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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

September 15, 2010
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.	
I	**Welcome Again!** **Co-chairs:** Norma Cano, Ph.D. and Janet Fleishman, LCSW
II	**Audit/Reviews** • EPSDT Audits: No audits are anticipated until a State Budget and a signed contract between State DMH and an auditing agency is in place • Inpatient Audits: Kedren is scheduled for October 4, 2010 but will be canceled if a budget is not in place by September 23rd. • Auditor Controller: None scheduled • New State Appeal Process – a bulletin is in draft form and will be released once finalized. • System Audit follow-up of Directly-operated Providers
III	**QA Technical Assistance & Training** • Recovery Documentation Training will be held on September 22nd. DMH staff register through the Learning Net. Contractors contact Nerissa Abriam – nabriam@dmh.lacounty.gov • Please see handouts for Recovery Documentation trainings in October. • PSW, MFT, & psychologist State Board registration – State expectation is that individuals will remain registered until licensed (DMH Letter #10-03); monitoring through computer & claiming requirements – **Norma Fritsche/Diane Guillory**
IV	**CCCP training module check-in:** • SA8 Directly operated clinics – 7 out of 8 clinics have viewed the module in group format • Contract providers Below is the link for the CCCP Training Module for distribution to programs/Contractors. All staff involved in any part of CCCP and implementing goals need to view the CCCP. Viewing of the module needs to be tracked at each site/agency/program. Sign-in sheets may be used to track attendance. o http://dmhvideo.pbworks.com/f/CCCPTrainingV7.htm
V	**SA8 Assessment Training*** ***(see handouts)*** Wednesday, October 20, 2010 from 1:00-5:00 p.m. Harbor-UCLA Parlow Auditorium 1000 W. Carson St., Torrance 90509 RSVP required via email to Ann Lee at alee@dmh.lacounty.gov (limit 3 staff per agency/site)
VI	**Q&A:** Q: Who can use H2015? *A: Per Procedure Codes Guide, any staff within scope of practice*

**** Handouts***

Reminder:
QI/QA meeting is CANCELED for October due to the Assessment Training!

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

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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

September 15, 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	***Introductions & Review of Minutes**** **Co-chairs:** Norma Cano, Ph.D. and Janet Fleishman, LCSW
II	**Geographic Information Systems (GIS) Mapping and Applications for Provider Information in Los Angeles County** Vandana Joshi, Ph.D.
III	**Patient Rights Office (PRO)**
IV	**Clinical Care Report**
V	**Risk Management – Clinical Incident Notification Form re:** • ***DMH Policy #202.18**** • ***Clinical Incident Notification report**** • ***Reporting Guide & Contact List****
VI	**Cultural Competency Committee Report –** This month's meeting has been canceled. The next meeting will be held on Wednesday, October 13th from 1:30-3:30 pm at 695 S. Vermont, 15th floor conference room.
VII	**APS/EQRO Focus Group Guidelines Revision**
VIII	**SA8 Quality Improvement Project (QIP) Update –** • Please view the draft brief report and submit any input/revisions to Ann Lee via email: alee@dmh.lacounty.gov
IX	**QI Announcements** – The October monthly QI Division meeting is canceled due to the Columbus Day holiday.

**** Handouts***

Reminder:
QI/QA meeting is CANCELED for October due to the Assessment Training!

Next QI Meeting:
Wednesday, November 17, 2010
2 – 3 p.m.
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LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, September 15, 2010

Agenda Item & Presenter	Discussion and Findings		Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		**Date**	September 15, 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	**Co-Chairs:** Norma Cano, Ph.D. & Janet Fleishman, L.C.S.W.			
Members Present	Ae Lyen Yoon Ann Lee Bryan Sawlsville Camille Do Chad Brinderson Christine Byrne Colette Esparza David Kneip Dawn Meggerson Debra DeLeon	Delphina Knapp Denise Matsumoto Donna Mark Emily Ramos Erin Von Fempe Eva Clay Gary Puckett Helen Chang Jaime Sheehan Jessica Feldman	Katherine Lee Kathleen Villagomez Kelly Asato Leeann Ekstrom Lorna Pham Lorrie Leon Madoka Urhausen Maribel Alvarez Michele Munde Misty Allen	Mitsuru Kubota Nancy Lomibao Rachel Green Sandra Gaia-Rae Sandra Gonzalez Susan Houck-Strom Teka Summers Theodore Howlett Virginia Howlett
Absent Members	Christine Byrne Don Wells Gina Thorne Jacob Palm Jeff Wirth	Lora Potts Michael Fitzgerald Miriam Ruiz Patti Dilliner Paula Rosenfeld	Richard Sohn Ross Grossman Sue Sundareson Suh Chen Hsiao Tiffani Morton	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 July meeting minutes were reviewed and approved by members.		

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY IMPROVEMENT (QI)		
Geographic Information Systems (GIS) Mapping and Applications for Provider Information in Los Angeles County Vandana Joshi, Ph.D.	Dr. Joshi demonstrated how to use the Geographic Information Systems (GIS) mapping and applications on the Program Support Bureau website to obtain Prevalence, Penetration, and Retention rates, the County 211 information system, LA county maps, State Performance Outcome reports, the Provider Locator and online provider search tool, and Quality Improvement minutes. The GIS and website can be used as a tool promote access to services and quality improvement in the service area. The link to the GIS is: http://psbqi.dmh.lacounty.gov/data.htm	Members were encouraged to view and surf the GIS website.	
Patient's Rights Office (PRO)	**Annual Beneficiary Grievance/Appeal Report Fiscal Year 2009/10** ➢ This report was not yet ready for distribution to service areas ➢ The final report will provide data on the number of grievances and appeals for Los Angeles County.		
Clinical Care Report	**Risk Management – Clinical Incident Notification Form:** The DMH Policy #202.18 has been revised. There are minor revisions to the form. Please refer to the below items that were also included in the handouts. ➢ DMH Policy #202.18* ➢ Clinical Incident Notification report*		

