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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

September 21, 2011
2 – 4 p.m.
ChildNet Youth & Family Services
2931 Redondo Ave
Long Beach, CA 90806

QUALITY IMPROVEMENT (QI) MEETING 2:00 –3:30 p.m.	
I	**Introductions** **Co-chairs:** Emily Ramos, LCSW (Long Beach Mental Health Center) and Misty Aronoff, MFT (Alma Family Services) **SA 8 liaison:** Ann Lee, Ph.D. (DMH SA 8 Administration) **Minutes** -Minutes were sent via email in August so not included in today's handouts. No input for corrections was received from members.
II	**ACCESS Presentation –** Dr. Naga Kasarabada, DMH, ACCESS Unit
III	**Research Study Announcement** – Dan Thorne, Harbor View Community Services
IV	**Cultural Competency Committee Report** Next meeting will be held on October 12th from 12:30-3:30 p.m. at 550 Vermont, 10th floor conf rm. This will be an extended retreat meeting. Please contact Ann Lee for info.
V	**Clinical Issues – OMD Report**
VI	**Patients Rights Office (PRO) Report –** • Training for Security Guards Update
VII	**QI Toolkit** **http://psbqi.dmh.lacounty.gov/QI.htm**
VIII	**QI Work Plan 2012**
IX	**State DMH Medi-Cal Oversight Annual Review Protocol 2011-2012** Links were sent via email, please review the following items: • State DMH Information Notice No. 11-09 • Annual Review Protocol for Consolidated Specialty Mental Health Services and Other Funded Services for FY 2011-12
X	**SA 8 Quality Improvement Project**
XI	**Announcements**

- ***Handouts***

Next QI Meeting:
Wednesday, October 19, 2011
The Guidance Center
4335 Atlantic Avenue
Long Beach, CA 90807

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AGENDA

September 21, 2011
2 – 4 p.m.
ChildNet Youth & Family Services
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Long Beach, CA 90806

	QUALITY ASSURANCE (QA) MEETING 3:30 – 4:00 p.m.
I	**Welcome Again!**
II	**Audit/Reviews** • Auditor Controller (Fiscal and Program Review) - San Gabriel Children's Center – September 12, 2011 - D'Veal Corporation – September 19, 2011 - Childnet Youth & Family Services – October 11, 2011 • EPSDT Audits - Awaiting for the audits to resume soon • QSR – El Monte – October 3-7, 2011
III	**Documentation Trainings** • September 28, 2011 – Strengthening Families and Resiliency – training is full. Hope some of you got in.
IV	**QA Technical Assistance & Training** Draft Policies: • *Policy 104.05 Closing of Service Episodes** • Policy 104.9 Clinical Documentation for all Payer Sources (draft version is being finalized)
V	**Clinical Records** • Policy 104.8 Clinical Records Guidelines (draft version is being finalized)
VI	**Announcements**

**** Handouts***

Next QA Meeting:
Wednesday, October 19, 2011
The Guidance Center
4335 Atlantic Avenue
Long Beach, CA 90807

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, September 21, 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**	September 21, 2011
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:** Emily Ramos, L.C.S.W. and Misty Aronoff, MFT			
SA 8 QI/QA Liaison	Ann Lee, Ph.D.			
Members Present	Ann Lee Bryan Sawlsville Camille Do Christine Byrne Dan Thorne David Kneip Debra DeLeon Denise Matsumoto Emily Ramos Erin Dornan	Gary Puckett Helen Chang Hiroko Makiyama Jaime Sheehan Jessica Feldman Kathleen Villagomez Kimberly McNaughton-Hume Lani Espinas Leeann Ekstrom	Linda Nakamura Lorrie Leon Lynn Yoon Michael Fitzgerald Michele Munde Miriam Ruiz Misty Aronoff Naga Kasarabada Nancy Lomibao Sandra Gaia-Rae	Stephanie Yamada Susan Houck-Strom Suzanne Brodsly Theodore Howlett Ti m Beyer Valerie Wilson-Lindberg Virginia Howlett Vynette Moore Yiling Loera
Absent Members	Chad Brinderson Delphina Knapp Eva Clay Gina Thorne	Heather Jensen Jeff Wirth Jennifer Bailey Kathy A. Mills-Walker	Patti Dilliner Richard Sohn Ross Grossman Sandra Gonzalez	Sonya Hines Teka Summers Tiffani Morton

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 20, 2011 meeting minutes were emailed to members for review. No corrections were submitted so the minutes were approved.		

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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY IMPROVEMENT (QI)		
ACCESS PRESENTATION	➢ Dr. Naga Kasarabada provided a presentation to the committee regarding the Emergency Outreach Bureau's ACCESS Center. ➢ ACCESS is an acronym for Access to Community Care and Effective Services and Support. ➢ ACCESS is a 24/7 hotline and is published nationally. During natural disasters, ACCESS call volume sharply increases and the priority may shift to addressing natural disasters or tragedies. ➢ ACCESS operators handle, on average, 700-1000 calls per day. There were 295,000 calls logged during the last Fiscal Year 2009/10. ➢ ACCESS handles crisis oriented calls and a wide array of other services that are listed in the handout Dr. Kasarabada distributed.		
Research Study - Dan Thorne	➢ Mr. Dan Thorne announced that Harbor View Community Services Center is offering a 10-module psycho-educational model to improve parenting skills as part of his research study. These classes will be provided in English and Spanish. ➢ Please contact Mr. Thorne at (562) 981-9392 to refer parents or to inquire about this study.		
Cultural Competency Committee (CCC) Update	➢ A meeting was held on September 14th. ➢ The next meeting will be held on October 12th from 12:30-3:30 pm at 550 S. Vermont,	➢ Please contact Ann Lee for any CCC inquiries at alee@dmh.lacounty.gov	

