



**County of Los Angeles – Department of Mental Health
Service Area 7**

Quality Improvement Committee

**February 19, 2008
Rio Hondo Mental Health
2:00-4:00pm**

AGENDA

- | | |
|---|---------------|
| I. Welcome and Introductions | Lupe Ayala |
| II. Review & Approval of Minutes | Lupe Ayala |
| III. DMH Update | Lupe Ayala |
| IV. Outreach & Engagement –
Interface Between DMH Navigators
and Service Area VII Providers | Jorge Zamora |
| V. Service Area VII Provider FSP Updates | All |
| VI. Service Area VII DMH & Regional Center Collaborative | Carol Sagusti |
| VII. Quality Improvement Council Update | Ted Wilson |
| VIII. Performance Improvement Project | All |
| IX. Audit Updates | All |
| X. QA Issues | All |
| XI. Announcements & Provider Updates | All |

**Next Meeting: March 18, 2008 @ Rio Hondo, 2:00-4:00pm
Procedure Codes Study Group – 1:00-2:00pm**

**County of Los Angeles –Department of Mental Health
Service Area 7
Quality Improvement Committee**

November 20, 2007
Rio Hondo Mental Health
Minutes

Facilitators: Michelle Hernandez and Lupe Ayala

Present:

Misty Allen	ALMA
Hsiang-Ling Hsu	Asian Pacific Counseling
Carlos Carerra	California Hispanic Commission
Rebecca Berg	Community Family Guidance Center
Swarana Amarasinghe	Clontarf
Audrey Fisher-Price	Crittenton Services
Lupe Ayala	DMH
Carol Sagusti	DMH
Ted Wilson	DMH
Michelle Hernandez	ENKI
Shawn Thiele	Hathaway Sycamores
Lorelyn Hambelton	Helpline Youth Counseling
Jordan Dunyasha	Homes for Life Foundation
Marcel Mendoza	Pennylane
Jan Sora	Providence
Leticia Guzman	Rio Hondo Mental Health
Andres Hernandez	Roybal
Darren McDonough	Telecare CORP LA HOP 7 / AB2034

The meeting was called to order at 2:00pm.

Welcome and Introductions:

- Each member introduced themselves

Review and Approval of the Minutes

- October minutes were reviewed and approved

Request to Change Provider

- The Change of Provider policy and procedure is a Medi-Cal requirement mandated by Medi-Cal for all counties. The policy and procedure identifies if there are problematic issues with service delivery and raises a red flag. All agencies must turn in the Change of Provider logs by the 10th of every month. Please refer to DMH P & P 200.2

DMH Update

- Eduardo Vega – Chief over the Client Office of Recovery and Empowerment for the Department of Mental Health will meet with Service Area's VII QIC soon.
- CORE – Client Power and Recovery Office
 - The office has a philosophy that clients can find resilience within themselves.
 - Advocacy Conference – February 1 – 2, 2008
 - Self Help – The Self-Help model has existed for years. The Department of Mental Health has Self-Help parameters prepared by the Office of the Medical Director.
- Stakeholder process – Clients, family members and community residents can participate. The Service Area Advisory Committee meetings will soon be translated in Spanish.
- The revised CCCP is still pending revision of the SFPR policy.

Quality Improvement Council

- Is concerned with two areas of improvement:
 - Beneficiary satisfaction
 - Correct use of Procedural Codes
- Quality Improvement Manual – The Department of Mental Health's work plan will go to the state for review. The Quality Improvement Plan may be approved by January, 2008.
- Outcome surveys – Service Area VII participated well in the state surveys. Mr. Wilson suggests the service area review the survey information on "received medication effect" as it focuses on patient safety issues. The committee should review QI risk factors such as medication side effects and accessibility to services. The committee should consider these areas as the QIC project.

Client involvement in the QIC

- Client activity fund – When clients attend meetings, they receive a stipend of \$25.00 to help pay for their transportation and needs.
- QIC meeting to have at least 2 clients participate especially children's services
- Efforts need to be made to involve clients in the SA 7 QIC

Procedure Codes Study Group -1st meeting summary

- Marcel Mendoza of Penny Lane will chair Procedure Code Study Group. The group will meet from 1 – 2 PM before the QIC meeting.

Face sheet training

- Committee members provided a face sheet training to help staff ask personal questions respectfully and elicit the correct information.

September EPSDT Training Review

- Assessment is supposed to contain current mental, emotional or behavioral health information, not historical.
- DTI (Day Treatment Intensive) – the required community meeting must be held in a certified site, cannot be a van, park, etc.
- TCM – notes must show how the mental health needs of the client are being addressed for this service.
- Red flags are raised when documentation minutes are always on the hour and the same over and over again
- If documenting a service that occurred on another day, make sure you note the actual date of service in the body of the note.
- Case consult – ie., 60 minute meeting between 3 clinicians. Each can bill the full time but amount of time must be clearly justified – mentioned that a 60 minute consult in and of itself is too high
- Clarified registered waived staff should not be supervising students or other waived staff
- Must Identified MFTI as an MFT Intern and MSW as ASW
- Clarified “Collaterals” - attorneys, CSW and/or group home providers (if they receive a pay check) can not be considered a “collateral”. A biological mother or foster mom can be considered collateral.

Next meeting – January 15, 2008. No meeting in December.

Minutes recorded by: Mary Stewart
Intercommunity Child Guidance

Minutes approved by: 
Michelle Hernandez, MFT
ENKI Health and Research Systems, Inc.