

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY ASSURANCE/QUALITY IMPROVEMENT COMMITTEE

MEETING AGENDA

October 19, 2016

2:00 – 4:00 p.m.

Stars Behavioral Health Group

1501 Hughes Way, Ste 150

Long Beach, CA 90810

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), and Misty Aronoff (Alma)

SA 8 QI/QA Liaison: Ann Lee; **SA 8 Support:** Karina Wagner

QUALITY IMPROVEMENT (QI) MEETING

2:30-3:00

1.	<p>Welcome/Introductions/Announcements – Emily and Michele are absent due to trainings and meetings.</p> <p>DMH Director Announced: Dr. Jonathan E. Sherin has been appointed to be our next director starting on November 1st. Dr. Robin Kay will return to the position of Chief Deputy Director.</p> <p>Minutes (Still backed up on minutes. Will send out upon completion)</p>
2.	<p>Patients' Rights Office (PRO) –</p> <ul style="list-style-type: none">• Change of Provider Reports – usual reminder. Please use the teleform log to ensure data gets inputted to the report. Please put "SA 8, Provider ####" (your provider #) in the subject line so our PRO liaison for SA 8 will get it.
3.	<p>MHSIP Survey Training – held from 2:00-2:30 prior to QI mtg today. Survey Period: November 14-18, 2016. Survey Return due date will be 5pm, Mon, November 28th. Will announce location for survey return upon confirmation of address.</p>
4.	<p>QI Updates</p>
5.	<p>Cultural Competency Committee Meeting- next mtg is on November 9th from 1:30-3:30, 550 S. Vermont, 3rd fl conf rm.</p>
6.	<p>SA 8 Outcome Data Workgroup – Just held the mtg yesterday. 9 agencies/clinics were represented. PEI providers are welcome to join the next mtg on February 21, 2017, 1:30-3:30 at Star View (pending room confirmation)</p>

Next Meeting Info:

November 16, 2016 from 2-3 p.m.

Stars Behavioral Health Group

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QUALITY ASSURANCE (QA) MEETING

3:00-4:00 p.m.

1.	Announcements
2.	Audits & Reviews – Auditor Controller – no report
3.	Medi-Cal Certification Section – no report
4.	State DHCS Updates <ul style="list-style-type: none">• Delays in Board Registration*
5.	Policy and Technical Development <ul style="list-style-type: none">• QA Bulletin 16-08: Revisions To A Guide To Procedure Codes*• QA Bulletin 16-09: Organizational Provider’s Manual Updates*• Clinical Forms Bulletin 16-03*• Outpatient Medication Review MH556* (available in the 13 threshold languages)
6.	Upcoming Items: <ul style="list-style-type: none">• <i>COS Manual Changes and Trainings</i>

***handouts**

Next Meeting Info:

November 16, 2016, 3:00-4:00 p.m.

Stars Behavioral Health Group

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, October 19, 2016**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		Date	October 19, 2016
Location	Star View, 1501 Hughes Way, Long Beach, CA 90810		Start Time & End Time	1:30 – 4:00 p.m.
Co-chairs	Co-Chairs: Misty Aronoff, Emily Ramos and Michele Munde are absent due to trainings and meetings.			
DMH Representatives	SA 8 QI/QA Liaison: Ann Lee	DMH SA 8 Rep: Karina Wagner	QA Division: Marc Borkheim	QI Division: Tonia Jones
Members Present by Provider Name				
1736 FCC	Children's Bureau Cristina Nolf	Exodus Jonathan Figueroa Khashi Khosravi	Long Beach CAP Jeff Baer	Shields For Families George Madeira
AADAP Kim Ayala Hiroko Makiyama	CII Janelle Dent	For The Child Pastora Salazar	Masada Homes Linda Nakamura	SBCHC Rachel Green
Alafia Paul Ha	City Of Gardena Kathy Walker	Harbor-UCLA Lynn Yoon	MHA	South Bay MHC Dana Cherry
ALMA Misty Aronoff (co-chair)	Coastal APIFMHC Tiffany Liu	Harbor View CSC Martha Rivera	MH Urgent Care Clinic	SSG/OTTP Debra DeLeon
Bayfront Martin McDermott	Counseling 4 Kids	Healthview Maura Papazian	PACS	Specialized Foster Care
CCAF Theodore Howlett Virginia Howlett	Crittenton	Long Beach Adult Emily Ramos (co-chair)	San Pedro MHC Kathleen Villagomez	Star View Kathy Saucedo Colette Esparza Mireya Camarillo
ChildNet Erin Sumner	Didi Hirsch Aminah Ofumbi Danielle Bryant	Long Beach API	SB 82 MTT	Tarzana Karen Wiener
Review of Minutes	Minutes are backlogged from March-September. Will send out via email upon completion.			

