

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

Departmental Quality Improvement Council Meeting

A G E N D A

January 8, 2018

9:00 – 10:30 a.m.

550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:20	Clinical Quality Improvement ➤ OMD Report Updates	M. Ann O'Donnell
III	9:20 – 9:45	SA QIC Reports & Countywide Children's QIC Report	QIC Members
IV	9:45 – 10:00	ACCESS Updates on Referral Issues	J. Walters
V	10:00 – 10:05	Patients' Rights Office Updates	M. Hernandez
VI	10:05 – 10:10	Compliance, Privacy, & Audit Svcs Bureau ➤ Policy Updates	R. Faveau
VII	10:10 – 10:15	Cultural Competence Updates	S. Chang Ptasinski
VIII	10:15 – 10:30	QID Updates ➤ EQRO Final Report Distribution ➤ QI Work Plan Goals Review at SA QICs ➤ QI Work Plan Goals CY 2018	N. Kasarabada
		Announcements:	

Next Meeting

February 12, 2018

9:00 – 10:30 a.m.

550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	January 8, 2018	
Place	550 S. Vermont Ave., 10th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alyssa Bray; Angelica Fuentes; Antonio Banuelos; Barbara C. Engleman; Barbara Paradise; Caesar Moreno; Cathy Williamson; Courtney Stephens; Dara Vines; David Crain; David Tavlin; Debra Mahoney; Debi Berzon-Leitelt; Edward Jai; Elizabeth Gildemontes; Elizabeth Mota; Emilia Ramos; Gassia Ekizian; Jerry Sefiane; Jessica Walters; Jose Gallegos; Karen Lee; Kimber Salvaggio; Kisha Thompson; Lisa Harvey; LyNetta Shonibare; Maria Gonzalez; Martin Hernandez; Michele Munde; Michelle Rittel; Neena Paltanwala; Sandra Chang Ptasinski; Stacey Fonseca; Susan Park; Yen-Jui-Lin			
Excused/Absent Members	Carol Eisen; Christina Kubojiri; Greg Tchakmakjian; Leticia Ximenez; Margaret Faye; Mary Ann O'Donnell; Monika Johnson; Randolph Faveau; Susan Lam; Wendy Lopez			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	
			Person Responsible	
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		QIC members attended this meeting.	
			Dr. Kasarabada	
Review of Minutes	The December minutes were reviewed.		Minutes were reviewed and approved as noted.	
			QIC Membership	

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>SA QIC's Reports & Countywide Children's QIC Report</p>	<p>SA 6: Ms. Thompson reported that SA QI members discussed the survey regarding Access Center calls referrals processes and SRTS.</p> <p>SA 7: Dark in December.</p> <p>SA 8: Dark in December.</p> <p>Countywide Children's: Dark in December.</p>	<p>Next meeting: January 25, 2018. Dr. Chang Ptasinski will present on the Cultural Competence Plan.</p> <p>Next meeting: January 16, 2018.</p> <p>Next meeting: January 17, 2018. Dr. Kasarabada discussed the importance of sharing communication to providers at the SA QIC.</p> <p>February 8, 2018. Dr. Chang Ptasinski will present on the Cultural Competence Plan. Dr. Kasarabada is requesting to present on the MHSIP November 2016 data in the near future.</p>	<p>K. Thompson</p> <p>A. Banuelos</p> <p>M. Munde</p> <p>D. Mahoney</p>
<p>ACCESS Update</p>	<p>Dr. Walters provided an update on referrals issues. She distributed to each Service Area QIC Chair the list of clinics temporarily not accepting clients. Dr. Walters will follow up on the list every month. She stated that this issue has been addressed with the district chiefs and a list is provided to Ms. Terri Boykins. The Appointment Line at the ACCESS Center is receiving appointment requests for consumers who have received MH services in the past from clinics who are now unable to serve these consumers for various reasons. QIC chair members were reminded that if they are not able to accommodate a consumer that they should contact the SA Navigator and/or link the consumer to an appropriate provider.</p>		<p>J. Walters</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Cultural Competency (CC) Updates cont.	A recommendation was made for the CCC to collaborate in the implementation of the Disabilities Underserved Cultural Communities subcommittee. Another recommendation is for DMH to implement a conference focusing on this underserved population.	Anyone interested in joining the subcommittee please email Mirtala Parada Ward.	S. Chang Ptasinski
EQRO Final Report Distribution	The Final EQRO Report was received last Friday. The final report was sent to all QIC members via email. Dr. Kasarabada summarized the ratings related to the key components focusing on Access to Care, Timeliness of Services, and Quality of Care and explained the ones that received "Partially Met" or "Not Met" ratings.	Dr. Kasarabada asked QIC Chairs/Co-Chairs to distribute the report to all providers and QIC members with a brief overview of the findings of the review, and she also mentioned that the report is posted on the PSBQI website.	N. Kasarabada
QI Work Plan Goals Review at SA QICs	Dr. Kasarabada asked QIC Chairs to review the comments in the report related to variance in the interpretation of standards for QI Work Plan goals across Systems of Care and to ensure they were consistent with what is discussed at the Departmental QIC meeting.		N. Kasarabada
Open Ended Comments	Dr. Kasarabada discussed the issue noted with completing a narrative with the open ended comments survey form that is due on Jan 15, 2018 to QID. Dr. Shonibare is currently working with Dr. Adegbola trying to resolve the problem. A new form will be sent to QIC Chairs/Co-Chairs via email.		N. Kasarabada
QI Work Plan Goals CY 2018	Dr. Kasarabada stated these will be reviewed at upcoming QIC meetings due to shortage of time.		N. Kasarabada
Handouts:	Policy/Procedure Update January 8, 2018		
Announcements:	None		

Respectfully Submitted,

Naga Kasarabada, Ph.D.