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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

November 16, 2011
2 – 4 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

QUALITY IMPROVEMENT (QI) MEETING 2:00 –3:00 p.m.	
I	**Introductions & Minutes** **Co-chairs:** Emily Ramos, LCSW and Misty Aronoff, MFT **SA 8 liaison:** Ann Lee, Ph.D.
II	**Cultural Competency Committee (CCC) Report** • Next meeting is December 14, 2011 from 1:30 to 3:30 at 695 S. Vermont, 15th fl Please contact Ann Lee for more info or to learn about the CC plan.
III	**Clinical Issues – OMD Report**
IV	**Provider Directory 2011** - The directory is available online at: http://psbqi.dmh.lacounty.gov/providerdirectory.htm
V	**Test Calls** – *Please see handout for the Summary Report dated November 14, 2011.**
VI	**Consumer Perception Survey (CPS) Data Collection** • Los Angeles County DMH will not be participating in the CPS from December 5-9th. • LA County's survey period will tentatively be scheduled from 1/30/12-2/10/12. • We will notify agencies as soon as our survey trainings are scheduled in January 2012.
VII	**ACCESS Center Presentation**
VIII	**Learning Net** - All contracted agencies and staff will need to register for trainings via the Learning Net. • Please see that attached *LNS handout** for instructions on how to register the Legal Entity/Provider and each rendering provider staff for a user ID and password.

IX	**SA 8 Quality Improvement Project**
	1. Review summary of workgroups' discussion*
	2. Break into workgroups
	  • Identify group leader/facilitator
	  • timeline to complete task
	3. Reconvene into large group for reporting out

X	**Announcements – Happy Thanksgiving! No meeting in December.**

Handouts

Next QI Meeting:
Wednesday, January 18, 2011
The Guidance Center, 4335 Atlantic Ave, Long Beach, CA 90807

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November 16, 2011
2 – 4 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

QUALITY ASSURANCE (QA) MEETING 3:00 – 4:00 p.m.	
I	**Welcome Again!**
II	**Audit/Reviews** • Auditor Controller (Fiscal and Program Review) - Shields For Families, Inc. – November 14, 2011 - Serenity Infant Care Homes - January 10, 2012 • QSR – Pasadena – November 14-18th • *DMH Contract Compliance Training**
III	**EPSDT Audit Update** • State has suspended EPSDT reviews for FY 2011/12. • TBS newsletter is available online. Check it out for updates: http://www.dmh.ca.gov
IV	**Documentation Trainings** • November 16th – Mini-Mental Status Exam (MMSE) Training (full) • November 30th - Strengthening Families and Resiliency (full). Upcoming training in February. • Wraparound CFT Meetings Training Module: Revised 10/27/11 available online.
V	**Board of Behavioral Sciences – Licensed Professional Clinical Counselor** • LA County DMH is waiting for State response in writing before issuing a response.
VI	**QA Technical Assistance & Training** • *QA Bulletin 11-05 Top Five FAQ's About Writing Objectives on the CCCP** - has been revised. • *QA Bulletin 11-06 Evidence-Based Practice and Service Strategy Codes** - please make sure you read carefully and understand this bulletin.
VII	**IBHIS Update**
VIII	**QA Issues to Watch for:** • Consent of Minor (previously discussed) • Invalid CPT codes: 99361/99362. A bulletin will go out once replacement codes are finalized. • MHSA and Lockouts – looking to see if lockouts apply to MHSA funded programs • Annual Assessment – in process of revising these forms again.
IX	**Announcements – Happy Thanksgiving! No meeting in December.**

** Handouts*

Next QA Meeting:
Wednesday, January 18, 2011
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, November 16, 2011

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**	November 16, 2011
Location	The Guidance Center 4335 Atlantic Ave Long Beach, CA 90807	**Start Time & End Time**	2:00 p.m. – 4:00 p.m.
Co-chairs	**Co-Chairs:** Emily Ramos, L.C.S.W. and Misty Aronoff, MFT		
SA 8 QI/QA Liaison	Ann Lee, Ph.D.		

Members Present	Ann Lee Camille Do Christine Byrne Colette Esparza Courtney Stephens Debra DeLeon Denise Matsumoto Elva Gutierrez	Emily Ramos Eva Clay Heather Jensen Helen Chang Hiroko Makiyama Jennifer Bailey Jessica Feldman Kathleen Villagomez	Kathy A. Mills-Walker Lauren Wichterman Leeann Ekstrom Linda Nakamura Lorrie Leon Lynn Yoon Michele Munde Miriam Ruiz	Misty Aronoff Sandra Gaia-Rae Suzanne Brodsly Theodore Howlett Tim Beyer Valerie Wilson-Lindberg Virginia Howlett
Absent Members	Chad Brinderson David Kneip Erin Dornan	Gary Puckett Jaime Sheehan Lani Espinas	Michael Fitzgerald Sandra Gonzalez Stephanie Yamada	Vynette Moore Yiling Loera

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 approved without any corrections.		