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, October 19, 2016**

<p>Call to Order & Introductions</p>	<p>The survey training was held from 1:30-2:30 for the survey representatives of the selected SA 8 sites. The QI meeting was called to order at 2:30 for an abbreviated 30 minute meeting for the QIC committee members and attendees introduced themselves. Since there was no monthly chairs meeting due to the Columbus day county holiday, the updates are minimal and brief.</p>		
<p>QUALITY IMPROVEMENT (QI)</p>			
<p>Agenda Item & Presenter</p>	<p>Discussion and Findings</p>	<p>Decisions/ and Recommendations Actions/Scheduled Task</p>	<p>Person Responsible/ Due Date</p>
<p>DMH Director Announced</p>	<p>Dr. Jonathan E. Sherin has been appointed to be our next director starting on November 1st. Dr. Robin Kay will return to the position of Chief Deputy Director.</p>		
<p>Patients Rights Office (PRO)</p>	<p>Change of Provider Reports – usual reminder. Please use the teleform log to ensure data gets inputted to the report. Please put “SA 8, Provider ####” (your provider #) in the subject line so our PRO liaison for SA 8 will get it.</p>		
<p>MHSIP Survey Training</p>	<p>The survey training was held from 2:00-2:30 prior to this QI mtg today. Survey Period: November 14-18, 2016. Survey Return due date will be 5pm, Mon, November 28th. Will announce location for survey return upon confirmation of address since the SA 8 administration office may be moved mid-November.</p>	<p>Ann Lee will email agency survey representatives and QIC members the survey return location once the location is confirmed.</p>	<p>Ann Lee</p>
<p>QI Updates</p>	<p><u>ACCESS Center PIP:</u> 30 calls per month will be randomly selected for review by a supervisor with the actual agents that took the calls.</p>		
<p>ACCESS Test Calls</p>	<p>Tonia Jones reminded attendees about ACCESS test calls for SA 8 which will occur in the month of October. We will need volunteers to make 5 English calls and 5 calls</p>		

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	<p>in Spanish and Khmer (SA 8's threshold languages); 5 regular hours calls and 5 after-hours calls. Please contact Ann Lee if your agency has a staff that can volunteer and speaks a threshold language. Tonia advised for the test call surveys to be submitted to her before entering the information online so she can review.</p>		
Cultural Competency Committee Meeting	<p>The next meeting will be held on November 9th from 1:30-3:30 at 550 S. Vermont, 3rd fl conf rm.</p>		
SA 8 Outcome Data Workgroup	<p>The quarterly meeting for PEI providers was held yesterday. 9 agencies/clinics were represented. PEI providers are welcome to join the next mtg on February 21, 2017, 1:30-3:30 at Star View (pending room confirmation). Reminders will be sent out in February.</p>		
Provider Directory	<p>Printed copies will be distributed to each SA. Directories in the threshold languages of the SA will also be distributed in limited quantity.</p>		
Announcements	<p>The next meeting will be held Wednesday, November 16, 2016 from 2-4 p.m. at Star View's corporate office, 1501 Hughes Way, Long Beach 90810.</p>		

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QUALITY ASSURANCE (QA)		
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task
Announcements	Since there was no monthly chairs meeting due to the Columbus day county holiday, the QA updates are minimal and brief.	Person Responsible/ Due Date
Recent/Upcoming Audits & Reviews	Auditor Controller: Star View's audit was delayed. Still on standby.	
State DHCS Updates	<p><u>BBS Registration Delays</u>: The Delays in Board Registration sheet was included in the handouts again and discussed this month. Please review and share with agency staff.</p> <p><u>QA Bulletin 16-08: Revisions To A Guide To Procedure Codes</u> This bulletin was emailed out to members and included in today's handouts as it just was released. Misty reviewed what the revisions are and highlighted the important revisions to the procedure codes H0032, 90887, H0002, H2015, and 90885. Please review the bulletin and the revised codes guide with your staff.</p> <p><u>QA Bulletin 16-09: Organizational Provider's Manual Updates</u> This bulletin was also reviewed with members and included in today's handouts.</p> <p><u>Clinical Forms Bulletin 16-03: MH 556 Outpatient Medication Review form</u> was revised. Please see the bulletin for the revisions which were discussed during the meeting. The bulletin and form MH556 was included in the handouts.</p>	
Upcoming Items	COS Manual Changes	
Next Meeting	The next meeting will be held on Wednesday, November 16, 2016 from 2-4 p.m. at Star View's corporate office, 1501 Hughes Way, Long Beach 90810.	

Minutes Recorded by: Karina Wagner, Sr. Sec III



Reviewed by Ann Lee, Ph.D., SA 8 QI/QA Liaison

Minutes Approved by:



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