

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

Type of Meeting:	SA 7 QIC	Date:	February 21, 2017	
Place:	Gus Velasco Neighborhood Center 9255 S. Pioneer Boulevard Santa Fe Springs, California 90670	Start Time:	2:00 PM	
Chairpersons:	Antonio Banuelos (Interim Chair) - Absent Greg Tchakmakjian (Chair) - Absent Caesar Moreno (Co-Chair)	End Time:	4:00 PM	
Members Present:	Jennifer Pham, Roshni Chabra, Denise Garcia, Donetta Jackson, Lucia Cota, Lisa Leon, Steve Hendrickson, Laura Solis, Margarita Baltazar, Tiffani Tran, David Felix, Javier Nevarez, Hsiang-Ling Hsu, Leana Olague, Joel Solis, Michael Olsen, Nahara Martinez, Raul Velasquez, Nicole Santamaria, Ashlei Sullivan, Jessica Sanchez, Danielle Kayne-Ogilvie, Shianne Torales, Misty Aronoff, Gwen Lo, Angellena Gonzalez, Tonia Amos Jones, Ester Robles, Arlene Contreras, Robin Washington, Mike Ford, Cinthia Sanchez, Catherine Wulfensmith, Michelle Bilotta-Smith, Adrine Bazikyan, Shivani Patel Escamilla, Kelly Brignoni, Caesar Moreno (Co-Chair)			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome & Introductions	Meeting was called to order at 2:00 pm		Introductions made and new members welcomed	Caesar Moreno
Review & Approval of Minutes	Minutes from January 2017 meeting were reviewed		Minutes approved by: Tonia Amos Jones Shivani Patel Escamilla	Caesar Moreno
Chair Updates	It was announced that both Antonio Banuelos and Greg Tchakmakjian would not be participating in meeting, Misty Aronoff (Co-Chair in SPA 8) of ALMA Family Services assisted with co-facilitating meeting.			

<p>Chair Updates (continued)</p>	<p>The search for a second Co-Chair for SPA 7 QIC was again discussed. Both Misty and Caesar shared the role of a Co-Chair and benefits of the position. It was again noted that any interested parties please notify Greg Tchakmakjian.</p>	<p>Notify Greg Tchakmakjian of interest.</p>	
<p>Quality Improvement Updates</p>	<p>Department Updates</p> <p>Office of Medical Director Pending updates to HIPAA policy regarding receiving and sharing PHI with other persons and providers.</p> <p>EQRO QI Division is currently working on finalization of reports and gathering information for upcoming EQRO visit in April, 2017. Participating Service Areas have not been selected, but will be notified soon.</p> <p>Patients Rights The federal regulations regarding the grievance process has been updated. These updates will effect the timeline and wording of the problem resolution (grievance) process. Patients Rights is targeting Summer 2017 to roll out and introduce the changes. For the time being, agencies recommended to use the same forms and same process until further notice.</p> <p>It was also noted that Patients Rights is interested in sending out representatives to attend the various QIC meetings to build relationships, resources and obtain feedback concerning the Change of Provider log process.</p> <p>Policy Updates Handout distributed regarding policy changes/revisions.</p>	<p>Policy handout distributed</p>	<p>Misty Aronoff</p>

