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

QUALITY ASSURANCE/QUALITY IMPROVEMENT (QA/QI) COMMITTEE

AGENDA

April 18, 2012
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** **Co-chairs:** Emily Ramos, LCSW (Long Beach Mental Health) and Misty Aronoff, MFT (ALMA Family Services) **SA 8 liaison:** Ann Lee, Ph.D. *Ann Lee will email the March meeting minutes to members upon completion. Thank you!*
II	**Cultural Competency Committee (CCC) Report** • Reports to QI Division
III	**Clinical Issues – OMD Report**
IV	**Patient's Rights Office (PRO)**
V	**APS CAEQRO Site Review** – Service Areas 2 and 5 • April 16-19, 2012
VI	**SA 8 Quality Improvement Project**
VII	**Announcements:** QI Evaluation Report 2011 and QI Work Plan 2012

Next QI Meeting:
Wednesday, May 16, 2012
2:00-3:00 p.m.
The Guidance Center
4335 Atlantic Ave
Long Beach, CA 90807

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AGENDA

April 18, 2012
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	**Documentation Trainings** • Basic Documentation Training highlights • DMH Sharing of Mental Health Info with DCFS for Purpose of Coordinating Care - *See memo from Dr. Southard (DMH) and Philip Browning (DCFS)**
III	**QA Technical Assistance & Training**
IV	**Announcements**

**** Handout***

Next QA Meeting:
Wednesday, April 18, 2012
3:00-4:00 p.m.
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, April 18, 2012

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**	April 18, 2012
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:** Misty Aronoff, MFT and Emily Ramos, L.C.S.W.			
SA 8 QI/QA Liaison	Ann Lee, Ph.D.			
Members Present	Ae Lyen Yoon Camille Do Christine Byrne Colette Esparza Cynthia Sarmiento Debra DeLeon Elva Gutierrez	Emily Ramos Heather Jensen Helen Chang Jaime Sheehan Jaslyn Dixon Jeanette Bernabe Kathrine Lundy	Keith Lawrence Laura Villa Leeann Ekstrom Linda Nakamura Lorrie Leon Michael Fitzgerald Misty Aronoff	Sandra Gaia-Rae Suzanne Brodsly Theodore Howlett Virginia Howlett Vynette Moore
Absent Members	Chad Brinderson Cristina Nolf Dolores Spielman	Jennifer Bailey Karen Rathburn Kathleen Villagomez	Kathy A. Mills-Walker Lani Espinas	Mitsuru Kubota Ross Grossman
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 March meeting minutes were not yet completed. Minutes will be sent via email or included in the next month's meeting handouts.			

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
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Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY IMPROVEMENT (QI)		
Cultural Competency Committee (CCC) Report	➢ The CCC now reports to QI Division. ➢ The committee is continuing to review the Bilingual Bonus Policy & Procedure. ➢ Next meeting will be held on May 9th from 1:30 to 3:30 at 695 S. Vermont, 15th floor. ➢ Please contact Ann Lee for more info at (562) 435-3027.		
OMD Report – Clinical Issues	➢ OMD is also continuing their work on consultation parameters for partnering with primary care providers.		
Patient's Rights Office (PRO)	➢ PRO has a new director, Ms. Mary Williams. ➢ PRO is partnering with the Family Advocate office on a program dealing with referrals across systems. ➢ PRO can provide presentations about Notice of Actions, patient's rights, Grievances, and Change of Provider Requests. Sylvia Guerrero is the contact person at PRO.	Please call Ann Lee at (562) 435-3027 for Sylvia Guerrero's contact info.	
APS CAEQRO Site Review	➢ The site review for Service Areas 2 and 5 started on April 16th and will continue until the 19th. ➢ The SA QIC co-chairs and District Chiefs will be interviewed tomorrow as part of the review.		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
SA 8 Quality Improvement Project (QIP)	➢ Members discussed the items to display on the kiosk display board as well as how to measure success. ➢ Mr. Ted Howlett offered to visit the Multiservice Center to locate additional resources. ➢ Members suggested combining the community food & clothing resource list and the shelter and mental health pocket-guide all on one sheet. ➢ Members agreed to use a one-item measure of success to monitor use of the kiosk item: count the number of kiosk items taken. We will put out a certain number of copies each day and count what is remaining to ascertain the number of items taken. ➢ Intakes at LBMH are conducted on Mondays and Thursdays. Members agreed to keep the kiosk displayed for an entire week and count the number of flyers taken each day.	Members decided to implement the kiosk display during the week of April 23-27.	
QI Announcements	Ms. Aronoff is expecting and will be going on maternity leave in July. Ms. Michele Munde will step in during Misty's leave until about September. Mrs. Howlett will be publishing her book of poetry soon hopefully by the beginning of the year 2013. Congratulations Virginia! The next meeting will be held on May 16, 2012 from 2-4 p.m. at The Guidance Center, 4335 Atlantic Avenue, Long Beach, CA 90807.		
QI Handouts	➢ QI Agenda		

Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	QUALITY ASSURANCE (QA)		
Audits/Reviews	None scheduled.		
Basic Documentation Training for QA Co-chairs and liaisons	➢ Ms. Aronoff and Ms. Ramos attend and shared the information they learned at the basic documentation training meeting. This training is provided for new employees and paraprofessional staff. ➢ A FAQs will be developed and sent out soon. ➢ The training went over all of the procedural codes for different activities/services. ➢ A new policy will be released soon regarding who can co-sign for those that are not an authorized mental health discipline (AMHD). ➢ The CCCP will also be revised and a bulletin/policy will be released soon.	The handouts Emily and Misty received from the basic documentation training will be scanned and emailed to members.	
DMH Sharing of Mental Health Info with DCFS for Purpose of Coordinating Care	Please read the memo (included in today's handouts) from Dr. Southard (DMH Director) and Mr. Browning (DCFS Director) regarding information sharing between the two departments for the purpose of coordinating care.		

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Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
QA HANDOUTS	➢ QA Agenda ➢ DMH Sharing of Mental Health Info with DCFS for Purpose of Coordinating Care Memo from Dr. Southard (DMH) and Philip Browning (DCFS)		
Next Meeting	The next meeting will be held on May 16, 2012 from 2-4 p.m. at 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