# LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
# LONG BEACH/SOUTH BAY GEOGRAPHIC INITIATIVE
# SERVICE AREA VIII - QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
## Minutes, February 18, 2009

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| **Type of Meeting** | Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee | **Date** | February 18, 2009 |
| **Place** | ChildNet Youth & Family Services<br>2931 Redondo Ave., Long Beach 90806 | **Start Time** | 2:00 p.m. |
| **Co-chair** | Janet Fleishman (Stars Behavioral Health Group) | **End Time** | 4:00 p.m. |
| **Members Present** | Nancy Lomibao, Leeann Ekstrom, Patti Dilliner, Lorrie Leon, Delphina Knapp, Helen Chang, Amanda Sanchez, Chad Brinderson, Denise Kai, Ann Lee, Teka Summers, Tiffani Morton, Sandra Gaia-Rae, Lynn Yoon, Ben Mijuskovic, Lorna Pham, Michael Fitzgerald, John Lewis, Camille Do, Mitsuru Kubota, Norma Cano, Suh Chen Hsaio, Leilani Liu, Madoka Urhausen, Christine Byrne, Karen Rathburn, Laura Benko, Michele Munde, Michael Schaefer, Sue Sundareson, Jacob Palm, Theodore Howlett, Virginia Howlett | | |
| **Absent Members** | Scott Hanada, Miriam Ruiz, Misty Allen, Joel Solis, David Kneip, Erin Von Fempe, Kathy Mills-Walker, Charles Ellis, Lora Potts, Gina Thorne, Don Wells, Mary Czech, Anesha Larry | | |

| Agenda Item & Presenter | Discussion and Findings | Decisions/ and Recommendations Actions/Scheduled Task | Person Responsible / Due Date |
|---|---|---|---|
| **Review of Minutes** | There was a correction to the 11/19/08 meeting minutes in the QI announcement section regarding the Lakewood High School suicides. Ms. Urhausen reported this information to the committee during our QI project selection discussion about Service Accessibility. This was not a general announcement. The 1/21/09 meeting minutes were reviewed and accepted by members. | | |
| **Call to Order & Introductions** | The meeting was called to order at 2:05 p.m. Members were introduced. | | |

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| | ***QUALITY IMPROVEMENT*** | | |
| **Interpreter Trainings** | DMH is offering Interpreter trainings. The training bulletins and application are in the handouts. Please send clinicians, case managers, and other relevant staff to these trainings. There is also an Interpreter teleconference. | Teleconference information will be emailed to the QI members. | **Ann Lee** |
| **PIP Status Reports** | **EPSDT PIP AND RC2 PIP**<br>The PIP teleconference was discontinued.<br><br>**Patients Rights**: Request to Change provider report should be sent to Patient's Rights every month. If your agency is not listed on the report that means your agency did not submit the log. The Policy & Procedure has instructions on where to send the log. | An agency reported there is a discrepancy between the logs sent in and the information reported in the report. Dr. Lee will contact Ted Wilson to learn the procedure for confirming faxes are received. | **Ann Lee** |
| **Quality Improvement Workplan 2009** | Agencies are responsible for having a copy of the Workplan at each site. Auditors may request to see that you have the copy available. The link to the full workplan was emailed to committee members. The QI Workplan can be found on the DMH website (dmh.lacounty.gov). A copy is also in the handouts.<br>Q: Are agencies supposed to submit their own QI workplan to DMH?<br>A: Service Area (SA) 6 Administration requested their members submit their agency's QI workplan but so far SA8 has not yet requested this information. | | |

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| **Service Area 8 QIC Project Survey Results** | Dr. Jacob Palm discussed the results and walked the members through. A copy of the Youth and Adult surveys developed were distributed with the results summary. A total of 209 Adult survey responses was received. A breakdown is given by each agency. The data was analyzed from the data submited by agencies. There were data entry errors which were not included in the analysis (please refer to the tables). A summary table of total responses by gender, age, and ethnicity is provided. The Adult survey results indicate that field-based recipients are satisfied with services. In general, the outcomes were also good. There were 359 Youth survey respondents included in the analysis. Similarly to the adult surveys, the Youth service recipients were also satisifed with services and the outcomes were good. All responses to open-ended questions were listed in this summary report. Please refer to the handouts from Dr. Palm. | The QI committee and co-chairs wish to thank Dr. Palm for analyzing the data he received from agencies and providing a summary of the results. DMH would also like to thank the participating agencies. | |