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	➢ Reporting Guide & Contact List* The Clinicial Incident Notification Report should not be filed with the client's chart.		
Risk Management – Clinical Incident Notification Form	➢ DMH Policy #202.18* ➢ Clinical Incident Notification report* ➢ Reporting Guide & Contact List* The DMH Policy #202.18 has been revised. There are minor revisions to the form.	The Clinicial Incident Notification Report should not be filed with the client's chart.	
Cultural Competency Committee Report	The committee is working on sending a survey to contract providers to learn if any are involved in any activities that contribute to developing cultural competence. Any agencies that would like to share their activites aimed at promoting cultural competency are asked to contact the Service Area liaison or Ann Lee at alee@dmh.lacounty.gov This month's meeting has been canceled. The next meeting will be held on Wednesday, October 13th from 1:30-3:30 pm at 695 S. Vermont, 15th floor conference room.		
APS/EQRO Focus Group Guidelines Revision	Several CAEQRO documents were emailed to members for review in August. The email attachments included the Frequently Asked Questions about Specialized Foster Care prepared by Olivia Solis, PEI Services Claiming Reporting and NGA RMD Bulletin 10-067.		
SA8 Quality Improvement Project (QIP) Update	The really rough draft summary report was distributed at the July meeting. This needs quite a lot of editing and organizing to polish the report before release.	Input or revisions will be considered and incorporated as appropriate.	*All members*

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	➢ Members were asked to review and submit any revisions or input to Ann Lee as soon as possible to finalize this report. Her email is alee@dmh.lacounty.gov. Fax # is (562) 435-3128. ➢ The final summary report will be submitted to the Quality Improvement Division. ➢ Upon completion of this report, we will select another project.		
Announcements	The October monthly QI Division meeting at 550 Vermont is canceled due to the Columbus Day holiday. The next meeting will be held on November 8th.		
QI Handouts	➢ QI Agenda ➢ July meeting minutes ➢ DMH Policy #202.18 ➢ Clinical Incident Notification report ➢ Reporting Guide & Contact List ➢ QIP Summary Report (Draft)		

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Audits/Reviews	➢ EPSDT Audits: No audits are anticipated until a State Budget and a signed contract between State DMH and an auditing agency is in place ➢ Inpatient Audits: Kedren is scheduled for October 4, 2010 but will be canceled if a budget is not in place by September 23rd. ➢ Auditor Controller: None scheduled ➢ New State Appeal Process – a bulletin is in draft form and will be released once finalized. ➢ System Audit follow-up of Directly-operated Providers		
QA Technical Assistance & Training	• There is still space available for the Recovery Documentation Training that will be held on September 22nd. DMH staff should register through the Learning Net. Contractors contact Nerissa Abriam – nabriam@dmh.lacounty.gov • Please see handouts for Recovery Documentation trainings in October. • PSW, MFT, & psychologist State Board registration – State expectation is that individuals will remain registered until licensed (DMH Letter #10-03); monitoring through computer & claiming requirements – **Norma Fritsche/Diane Guillory**		Ann Lee
CCCP training module check-in	• SA8 Directly operated clinics – 7 out of 8 clinics have viewed the module in group format. Dr. Cano presented the modules and provided follow-up answers to viewer	The CCCP training module link will continue to be posted on the website and available for viewing.	

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	questions. • Contract providers • Regarding the example of a S.M.A.R.T. goal that used a percentage to describe the rate of the behavior in the CCCP module, Ms. Jen Eberle stated that goals using percentages would not be disallowed and are appropriate. • SA 8 encourages providers to utilize more specific measurements than percentages. • Ms. Nancy Lomibao from 1736 Family Crisis Center reported that their supervisors presented the module to their clinicians who valued the module and found it to be a useful tool. • Ms. Madoka Urhausen from PACS reported that they are planning to present the modules to new trainees and staff during orientation. • Mr. Bryan Sawlsville reported that Telecare staff have all viewed the module.		
SA 8 Assessment Training*	Space is still available for the SA 8 Assessment training to be held on Wednesday, October 20, 2010 from 1:00-5:00 p.m. Harbor-UCLA Parlow Auditorium 1000 W. Carson St., Torrance 90509 RSVP required via email to Ann Lee at alee@dmh.lacounty.gov . The agenda will include the clinical loop, overview of assessment, documenting in the assessment, assessment forms, State minimum requirements in the assessment, and Q&A.		

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SERVICE AREA VIII ADMINISTRATION
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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	The schedule of trainings held in other service areas were also included in the handouts. Parking at Harbor-UCLA is limited so please give yourself plenty of time to find parking.		
Q&A	Q: Who can use H2015? *A: Per Procedure Codes Guide, any staff within their scope of practice*		
Announcements	➢ SA 8 QI/QA meeting is CANCELED for October. ➢ Mr. Ted Howlett read 2 poems, titled "Autumn" and "Sunset" which were authored by his wife, Mrs. Virginia Howlett. Thank you for the poetry reading! And welcome back!		
QA HANDOUTS	➢ QA Agenda ➢ SA8 Assessment Training flyer, agenda, and map ➢ Service Area Assessment Training Schedule		
Next Meeting	The next meeting will be held on Wednesday, November 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 SA 8 Administration

Minutes Approved by:

Norma Cano, Psy.D.
DMH Co-chair