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, November 16, 2011

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY IMPROVEMENT (QI)		
Cultural Competency Committee (CCC) Report	➢ The committee is continuing to work on the translated forms and doing field testing. Consumers and committee members are helping with the review. ➢ The next meeting will be held on December 14, 2011 from 1:30-3:30 p.m. at 695 S. Vermont, 15th Floor. Please contact Ann Lee at (562) 435-3027 for more info.		
Provider Directory 2011	The directory is available online at http://psbqi.dmh.lacounty.gov/providerdirectory.htm.		
ACCESS Test Calls	➢ Please see the handout attached to the agenda for the Summary Report of Test Calls Study dated November 14, 2011.		
Consumer Perception Survey (CPS) Data Collection	➢ LA County DMH will not participate in the CPS from December 5-9th. ➢ LA County's survey period will tentatively be scheduled from 1/30/12-2/10/12. ➢ Agencies will be notified as soon as survey trainings are scheduled in January 2012.		
Learning Net	➢ All contracted agencies and staff will need to register for trainings via the Learning Net. ➢ Please see that attached *LNS handout** for instructions on how to register the Legal Entity/Provider and each rendering provider staff for a user ID and password.		
SA8 Quality Improvement Project (QIP)	➢ The committee reviewed a summary of last meeting's workgroup discussions ➢ The committee suggested touring LBMH and CII's waiting areas to see what type of	➢ Observations will be recorded and shared at the next meeting. ➢ The CII tour will be held on	Ann Lee

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	kiosk will work best at each site. ➢ A few committee members volunteered to tour the waiting areas and then inform the committee at the January meeting of the findings. ➢ Members also discussed what information we would like to make available in the kiosk. ➢ A suggestion was made to keep it simple and then evaluate the effectiveness as a pilot. ➢ Language of the resource information need to also be considered since SA 8's threshold languages include English, Spanish, and Cambodian.	Friday, December 2, 2011 at 12:30 p.m. ➢ The LBMH tour will be held on Tuesday, December 13th at 9 a.m. ➢ Members were asked to bring any resource items they think should be included in the kiosk.	
QI Announcements	Happy Thanksgiving! There will be no meeting held in December. The next meeting will be held on January 18, 2012 from 2-4 p.m. at The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807.		
QI Handouts	➢ QI Agenda ➢ October 2011 Meeting Minutes ➢ ACCESS Test Calls Summary Report ➢ Learning Net System Access Form ➢ Learning Net System LE/Provider Account Information ➢ QIP Workgroup Report dated October 19, 2011		

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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Audits/Reviews	➢ Auditor Controller (Fiscal and Program Review) • Shields For Families, Inc. – November 14, 2011 • Serenity Infant Care Homes - January 10, 2012 ➢ QSR – Pasadena – November 14-18th ➢ DMH Contract Compliance Training – please read the handout attached to the agenda.		
EPSDT Audit Update	➢ State has suspended EPSDT reviews for FY 2011/12. ➢ TBS Newsletter is available online at www.dmh.ca.gov		
Documentation Training	➢ November 16th – Mini Mental State Exam (MMSE) training (full) ➢ November 30th – Strengthening Families and Resiliency (full). Upcoming training in February. ➢ Wraparound CFT meetings training module: Revised 10/27/11 is available online.		
Licensed Professional Clinical Counselor	➢ DMH is waiting for State response in writing before issuing a response.		
QA Technical Assistance & Training	➢ QA Bulletin 11-05 Top Five FAQ's About Writing Objectives on the CCCP* - has been revised. ➢ QA Bulletin 11-06 Evidence-Based Practice and Service Strategy Codes* - please make sure you read carefully and understand this bulletin.		

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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
QI/QA Inspirational Message	Mr. Ted Howlett read a poem titled "Thanksgiving" written by his wife, Virginia Howlett. Thank you, Virginia and Ted!		
QA HANDOUTS	➢ QA Agenda ➢ DMH Contract Compliance Training handout ➢ QA Bulletin 11-05 Top Five FAQ's About Writing Objectives on the CCCP ➢ QA Bulletin 11-06 Evidence-Based Practice and Service Strategy Codes		
Next Meeting	Location for the next meeting will be announced via email.		

Minutes Recorded by:

Ann Lee, Ph.D./DMH SA 8 Administration

Minutes Approved by:

Emily Ramos, L.C.S.W., DMH Co-chair