COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE
March 02, 2010

AGENDA

I. Welcome and Introductions	Monika/Jessica
II. Review of Minutes	All
III. Program Announcements • SA5 Agency Coordination Trouble Shooter	All
IV. DMH Updates	Karen Williams
V. Quality Assurance	
• State Audit – Adult Charts	Monika/Jessica
• Documentation for Paraprofessionals	Rissa Abriam
VI. Quality Improvement	
• Co-Occurring Disorders (COD)	Monika/Jessica
• Quality Improvement Work Plan Evaluation For Calendar Year 2009 and Quality Improvement Work Plan for Calendar Year 2010	
• Request to Change Provider Report	
• Ratio of Provider Sites with Threshold Language Capacity to Medi-Cal Beneficiaries	
VII. Next QIC Meeting	Monika/Jessica

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 04, 2010 at Didi Hirsch CMHC, 4760 S. Sepulveda Blvd. in Culver City from 9:00AM - 11:00AM.

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 5 Quality Improvement Committee
Minutes

Type of Meeting	Quality Improvement Committee	Date	January 05, 2010
Place	Didi Hirsch CMHC 4760 S. Sepulveda Blvd., Culver City	Start Time	9:00 AM
Chairperson	Monika Johnson, Jessica Wilkins	Adjournment	11:00AM
Members Present	Karen Williams, DMH; Monika Johnson, DMH; Jessica Wilkins, Alcott Center; Kristi Rangel, Alcott Center; Jennifer Syverson, Alcott Center; Tharja Hoffman, Alcott Center; Jill Weiss, Alcott Center; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman - Child; Thang Nguyen, DMH; Jeff Kohn, DMH-Patients' Rights; Mary Ann O'Donnell, DMH-Clinical Risk Manager; Cheryl Carrington, Vista Del Mar; Kathy Shoemaker, Exodus Recovery; Erick Montano, Exodus Recovery; Barbara Hold, Step Up on Second; Eloisa Ramos Robles, Exceptional Children's Foundation; Susan Houck Strom, Didi Hirsch; Matt Meyer, Didi Hirsch; Dorothy Berndt, St. Joseph Center; Loretta Herndon, St. Joseph Center; Jennifer Levine, WISE & Healthy Aging; Martha Andreani, St. John's CDC; Nicole Ryan, The HELP Group; Erma Oppenheim, DMH - AB3632; Brenda Pitchford, UCLA Ties for Adoption; Amy Turk, OPCC; Michi Okano, Pacific Asian Counseling Services; Jamie Hayworth, Homes For Life Foundation;.		
Excused Members	Nick Maiorino, St. Joseph's Center; Sharon Greene, St. John's CFDC; Kim Fuller, The Help Group; Fanny Dieppa, The HELP Group; Jasmina Moore, Exceptional Children's Foundation; Paisha Allmendinger, UCLA Ties for Adoption; Susan Edelstein, UCLA Ties for Adoption; Martha Rios, UCLA Ties for Adoption; Rose Garcia, Didi Hirsch; Kathy Park, Didi Hirsch; LeeAnn Skorohod, Exodus Recovery; David Kneip, Exodus Recovery; Krista Carpenter, Didi Hirsch; Elly Baidoo, Step Up on Second; Sally Melvin-Pick, WISE & Healthy Aging; Sandra Bourdaa, Homes For Life Foundation; Anahita Saadatifad, Homes for Life Foundation.		
Absent Members	Yvette Willock, Pacific Clinics.		

