

Quality Improvement Committee (QIC) Meeting	06/22/2017
	11:00am-12:00pm
	Whitney Room, Health Dept.

Meeting called by: Quality Improvement Team

Facilitator: Lucero Robles, Quality Improvement Manager and Cesar Anaya, QI Supervisor

Attendees: Please refer to sign-in sheet for QI Committee Meeting.

Minutes

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Agenda item:	Policy-333 Involuntary Treatment (update)	Presenter:	Lucero Robles, QI Manager
Discussion:	<ul style="list-style-type: none"> • Reviewed policy updates • Added specific language pertaining to 5250s • Details notice of certification requirements • Advisement of rights to involuntary patients 		
Conclusion	Policy update approved.		

Agenda item:	Policy 120 – Notice of Action (update)	Presenter:	Lucero Robles, QI Manager
Discussion:	<ul style="list-style-type: none"> • Per DHCS the name “NOA” is change to “Notice of Adverse Benefit Determination”. • Reworded policy to reflect this name change. 		
Conclusion:	Policy update approved.		

Agenda item:	Policy 128 - Beneficiary Problem Resolution Process (update)	Presenter:	Lucero Robles, QI Manager
Discussion	<ul style="list-style-type: none"> • Language pertaining to timeliness requirements were updated throughout policy: <ul style="list-style-type: none"> ○ Grievance: MHP now has 90 days, instead of 60 days, from receipt of grievance to reach a final disposition. ○ Standards Appeal: A response must now be provided to a beneficiary within 30 calendar days instead of 45 calendar days. ○ Expedited Appeals: A beneficiary now has 60 days instead of 90 days to file an expedited appeal. ○ Expedited Appeal Response decision must be provided to a beneficiary within 72hrs instead of 3 “working” days. 		
Conclusion:	Policy update approved.		

Other Items

- QI Supervisor reviewed Jan – June 2017 data of grievance, appeals, change of clinicians, sentinel reviews, and collaborate case conferences

Next QIC Meeting	July 27, 2017: Reminder next month’s meeting will be in Shasta Room.
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