COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 8 ADMINISTRATION

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

February 17, 2010
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

QUALITY IMPROVEMENT (QI) MEETING 2:00 –3:00 p.m.			
I	2:00	***Introductions & Review of Minutes****	Norma Cano, Ph.D. DMH Co-chair (Long Beach Child & Adolescent Program)
II	2:00-2:10	**Patient Rights QIC Issues** ➢ QI Work Plan Implementation Status Report – Requests For Change of Provider*	
III	2:10 – 2:20	**Clinical Issues** ➢ QI Work Plan Implementation Status Report – COD* ➢ QI Work Plan Implementation Status Report – Clinical Documentation - Core Competencies* ➢ QI Work Plan Implementation Status Report – Client Care Coordination Plan Protocol* DMH staff can go to the intranet to obtain QI documentation: **http://dmhhqportal1/sites/ppsb/QI/Site_Pages/Quality%20Improvement%20Documentation%20Site.aspx**	
IV	2:20 – 2:25	**Provider Directory –** Check it out. The link is below. **http://dmh.lacounty.gov/ProviderLocator/dmh_provider_network.html**	
V	2:25 – 2:30	**QI Work Plan Evaluation for CY 2009 & QI Work Plan for CY 2010:** Directly operated clinics can use this link to obtain copy: **http://psbqi.dmh.lacounty.gov/QUALITY%20IMPROVEMENT/QI%20Work%20Plan%202010%202%209%2010.pdf**	
VI	2:30 – 2:45	**QIP**	Susan Houch-Strom and Lorrie Leon
VII	2:45 – 2:55	**Budget Update**	
VII	2:55 – 3:00	**Announcements**	

**** Handouts***

Next QI Meeting:
Wednesday, March 17, 2010
2 – 3 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave, Long Beach, CA 90806

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QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.			
I	3:00-3:05	**System Review** ➢ Chart Audit leads – Rose Esquibel/Jen Eberle o Audit period is looking at May, June, July 2009 o Adult records only – agencies have been contacted o System Review Chart audit will be scheduled for the following 2 weeks: • Monday, Feb 22nd – Thursday, Feb 25th • Monday, March 1st – Wednesday, March 3rd o Pre-audit Workshop Dates: - Wednesday, Feb 17th, 9-11am, 550 S. Vermont, 2nd fl conf room - Thursday, Feb 18th, 1-3 pm, 550 S. Vermont, 2nd fl conf room	Norma Cano, Ph.D., DMH Co-chair (Long Beach Child & Adolescent Program)
II	3:05 – 3:15	➢ **RMD Bulletin No. 10-006: IS Shutdown Dates*** o March 3rd – IS will shut down for all EDI claim submissions. o March 4th – IS will shut down for all DDE claim submissions. The clinical reporting component of the IS will be reactivated on March 9th. The Claiming functions will remain shut down until the state's HIPAA-compliant SD/MC II changes have been applied to the IS and tested.	
III	3:15 – 3:30	**QA Technical Assistance & Training** ➢ CCCP Training Module, Webex scheduled for March's QA chairs meeting	
IV	3:30-3:45	**Q&A**	
V	3:45-4:00	**Announcements**	

**** Handouts***

Next QA Meeting:
Wednesday, March 17, 2010
2 – 3 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave, Long Beach, CA 90806

