

**COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH
SA 6 QUALITY IMPROVEMENT COMMITTEE
MLK Community Hospital Intern's and Resident's Building**

DATE: December 20, 2017

Agencies Present: Kisha Thompson-DMH, Bertrand Levesque-DMH, Elizabeth Echeverria-SHARP, Jonna Howard-SSG, Paul Ha-Alafia, Kimberly Green-Russell-Women's Reintegration, Mariko Yamada-St. Francis, Amber Liberty-AFH, Jessica Calcaterra- Crittenton, Sharon Chapman- WCMHC, Ahmad Kauser- SFCP Compton, Melissa King, LACGC, Carmela Flora-1736 FCC, Patricia Carrillo- Shields, Mirna Beltran-HOPICS TRC, Martin McDermott- Bayfront, Alejandra Ramos-TCCSC, Sherrie Yu- Nunez- The Guidance Center, Phachara Sujirapanya- Aviva, Trish Burkert- Exodus Recovery, Andy Vigil- Drew, Julie Elder-SHARP & BFA, Lily Fowler-Didi Hirsch, Melissa Banales- Eggleston, Laura Jung- Junior Blind, Yovette Roldan-SHARP & BFA, Marietta Watson- Pacific Clinics, Dana Longino- BAFMA, Mimi Nguyen-SSG APR, Tammy Henderson-CFMHC, Nisaa Madyun- CFMHC, Carla Francis-HOPICS, Kanisha McReynolds- Amanecer

Chair: Kisha Thompson, PSW II

Agenda item	Comments/Discussions/Recommendations/Conclusions	Action/Assignment
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<p>1. Welcome and Introductions</p> <p>2. MHSIP Follow-up/Comments</p> <p>3. Patient's Rights Update</p>	<p>Attendees introduced themselves and stated the agencies they represent. Kisha introduced herself as the new SA6 QIC Co-Chair. Melissa gave an update on Soccoro and her estimated return date.</p> <p>Everyone did a great job. Received 14, 669 surveys. Out of those, 2773 refusals That number may change after scanning the surveys. For the open ended comments, complete the form (located in the QI packet) and send it to the QIC co-chairs by January 15th. If there are no responses, indicate that on the form and submit it for tracking purposes.</p> <p>Change of Provider Log: There is someone new who is monitoring the submission of the COP Logs. The correct log is included in the QI packet (200.05 Attachment 4 located in the right corner). Use the new form when submitting monthly logs. Email the form to DMHCOP@dmh.lacounty.gov. If an old form is submitted or if your use the response "Q", you will be asked to resubmit it and it will be listed as not received. When sending the form, please ensure your program and Provider Number is in the email subject box. Reminder emails will be sent out for the providers who did not send them. The due date is by the 10th day of the following month for the previous month.</p>	
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4. Cultural Competency Updates	<p>Cultural Competency team will present at our next meeting, January 25th for the first 45 minutes of the training. Please have all questions ready. Julie inquired which types of trainings are approved as Cultural Competent.</p>	<p>Kisha will email the Guidelines Cultural Competence Trainings</p>
5. ACCESS	<p>Open Discussion: How are referrals from Access are being handled when you do not have the capacity to provide services. Per ACCESS, they are receiving a large number of calls from individuals who were referred to an agency, the agency did not have the capacity to see the client, the agency refers the client back to ACCESS. Feedback: refer to another agency, completing the disposition at the end on SRTS, referring to the SA6 Navigators for a referral.</p>	<p>Kisha will send out a list of the Navigators</p>
6. Provider Directory	<p>Please ensure the QI capacity information (including the language capacity) is in sync with the person who is completing the negotiation packets, as DMH will use the information that is in the negotiation packets. If a language is indicated for a staff member, please ensure that staff member will provide services. There are agencies who would have a supervisor listed as speaking one of the 13 threshold languages, however, that person does not provide services for clients.</p>	

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7. Safety Intelligence	Thank you for your correspondence via email regarding the Safety Intelligence conversion. The contract providers are converting to the online system. Reminder to contact Ly Ngo at lingo@dmh.lacounty.gov if you have any questions.	
8. Crisis Bed Brochures	Attached in QI packet. There are 10 beds allotted for DMH and Contracted Providers. Please see referral process on the attached brochure.	

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September 28, 2017
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Agenda item	Comments/Discussions/Recommendations/Conclusions	Action/Assignment
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