<p>Quality Improvement Updates continued</p>	<p>Cultural Competency Update: It was shared that a Cultural Competency summit has been scheduled on March 15th and March 16th in Santa Rosa California. The focus of the conference is on Supporting Community Defined practices. Information regarding the conference was sent by email.</p> <p>Workforce Education and Training Division is collaborating with the Underserved Cultural Communities Unit to coordinate a 3 day series of LGBTQI trainings. Trainings that speak to ethnicity, race, age, group and transgender issues. Each training will be a separate and unique 6 hour session and will require individual registration. The trainings will be open to everyone with the goal of training 100 providers. CEU's was discussed but will require follow-up. Fliers are to be sent out when trainings ready to advertised</p> <p>There was a reminder regarding the mailbox for the cultural competency unit. psbcc@dmh.lacounty.gov This is an mailing address for any cultural competency questions, training issues, etc.</p> <p>Provider Directories Feedback has been received regarding the provider directories which went out last month. It was suggested that agencies review their respective descriptions to identify any necessary changes. Feedback will continue to be collected and the directories will most likely be revised again and posted for review.</p> <p>QI Division</p> <p>Test Calls: Information was provided regarding the test call process. Tonia Amos Jones will be the primary contact for training and implementation. Service Area 7 is due to complete test calls in July 2017. Plan is to have Tonia return for June meeting to provide formal training.</p>	<p>Sandra Chang Ptanski will send out further information regarding the various trainings.</p> <p>Email changes to Greg Tchakmakjian</p>	<p>Tonia Amos Jones</p>
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<p>Quality Improvement Updates continued</p> <p>Presentation</p> <p>Quality Assurance</p>	<p>Search Website: Tonia provided a live presentation of the LA County Health Agencies search engine. Tonia collaborated with the QIC providers regarding access to the locator and feedback was collected regarding the efficacy of the site as well as needed enhancements.</p> <p>VANS Live presentation on the VANS system was provided by Ella Granston and Naga Kasarabada. Both provided a review of the VANS system including how to access the system, use of the system, and purpose of data entry. SPA 7 is next to begin implementation of the VANS system. Agencies should begin to identify two contacts that will be noted on the referral system.</p> <p>Medi-Cal Certification Updates Joel Solis was asked to review the updates regarding Medi-Cal certification process. Providers will now be notified approximately 10 months before certification is due. This will assist providers to obtain necessary fire clearance as well as ensure that all information and documentation is in place. It was also noted that 100%of certifications have been completed.</p> <p>Trainings See list of trainings in packet. QA Division continues to search for alternative training space. If have space, please notify the QA lead with any information.</p>	<p>Refer any questions to Joel Solis (as necessary)</p>	<p>Tonia Amos Jones</p> <p>Ella Granston Naga Kasarabada</p>
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<p>Quality Assurance Updates continued</p>	<p>LE Chart Reviews QA Division will begin to notify legal entities at the end of February 2017 regarding the review process, and then specific providers will be chosen and notified of reviews in March 2017.</p> <p>QA Division is being very careful about not moving into an “audit” role. Some aspects of the process were reviewed, however there will be a bulletin created which will outline the process.</p> <p>Clinical forms bulletins (some forms may not be placed in the packet as they were listed as drafts)</p> <p>Access to Care – Final bulletin was released.</p> <p>Outcome Measure procedure codes – Final bulletin was released. It was noted that progress notes for outcome measure coding should be brief and not offer a lot of clinical information. These can be notes specific to outcome measure completion.</p> <p>ICC and IBHS expansion (Draft) - Review the bulletin as it impacts level of care that can be provided. Question was raised regarding funding of expansion. This was referred to QA Lead for further clarification.</p> <p>Included Diagnoses Updates – Bulletin out regarding additions and updates to Included Diagnosis List. Question raised regarding claims that were denied based on diagnoses left off of list. Now that list has been updated, what will happen to those past claims. This was referred to QA Lead for further clarification.</p> <p>Chart Review Tool (Directly Operated Only) - Revised chart review tool to be used by Directly Operated staff. This is not a tool to be used by legal entities, but can be used a reference only. This tool will be uploaded in IBHIS. CORRECTION: This was noted as a DRAFT and final tool has not been distributed.</p>	<p>Refer funding question to QA Lead for clarification.</p> <p>Refer funding question to QA Lead for clarification.</p>	<p>Greg Tchakmakjian Robin Washington</p> <p>Robin Washington</p> <p>Robin Washington</p>
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<p>Quality Assurance Updates continued</p>	<p>PERM audits – information should go to Jennifer Hallman for any requests from Directly Operated clinics.</p> <p>MR Grant reviews – Alma Services in April. Auditor Controller – None.</p> <p>Meeting was adjourned at 4:05 pm</p>		
<p>Adjournment</p>	<p>Respectfully Submitted,</p> <p>Caesar Moreno QIC Co-Chair</p>	<p>Next Meeting: March 21, 2017 Gus Velasco Center, Santa Fe Springs 2:00PM-4:05PM</p>	