Caesar Moreno</p> <p>Tonia Jones</p>
<p><b>Quality Assurance Updates</b></p>	<p>*Triennial Onsite ReviewDMH should receive client list Feb 11th and providers will be getting notified via phone &amp; email on around Feb. 12th if they have charts to be reviewed. – Instructions on How to Color Code/Flag Chart and drop off will be given at that time. If you have both an EHR &amp; Paper – may need something written stating “in most cases electronic signatures were obtained but there may be instances (state reasons) that a written signature was obtained – this is just to make it clear to auditors the reasons why there is both.</p> <p>*<b>Verification of Services</b> - Service verification will be in the form of a letter that will be sent to a random selection of MediCal beneficiaries identifying services provided for a 3 month period. The letter will be sent out the first week of the month and will cover the previous 3 month period. Beneficiaries will be asked to review the list of services and contact the QA division if they have questions/concerns.</p>	<p>Chart drop off will be Feb. 16-19<sup>th</sup></p> <p>Chart Review will be Feb. 22- March 4 – Exit Conference March 4<sup>th</sup> – providers with selected charts are invited to attend</p> <p>Majority of letters will be directly operated because they are pulling information from IBHIS</p> <p>Pilot started last week with San Fernando provider</p> <p>Sample of Letter review</p>	<p>Kari Thompson</p>

<p><b>Q.A. Continued</b></p>	<p><b>*Annual Quality Assurance Report Memo</b>                  Directly Operated was to submit their QA Process by end of December</p> <p>Legal Entities need to submit by end of this month – January 30<sup>th</sup></p> <p>Only one report is to be submitted for each LE Contract Provider</p> <p>QA report was attached to email that went out or you can locate it on the QA website</p> <p>Corrective action plan if needed is also due with the report – January 30<sup>th</sup></p> <p><b>*IBHIS Updates</b> – Onboarding of Contract Providers – Five in Feb. and 10 in March, will continue until everyone is onboard</p>	<p>For COS ONLY programs, the written QA process must also include a description of the specific activities that are provided</p>	
<p><b>Adjournment</b></p>	<p>Meeting was adjourned at 4:00 pm</p>	<p><b>Next meeting: February</b></p>	<p>Kari Thompson</p>

Respectfully Submitted,

**Antonio Banuelos & Caesar Moreno & Kari Thompson**  
 QIC Co-Chair      QIC Co-Chair      QIC Co-Chair