Agenda Item & Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	Introductions were made	Jessica Wilkins Monika Johnson QIC Membership
Review of Minutes and Handouts	Minutes were reviewed and approved for November, 2009. Trouble Shooter Roster was updated.	Final approved Minutes for September, 2009 were distributed.	QIC Membership Monika Johnson

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
DMH Updates	Karen reported that DMH is delaying the shutdown of the IS system until April 2010. Thus far there have been no new announcements regarding the implementation of the changes known as Short-Doyle/Medi-Cal II.		Karen Williams
Quality Assurance	• Managing Clinical Risk Mary Ann O'Donnell, R.N. conducted a presentation on Clinical Risk Management.	Monika distributed copies of the power point presentation.	Mary Ann O'Donnell
	Question: Are there parameters and policies for clinicians regarding correspondence with consumers via computer such as e-mail, social network sites such as Facebook etc.?	Answer: Mary Ann said any HIPAA issues concerning DMH staff need to be reported to Veronica Jones at the Program Support Bureau, and HIPAA issues concerning clients need to be reported to the Patient Rights Office. Contract Providers need to have their own legal and ethical counsel.	Monika will bring this question to the downtown LAC DMH QIC to see if there is additional information.

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	The following QA handouts were distributed: • System Review-Chart Audit Dates • Advance Health Care Directives • QA Bulletin, No. 09-05 • QA Bulletin, No. 09-06 • QA Bulletin, No. 09-07 • QA Bulletin, No. 09-08 • QA Bulletin, No. 09-09 • QA Bulletin, No. 09-10 • QA Bulletin, No. 09-11 DMH Policy/Procedures • 202.17 Hearing Impaired Mental Health Access • 202.21 Language Interpreters	Monika and Jessica distributed handouts, QA Bulletins, and DMH Policy/Procedures. It was recommended that providers review the handouts and bring any questions to the next SA5 QIC or to e-mail them to Monika if a more timely response is needed.	QIC Members

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	• Patients' Rights Office Jeff Kohn conducted a presentation on Patients' Rights and gave the following overview: ➢ Functions of the Patients' Rights Office ➢ Beneficiary/Client Rights ➢ Provider Responsibilities ➢ Problem Resolution Process ➢ Residential Advocacy ➢ Jail Representation ➢ Mediation and Support ➢ Training & Consultation ➢ o Question: Which materials are mandatory to distribute at intake and which can be provided upon request? o Do only Medi-Cal beneficiaries get the informing materials or do MHSA clients get them as well?	Jeff distributed the following handouts: Beneficiary/Client Grievance Or Appeal and Authorization Form, Request to Change Provider Log, Notice of Action, and Patients' Rights Contact Phone Numbers. Answer: The Guide to Medi-Cal booklet and the Grievance & Appeal Procedures pamphlet need to be provided at intake and when requested. The other materials need to be posted or available in the waiting area. At this point, all clients should be given these materials.	Jeff Kohn

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	o Question: How do we obtain these Booklets?	Answer: Booklets can be ordered from DMH Warehouse or obtained from the Internet in threshold languages. CDs for the visually impaired, and posters can be obtained from the Patients Rights' Office. Other brochures and grievance forms are posted on the DMH Internet. Jeff will e-mail Monika with telephone contacts and e-mail link.	Jeff Kohn
	o Question: If the Local MH Plan Poster and all other required materials are made available in the waiting area, can the Local MH Plan Poster also be posted in a second location without all the other required materials?	Answer: Yes, if all required material is made available to consumers in one location, a poster alone in a second location is fine.	QIC Members

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
	Following the presentation the following QI handouts were distributed: ▪ QI Status Reports (Comparison of 2007-08 and 2008-09) ▪ Change of Provider Requests ▪ QI Status Report (Requests for Change of Provider ▪ State Performance Outcomes & County Performance Outcomes For Calendar Year 2008 ▪ Cancellation of Consumer perception Survey Data Collection Period for November 2009 ▪ LACO MHP CAEQRO Report, Fiscal Year 08-09, Recommendations (Page 44 and 45) ▪ Threshold Languages by SA Monika and Jessica announced that questions regarding any of the QA and QI forms and issues will be addressed in the next SA5 QIC meeting due to time constraints in today's meeting.		QIC Members Monika Johnson Jessica Wilkins

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, March 02, 2010 at Didi Hirsch CMHC, 4760 S. Sepulveda Blvd. in Culver City from 9:00AM – 11:00AM.	N/A	N/A

Respectfully Submitted,

M. Johnson Psy.D.
Monika Johnson, Psy.D.

J. Wilkins MFT
Jessica Wilkins, MFT