

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

Departmental Quality Improvement Council Meeting

A G E N D A

February 12, 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 – 9:15	Clinical Quality Improvement ➤ OMD Report Updates	M. Ann O'Donnell
III	9:15 – 9:25	Patients' Rights Office Updates ➤ NOAs	M. Hernandez
IV	9:25 – 9:50	TCPI & Quality Improvement	A. Phelps R. Shpiro
V	9:50 – 10:00	Cultural Competence Updates	S. Chang Ptasinski
VI	10:00 – 10:10	Compliance, Privacy, & Audit Svcs Bureau ➤ Policy Updates	A. Fuentes
VII	10:10 – 10:30	QID Updates ➤ Test Calls Project ➤ Timeliness Metrics ➤ PIP Updates	N. Kasarabada
		Announcements:	

Next Meeting

March 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:	February 12, 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; Ann Lee; Antonio Banuelos; Barbara C. Engleman; Christina Kubojiri; Dara Vines; David Tavlin; Debra Mahoney; Debi Berzon-Leitelt; Edward Jai; Elizabeth Gildemontes; Gassia Ekizian; Jessica Walters; Jose Gallegos; Julian Hernandez; Kia Glymph; Kimber Salvaggio; Kisha Thompson; Lisa Thigpen; LyNetta Shonibare; Maria Gonzalez; Margaret Faye; Michele Munde; Michelle Rittel; Neena Paltanwala; Randolph Faveau; Sandra Chang Ptasinski; Socorro Gertmenian; Stacey Fonseca; Susan Lam; Theodore Cannady; Yen-Jui-Lin			
Excused/Absent Members	Angelica Fuentes; Barbara Paradise; Caesar Moreno; Carol Eisen; Cathy Williamson; Emilia Ramos; Greg Tchakmakjian; Jerry Sefiane; Karen Lee; Leticia Ximenez; Lisa Harvey; Martin Hernandez; Mary Ann O'Donnell; Monika Johnson; Wendy Rivas			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		QIC members attended this meeting.	
Review of Minutes	The January minutes were reviewed.		Minutes were reviewed and approved as noted.	
			QIC Membership	

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Clinical Quality Improvement OMD Report	<p>Dr. Jai anticipated that the pharmacy unit will have additional staff in pharmacy distributed across Service Areas in the coming fiscal year. One of the things they are going to implement is a regular quality improvement audit of the medication use process, including medication rooms, performed by pharmacist staff members that will be added. Dr. Jai mentioned it would be appropriate at some point to begin scoping this new medication quality improvement function as we look toward the new fiscal year.</p> <p>Dr. Kasarabada provided an update on behalf of Mary Ann O'Donnell. She stated that OMD continues to work with contract providers/Legal Entities on Safety Intelligence roll out. The Countywide Risk Management (CRM) Division is implementing Safety Intelligence as well.</p>		<p>E. Jai</p> <p>N. Kasarabada</p>
Patient Rights Office (PRO)	<p>Mr. Cannady provided an update on NOAs A and B. He stated that the Client ID and the Provider Name and ID need to be at the bottom of the form. At this time, these are the only changes for the NOAs.</p> <p>Dr. Kasarabada informed on behalf of Mr. Hernandez that the Change of Provider Report (COP) database mentioned at previous meeting is ready for testing. Mr. Hernandez would like to identify three DO clinics/program managers if they want to volunteer for testing.</p>	<p>Mr. Cannady will email information to all QIC members via email.</p> <p>Those interested in volunteering are to send an email to Mr. Hernandez copy Dr. Kasarabada.</p> <p>Three SAs were interested. Antonio Banuelos for Roybal MHC, SA 7</p> <p>Barbara Engleman, Hollywood MHC, SA 4 and Ann Lee Long Beach MHC SA 8.</p>	<p>T. Cannady</p> <p>N. Kasarabada</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
TCPI & Quality Improvement	Ms. Lisa Gildemontes introduced Ms. Rebecca Shpiro and Ms. Ashley Phelps as the coaches working with Directly Operated clinics to implement the Transforming Clinical Practice Initiative (TCPI) and train multi-disciplinary teams at the clinics in Quality Improvement Process and Plan Do Study Act (PDSA) cycles to address and problem solve issues identified at the clinic. Ms. Rebecca Shpiro and Ms. Ashley Phelps presented the Power Point & reviewed the QI and PDSA information updates and shared examples of these currently being implemented at the clinics.	Dr. Kasarabada shared that she attended their presentation at SA 7 QIC meeting and noted that this is an excellent hands on QI presentation and wanted to bring this to the Departmental QIC members. She encouraged all SA QIC Chairs to organize this presentation at their SA QICs.	N. Kasarabada
Cultural Competency (CC) Updates	<p>Dr. Chang Ptasinski provided an update on the Cultural Competency Unit (CCU). She stated that the CCU is currently attending the SA QIC meetings to present on the Cultural Competence plan, FY 15 -16. Additionally, she informed the QIC that the Power Point for the CC 101 training and its video links are being uploaded into the PSBQI website.</p> <p>The second update was that the Department is collaborating with other County Departments to implement trainings on Implicit Bias.</p>	Dr. Chang Ptasinski will forward the links to the QIC members once they are ready.	S. Chang Ptasinski
Compliance, Privacy, & Audit Services Bureau	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
QID Updates Test Calls Project	Dr. Kasarabada reviewed the revised Test Calls survey and Guidelines document and highlighted the changes made to improve the data collection. She thanked the SA QIC Chairs for their continued collaboration on this project. Dr. Kasarabada requested them to closely review these changes with the SA test callers prior to conducting test calls for their SAs.	The Test Calls documents for CY 2018 will be posted on the PSBQI website once ready and will be emailed to all SA QIC Chairs and Co-Chairs. SA 4 is scheduled to complete the 10 test calls in March 2018.	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>Timeliness Metrics</p> <p>PIP Updates</p>	<p>Dr. Kasarabada highlighted the new timeliness metric standards per the Final Rule and indicated the change in the appointment for the initial request for services to 10 business days compared to 15 business days in the current Access to Care Policy.</p> <p>Dr. Kasarabada informed QIC members that for the clinical PIP on Intensive Service Recipients, the Hospital discharge planning will be the focus and the Managed Care Division, Office of the Medical Director (OMD) will be developing protocols to services and then implement with the Fee For Service Hospitals.</p> <p>At the March Access PIP meeting, the outcomes data for November 2017 will be shared and additional data on hold and wait times will be reviewed per the request of the Family Advocate. There is consistent and stable improvement in most of the outcomes tracked for this PIP- Customer service, Interpreter services provided, Specialty Mental Health Referrals, Documentation and Identifying presenting problems.</p>	<p>Quality Assurance Division will be revising the ACCESS To Care Policy to reflect the Timeliness Standards per the Final Rule. Additional updates will be shared at the upcoming meetings.</p> <p>Dr. Kasarabada thanked SA QIC Chairs/Co-Chairs for their participation at the PIP meetings and recommended to share the updates from the monthly PIP meetings at their SA QIC meetings.</p>	<p>N. Kasarabada</p> <p>N. Kasarabada</p>
<p>Handouts:</p>	<p>Policy/Procedure Update February 12, 2018</p>		
<p>Announcements:</p>	<p>None</p>		

Respectfully Submitted,

Naga Kasarabada, Ph.D.