

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
 ANTELOPE VALLEY – SA1

Quality Improvement Council Meeting

A G E N D A

January 9, 2018

2:00 – 4:00 p.m.

2323-A Palmdale Blvd. Conference Room

Palmdale, CA 93550

Debi Berzon-Leitelt, LCSW, MPA, Chair

Barbara Paradise, LMFT, Co-Chair

I.	Introductions and Review of Minutes	QIC Members
II.	Presentation – Cultural Competence Plan (CCP) FY 15-16	Sandra Chang Ptasinski, PhD Susan Park, PhD
III.	Consumer Perception Survey Report - MHSIP	Lynetta Shonibare
IV.	Clinical Quality Improvement – OMD Safety Intelligence	D. Berzon-Leitelt B. Paradise
V.	Access Center referral feedback and discussion	D. Berzon-Leitelt B. Paradise
VI.	Program Support Bureau (PRO) - Change of Provider Logs (COP)	D. Berzon-Leitelt B. Paradise
VII.	QA Clinical Forms Bulletin 17-05 QA Bulletin 17-18; 17-19; 17-20; 17-21	D. Berzon-Leitelt B. Paradise
VIII.	Draft of new QA requirements for DO <ul style="list-style-type: none"> • Jan 12th QA report due date for DO • Jan 30th QA report due date for LE's 	D. Berzon-Leitelt B. Paradise
IX.	Announcements / QIC Calendar 2018	D. Berzon-Leitelt B. Paradise

POSTPONED

Next Meeting:

March 6, 2017

2323-A Palmdale Blvd., Palmdale, CA 93550

Please keep our Countywide Administration and SA-1 updated by providing the SA-1 Liaison updates to management contacts or Change of Provider contacts. If you have had any service delivery changes, we would like to know so we can ensure that we have correct information for your agency.

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	January 9, 2018	
Place	Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550	Start Time:	2:00 PM	
Chairperson SA-1 Liaison	Debra Berzon-Leitelt, LCSW, MPA	End Time:	4:00PM	
Co-Chair SA-1 Liaison	Barbara Paradise, LMFT			
Members Present	Catrina Avila, Debra Berzon-Leitelt, Lauren Cheung, Racquel Jones, Erica Melbourne, Barbara Paradise, Manisha Pater, Trinh Zuniga, Kasey Bogoje, Jolene Bajnath			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible & Due Date
Call to Order & Introductions	Meeting was called to order at 2PM. Introductions were made.	N/A		Debra Berzon-Leitelt, Barbara Paradise
Review of Minutes	The September and November minutes were reviewed.	Minutes from the September and November 2017 meetings were reviewed by the present membership. Erica Melbourne moved for adoption of the notes and Lauren Cheung seconded the motion. Minutes were approved.		Debra Berzon-Leitelt, Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
Consumer Perception Survey Report-MHSIP	The planned presentation was postponed due to the presenter cancelling due to inclement weather.	N/A	Lynette Shonibare
Access Center referral feedback discussion	Debra Berzon-Leitelt facilitated a discussion with membership related to the agencies' duty to link a client referred from ACCESS if the referral was not matched correctly.	Members discussed their experiences with managing inaccurately matched referrals.	Debra Berzon-Leitelt, Barbara Paradise
Cultural Competency	The planned presentation was postponed due to the presenter cancelling due to inclement weather.	N/A	Debra Berzon-Leitelt, Barbara Paradise
Patient's Rights Office	Change of Provider Log-Debra Berzon-Leitelt and Barbara Paradise reviewed the information regarding the correct contact for those who manage the Change of Provider Log data coordination.	Membership discussed the information. Email address is: dmhcop@dmh.lacounty.gov	Debra Berzon-Leitelt, Barbara Paradise
Policy Updates-Office of Compliance	Debra Berzon-Leitelt shared the policy updates.	Members reviewed policies.	Debra Berzon-Leitelt, Barbara Paradise
Clinical Quality Improvement -Office of the Medical Director (OMD)	Debra Berzon-Leitelt presented on the protocols for Safety Intelligence. It was discussed whether 1 report per LE or 1 per site was appropriate.	Members discussed their perspectives on the topic	Debra Berzon-Leitelt, Barbara Paradise
Local Service Area QI/QA Goals	<ul style="list-style-type: none"> -Debra Berzon-Leitelt and Barbara Paradise led a discussion of the rationale for QI and QA goals for the local QIC. - Barbara Paradise shared with members the value of the SAAC and Health Neighborhood meetings where referral resources are frequently discussed. 	Membership identified that Housing was a concern that affected clients' access to care. The membership discussed how to develop a project to address Housing needs.	Debra Berzon-Leitelt, Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Assurance			
Recent/Upcoming Audits & Reviews	None reported.	N/A	Barbara Paradise
MediCal Certification Section	No report	N/A	Iling Wang
Training and Operations	Schedule of upcoming trainings were distributed.	Members reviewed the training information.	Debra Berzon-Leitelt, Barbara Paradise
Policy & Technical Development	<ul style="list-style-type: none"> -Debra Berzon-Leitelt and Barbara Paradise provided the membership with the most recent Quality Assurance Bulletins. -Discussed revised NOA forms -Discussion about the FAQ about PHI and release of information -Discussion about the QA bulletin regarding record review billing. -Discussed changing QIC calendar meeting to accommodate July 4th so changed that meeting to July 10, 2018. 	Members discussed how they implement the NOAs.	Debra Berzon-Leitelt, Barbara Paradise
Next Meeting	March 7, 2018 Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800	N/A	N/A

Respectfully Submitted, Barbara Paradise, LMFT