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, February 17, 2010

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee	**Date**	February 17, 2010
Location	ChildNet Youth & Family Services 2931 Redondo Ave., Long Beach 90806	**Start Time & End Time**	2:00 p.m. – 4:00 p.m.
Co-chairs	Norma Cano, Ph.D. (Long Beach Child & Adolescent Program) & Janet Fleishman, L.C.S.W. (absent)		
Members Present	Miriam Ruiz, Misty Allen, Leeann Ekstrom, Patti Dilliner, Lorrie Leon, Helen Chang, Teka Summers, Ann Lee, Erick Montano, Sandra Gaia-Rae, Lorna Pham, Mike Ford, Christine Byrne, Debra DeLeon, Denise Matsumoto, Katherine Lee, Sue Sundareson, Jacob Palm, Theodore Howlett, Virginia Howlett		
Absent Members	Nancy Lomibao, Ross Grossman, Kathy Mills-Walker, Susan Houck-Strom, David Kneip, Michael Fitzgerald, Mitsuru Kubota, Camille Do, Mikki Beermann, John Lewis, Leilani Liu, Suh Chen Hsiao, Tiffani Morton, Lynn Yoon, Chad Brinderson, Madoka Urhausen, Paula Rosenfeld, Gina Thorne, Erin Von Fempe, Don Wells, Tony Glavis, Marcella Mendez, Michele Munde, Bryan Sawlsville, Karen Rathburn, Valerie Crawford, Jaime Sheehan, Vynette Moore		
Agenda Item & Presenter	**Discussion and Findings**	**Decisions/ and Recommendations Actions/Scheduled Task**	**Person Responsible / Due Date**
Call to Order & Introductions	The meeting was called to order at 2:00 p.m. Members were introduced.		
Review of Minutes	The minutes were reviewed and approved by members.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	QUALITY IMPROVEMENT (QI)		
Patient Rights QIC Issues	QI Work Plan Implementation Status Report – Requests for Change of Provider. o SA8 has improved and is doing well with submitting the logs on time. o Agencies that have not submitted logs were contacted. o There has been no change in the form.		
Clinical Issues	o QI Work Plan Implementation Status Report – COD o QI Work Plan Implementation Status Report – Clinical Documentation-Core Competencies o QI Work Plan Implementation Status Report – Client Care Coordination Plan Protocol • The 3 threshold languages for SA8 include Cambodian, English, and Spanish.	Please make sure to review these reports.	
Provider Directory	The Provider Directory is now available on the DMH website. Agencies are asked to have a copy of the SA8 directory available in the waiting area for consumers. **The SA8 Directory link is:** http://dmh.lacounty.gov/ProviderLocator/service_area_provider8.html **The DMH Provider Locator link is:** http://dmh.lacounty.gov/providerlocatorDMH.html		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
QI Work Plan Evaluation for CY 2009 & QI Work Plan for CY 2010	Directly operated clinics may obtain a copy via the link below: http://psbqi.dmh.lacounty.gov/QUALITY%20IMPROVEMENT/QI%20Work%20Plan%202010%202%209%2010.pdf		
Advance Healthcare Directive Follow-up	Dr. Lee contacted Sylvia Guerrero from the Patient's Rights Office to obtain more information about these directives. DMH does not have a form available. Sample forms may be obtained by searching online. Providers can then create their own advance healthcare directive form or direct consumers to search online. We were not able to locate the correct numbers for more information. When this information is available, we will notify the committee.		
SA8 Quality Improvement Project (QIP) Status Update	Ms. Susan Houck-Strom and Dr. Lorrie Leon are working on a report to summarize the QIP findings. Susan was unable to make it to the meeting today due to unforeseen circumstances so we will table this item for March's meeting.	Will discuss at the March meeting.	
DMH Budget Update	DMH has a $43 million dollar budget deficit for the current fiscal year due to a decrease of Sales Tax Realignment funds and Vehicle License Fees. The budget curtailment will be shared 50/50 by DMH directly-operated and contracted providers. Providers discussed the impact of the curtailment to their agencies and the EBPs they chose to transform to with MHSA PEI funds.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
QI HANDOUTS	➢ QI Agenda ➢ Minutes ➢ QI Work Plan Implementation Status Report – COD ➢ QI Work Plan Implementation Status Report – Clinical Documentation – Core Competencies ➢ QI Work Plan Implementation Status Report – Client Care Coordination Plan Protocol ➢ Threshold Language Capacity to Medi-Cal Beneficiaries		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
	QUALITY ASSURANCE (QA)		
System Review	**System Review** - Diane Guillory is the lead o Providers are asked to log all request for service (written or calls). The logs should indicate the disposition of all requests for services. o This is for calendar year 2009 o Agencies will be contacted for sample logs. o These logs are not to be confused with language threshold logs required by the cultural competency committee. **Chart Audit** – Rose Esquibel/Jen Eberle are the leads o Audit period is looking at May, June, July 2009 o Adult records only – agencies have been contacted o System Review Chart audit will be scheduled for the following 2 weeks: • Monday, Feb 22nd – Thursday, Feb 25th • Monday, March 1st – Wednesday, March 3rd o Pre-audit Workshop Dates: - Wednesday, Feb 17th, 9-11am, 550 S. Vermont, 2nd fl conf room - Thursday, Feb 18th, 1-3 pm, 550 S. Vermont, 2nd fl conf room		

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Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible / Due Date
RMD Bulletin No. 10-006: IS Shutdown Dates	o March 3rd – IS will shut down for all EDI claim submissions. o March 4th – IS will shut down for all DDE claim submissions. The clinical reporting component of the IS will be reactivated on March 9th. The Claiming functions will remain shut down until the state's HIPAA-compliant SD/MC II changes have been applied to the IS and tested.	Please keep current your claims submission as all claims submitted when the claiming functionality comes back online will need to be in the Phase II format.	
QA Technical Assistance & Training	CCCP Training Module, Webex is scheduled for March's monthly QA chairs meeting.		
QA Handouts	➢ QA Agenda ➢ RMD Bulletin No. 10-006: IS Shutdown Dates		
Announcements	Mr. Ted Howlett read a poem titled, "When Conscience Dawns" written by Mrs. Virginia Howlett.		
Next Meeting	The next meeting will be held on Wednesday, March 17, 2010 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:

Norma Cano, Psy.D., DMH Co-chair