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| **QI Project Selection** | The committee discussed possible QI projects. The following ideas were suggested:<br>o Provider Waitlist Report to address Service Delivery Capacity and Service Accessibility. Members discussed how waitlist information would be used. An operational definition of waitlist and waitlist procedures would also need to be developed since agencies define and report their waitlist differently.<br>o Several years ago, there was an Access Improvement Project to reduce waitlists. Several agencies participated in this project. One of the actions that resulted was the development of a decision tree.<br>o Due to having new specialty programs, such as Mental Health Services Act (Full Services Partnership, Wellness Centers, Field Capable Clinical Serivces) and Specialized Foster Care, it may be worthwhile to revisit a project to improve access, continuity of care, or coordination of services. | Continue discussion at the next meeting. Email any suggestions or ideas to Ann Lee. | **All members** |
| **QI Announcements** | Ms. Sylvia Guerrero's Patients Rights presentation was canceled today due to the Quality Assurance Division's move to schedule Co-occurring Disorders forms training. The presentation will be rescheduled to March per the committee's request. | Dr. Lee will contact Ms. Guerrero to reschedule the Patient's Rights presentation. | **Ann Lee** |

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| | *QUALITY ASSURANCE* | | |
| **Clinical Records Bulletin 2009-02: Diagnosis Information Form** | The new form was effective February 3, 2009 and can be found on the DMH website. Please carefully read the bulletin. The Diagnosis Information form replaces the Change of Diagnosis form. Contract Agencies must use these forms without alteration in their original format. Directly Operated Clinics must use these forms, when applicable, in their original format.<br><br>Ms. Jennifer Eberle provided the members more detailed explanations and answered questions. | Q: Some agencies are using the electronic records system. There is concern that the system would need to be changed to adapt it to look like the DMH Diagnosis Information form.<br>A: DMH is aware of this issue and is working on a solution. Specific concerns or questions for each agency can be emailed directly to Jennifer. Please contact Ann Lee at alee@dmh.lacounty.gov for assistance in contacting Jennifer. | |
| **Procedures Codes Manual** | DMH is working on a manual but it is not yet available. Please strike this from the agenda as this was an error in listing. | | |
| **Co-Occurring Disorders (COD) Forms Training** | Ms. Jennifer Eberle from the Quality Assurance division of DMH's Program Support Bureau provided a training on the Adult Initial Assessment and Adult COD forms (the forms were included in the handouts). | Please email any questions you have for Ms. Eberle to Ann Lee at alee@dmh.lacounty.gov and the questions will be forwarded. Thank you Ms. Eberle for your presentation! | |

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| **QA Announcements** | The Client Care Coordination Plan (CCCP) training will be held on Wednesday, March 11th from 9-12. The training will not be held at DCFS Torrance as originally announced due to the number of RSVPs already exceeding the room capacity. We are hoping to reserve the auditorium at Long Beach Memorial to accomodate a larger audience. Members will be contacted with any updates. The training date and time will remain the same. | | |
| **QI and QA Handouts** | o QI Agenda<br>o January 21, 2009 meeting minutes<br>o How to Use Interpreter Services training bulletins and application<br>o Beneficiary Change of Provider Requests – 3rd Qtr Data for Calendar Year 2008<br>o DMH letter dated January 27, 2009 to State DMH re: LACDMH QI Work Plan<br>o QI Workplan for 2009<br>o SA8 QIC Project Adult and Youth Survey Results<br>o QA Agenda<br>o CRB 2009-01 Revisions to Adult Initial Assessment<br>o COD Forms: MH532, MH633, MH660, MH659<br>o CRB 2009-02 Diagnosis Information Form<br>o MH501<br>***PLEASE KEEP YOUR HANDOUTS FOR FUTURE REFERENCE*** | | |

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| **Next Meeting** | The next meeting will be held Wednesday, March 18, 2009 from 2-4 p.m. at ChildNet Youth & Family Services, 2931 Redondo Ave, Long Beach, CA 90806. | | |

**Minutes Recorded by:**

**Ann Lee, Ph.D./ DMH-SA8 Administration**

**Minutes Reviewed and Approved by:**

**Scott Hanada, DMH Co-chair**