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	10th floor conference room. ➢ The next meeting will focus on developing strategies for the committee.	or via phone (562) 435-3027.	
Patient's Rights Office (PRO) – Request for Change of Provider Report	➢ Security Guard training has been reviewed and recommendations have been made. Customer Service and Nonviolent Crisis Intervention trainings have been approved. ➢ The mission and values training is pending. ➢ Regarding grievances, an electronic database system is being developed to track the response time. This is pending approval of a vendor through IBHIS.		
Clinical Issues	➢ The Department is focusing on training on the MHIP model (previously known as IMPACT) across directly-operated and contract providers for Tier 2 HWLA clients. ➢ Integrated care for Seniors and Persons with Disability (SPD) population is also the focus of the Department at this time.		
Service Area After-Hours ACCESS Test Calls	➢ SA 8 completed 10 test calls, 2 of which were Cambodian and 2 were in Spanish. ➢ Thank you to Misty Aronoff, Emily Ramos, Michele Munde, and Long Beach API Clinic staff, Etta Chung and Justin Sok for conducting these calls.		
QI Toolkit Report	➢ The QI toolkit is now available on the DMH website: http://psbqi.dmh.lacounty.gov/QI.htm	Please view the toolkit which will be used to help guide the committee's QIP in future months.	
SA8 Quality Improvement Project (QIP)	➢ Mr. Ted Howlett shared his prototype of the kiosk that Mrs. Virginia Howlett proposed to have displayed in waiting areas of clinics. ➢ The kiosks would display referral information	➢ The discussion will be summarized for the next meeting to facilitate further development of this	Ann Lee

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
	of services available at the clinic and nearby community (e.g., AA meetings, homeless shelters, etc.) ➢ Members brainstormed ideas for the kiosk. ➢ Many questions were raised as we discussed the project including: • What items will be included in the kiosk? • Which clinics will utilize the kiosk? • Who is going to be responsible for maintaining the kiosk and replenishing items as they are depleted? • What are clinics already doing to disseminate information to consumers? • What is the most consumer-friendly and effective way to display or disseminate information? • What are the barriers that we may anticipate with the kiosk?	project idea. ➢ We will continue to discuss project ideas at the next meeting. ➢ Ms. Ramos volunteered Long Beach Mental Health Center to pilot the kiosk and encouraged a child provider to volunteer their clinic as well.	
QI Announcements	The next meeting will be held at The Guidance Center since Childnet's conference room will be occupied for their audit. The address is located on today's meeting agenda: The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807		
QI Handouts	➢ QI Agenda		

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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) - San Gabriel Children's Center – September 12, 2011 - D'Veal Corporation – September 19, 2011 - Childnet Youth & Family Services – October 11, 2011 ➢ EPSDT Audits - Awaiting for the audits to resume soon ➢ QSR – El Monte – October 3-7, 2011Auditor Controller		
Documentation Training	September 28, 2011 – Strengthening Families and Resiliency – training is full. There will be more trainings scheduled if you did not get in on this one.		
QA Technical Assistance & Training	Please read Policy 104.05 Closing of Service Episodes. Policy 104.9 Clinical Documentation for all Payer Sources - draft version is being finalized. We will distribute upon completion.		
Clinical Records	Policy 104.8 Clinical Records Guidelines (draft version is being finalized)		
RMD Bulletin	Please review RMD Bulletin 11-044: Do not hold claims while Medi-Cal Certification is Pending which was included in the handouts. Please contact RMD if you are having any problems.		
QA Announcements	South Bay Children's Health Center is starting a new Healthy Kids Head To Toe program. This is a free 8-week workshop for kids 6-11 years. Starting mid-October. Please contact Heather at SBCHC for more info (contact info is listed on the flyer Ms. Christine Byrne distributed).		

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	➢ The SA 8 School Violence Prevention training is now a full-day free training on Friday, October 7th from 8:30-4:30 at Los Angeles Harbor College. Updated flyers will be sent to committee members. Please inform any law enforcement or school staff that you work with and invite them to the training. The lead speaker is Dr. Tony Beliz, Deputy Director, DMH Emergency Outreach Bureau. ➢ Didi Hirsch is seeking a licensed staff for their QA Specialist position. ➢ The next meeting will be held at The Guidance Center since Childnet's conference room will be occupied for their audit. The address is located on today's meeting agenda: The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807 ➢ Mr. Ted Howlett read a poem titled "Autumn" written by his wife, Virginia Howlett. Thank you, Virginia and Ted!		
QA HANDOUTS	➢ QA Agenda ➢ DMH Policy & Procedure 104.05 Closing of Service Episodes ➢ RMD Bulletin No. 11-044: Do Not Hold Claims While Medi-Cal Certification is Pending		
Next Meeting	The next meeting will be held at The Guidance Center since Childnet's conference room will be occupied for their audit. The address is located on today's meeting agenda: The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807		

Minutes Recorded by:

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

Minutes Approved by:

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