

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

November 18/09

9:30 – 11:30 am

AGENDA

- | | | |
|-----|--------------------------------|--------------------|
| I | Welcome and Introductions | Bertrand Levesque |
| II | Presentation “Risk Management” | Mary Ann O’Donnell |
| III | Review of the Minutes | Bertrand Levesque |
| IV | Co-Chair | Bertrand Levesque |

Quality Improvement

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| I | QIC Project | Bertrand Levesque |
| II | Missed Appointment | Bertrand Levesque |
| III | Cultural Competency | Bertrand Levesque |
| IV | Grievance/Appeal Report FY 06,07,08,09 | Bertrand Levesque |
| V | Cancellation -Survey November 2009 | Bertrand Levesque |
| VI | APS/EQRO Report | Bertrand Levesque |
| VII | Mutual and Unilateral Termination | Bertrand Levesque |

Quality Assurance Liaison Meeting

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|------|---|----------------|
| I | System Review -Update | Gassia Ekizian |
| II | Advance Health Care Directive | Gassia Ekizian |
| III | Bulletin - Updating Substance Use.... | Gassia Ekizian |
| IV | Bulletin - Update Regarding Procedure.... | Gassia Ekizian |
| V | Other Bulletins | Gassia Ekizian |
| VI | Changes in Procedure Codes | Gassia Ekizian |
| VII | Daily Service Log | Gassia Ekizian |
| VIII | Reporting and Documentation Notes | Gassia Ekizian |
| IX | Electronic Signature | Gassia Ekizian |

Other Issues

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| I | Audits | All |
| II | Announcement-Holliday- Pot Luck | All |
| III | Adjournment | Bertrand Levesque |

**Next Meeting: December 16, 2009 @ Enki, 3208 Rosemead Blvd,
2nd Floor, El Monte, Ca. 91731 Ph: (626) 227 7014**

**COUNTY OF LOS ANGELES- DEPARTMENT OF MENTAL HEALTH
Service Area 3
Quality Improvement Committee Meeting
October 21, 2009**

Misty Allen	Alma	Gassia Ekizian	Foothill Family
Gloria Santos	Almanson	Kameelah Wilkerson	Hathaway-Sycamores
M. Zamudio	Almanson	Stella Tam	Heritage Clinic
Makan Emadi	Arcadia MH	Ari Winata	Hillsides
C. Weatherspoon	Arcadia MH	Denise Woo	Juvenile Court MHS
	Bienvenidos	Janel Grobes	Maryvle
Stella Tam	CFAR	Julie L Barron	McKinley Children's
Leslie Shrager	Children's Bureau	Yvette Welbah	Pacific Clinics
Eric Yamamoto	David & Margaret	Padma Durvasula	Prototypes I-Can
Annabel Rodriguez	DMH	Rebecca Dekeyser	Prototypes-Pomona
Leah Dinsay	DMH	Linda Pry	Prototypes-Pomona
Lisha Singleton	DMH	Judy Law	PUSD
Martha Lopez	DMH	Rosa Martinez	Rosemary Children's
Mikki Beemann	DMH	Larra R Mesdoya	Serenity Infant Care
Bertrand Levesque	DMH	Bill Fujihara	Social Model
Angel Kelly-Blaydes	DMH	Stephanie Sullivan	Social Model
Conception Lugo	D'Veal	Dustin Schiada	Spirit
Raphela Velado	D'Veal	Stephanie Harper	The Family Center
Michelle Hernandez	Enki	Elizabeth Owens	Tri-City Mental Health
Windy Luna Perez	Etti Lee Homes	Adrine Bazikyan	Trinity
Melody Taylor Stark	Five Acres		
Daniel Ramirez	Foothill Family		

WELCOME

Bertrand Levesque welcomed the group at 9:40 a.m. followed by self-introductions.

Presentations

The Auditor-Controller presented on DMH Contract Compliance. An overview of how they conduct an audit, what they look for and what is expect. They presented on what were some of the common findings and the expectations related to billed services. They provided everyone with a copy of their presentation.

Diane Guillory presented on the System Review Audit. In early February 2010 DMH as a system will be audited by the State. Directly operated Clinic and Contractor will be part of the system that will be Audited. Diane provided documents and references that explain the Audit – what is expected and how it will proceed.

REVIEW OF THE MINUTES

The minutes were reviewed and accepted with one change. A correction to the name of Judy Law as oppose to July Law. The minute were accepted by Catherine Weatherspoon and seconded by Rosa Martinez.

QUALITY IMPROVEMENT

Bertrand presented that the QIC Handbook needed to be reviewed, therefore he will proceed with the QIC project with the actual version of the Handbook as suggested at the Countywide QIC meeting. He recommended that each Provider get a Binder and he will email all the information that should be included.

Bertrand also reviewed and presented all the information that is recommended by Patients Rights. He explained the Notice of Action and the information that should be given to the First time Client and what should be accessible to client ex. Waiting room.

Bertrand reviewed the State Performance Outcomes and County Performance Outcomes Report for the Year 2008. He emphasized that Service Area 3 mostly ranked within the extreme – Highest or lowest - except for Perception of Participation in Treatment Planning and the reporting of having Med-Cal.

Bertrand informed everyone that he will be stepping down as Chair at the end of December. However, he will remain involved to help with training of the new Chair, until the end of February 2010. He will be transition to the WRAP program.

QUALITY ASSURANCE LIAISON MEETING

EPSDT AUDIT

Gassia presented that if there is a time that may be difficult for your agency to have an audit you must inform Norma Fritsche as soon as possible. She will contact the State an attempt to make arrangement to accommodate you.

FORMS UPDATE

The primary diagnosis must be the “included” diagnosis. On the Initial Assessment Form, the line addressing “Diagnosis from” needs to be completed when the diagnosis was obtained from another document then the DSM-IV.

The “Single Contact” form will be transitioning to the “Brief Service Assessment”. This will allow for a few more contacts.

MEDI-CAL CLAIMS

Bertrand reminded everyone that according to the RMD Bulletin “Notification of Upcoming Changes in Medi-Cal Claiming Requirements”, all directly operated and non-governmental agency providers must have all of their Medi-Cal claims submitted **before** December 1, 2009. Bertrand recommended that everyone read the Bulletin carefully and be well acquainted with the deadline. The Bulletin indicate that all Claims submitted to the Department **on and after** that date will need to be in the new State billing format required as of February 1, 2010.

DMH INTERNET

Bertrand reviewed how to access the QI and QA information from the DMH Internet. He presented a two sided document that demonstrated how a provider would access the QI and QA information's.

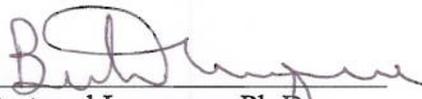
QUESTIONS

Bertrand recommended that everyone read every email that he sends. He address that the answers of some questions were in the email. He also indicated that when a question is discussed over the phone he may not respond with an email. Some questions needs clarification. Therefore, a discussion may provide more information.

ADJOURNMENT

Bertrand thanks everyone for attending and adjourned the meeting at 11:35 a.m.

Minutes recorded by: Bertrand Levesque, Ph.D.
Quality Improvement Committee

Minutes approved by: 
Bertrand Levesque, Ph.D.
Quality Improvement Committee Co-Chair

NEXT MEETING

The next meeting will be November 18, 2009 (9:30 a.m.-11:30 a.m.) at Enki, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731. @ 626-227-7014