

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

Departmental Quality Improvement Council Meeting

***A G E N D A***

March 12, 2018

9:00 – 10:30 a.m.

550 S. Vermont Ave., 10<sup>th</sup> 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 – 9:10	Clinical Quality Improvement ➤ OMD Report Updates	M. Ann O'Donnell
III	9:10 – 9:40	SA QIC Reports & Countywide Children's QIC Report	QIC Members
IV	9:40 – 9:50	ACCESS Updates on Referral Issues	J. Walters
V	9:50 – 10:00	Patients' Rights Office Updates ➤ Grievance and Appeals - Final Rule Updates ➤ COP Updates	M. Hernandez
VI	10:00 – 10:10	Cultural Competence Updates	S. Chang Ptasinski
VII	10:10 – 10:15	Compliance, Privacy, & Audit Svcs Bureau ➤ Policy Updates	R. Faveau
VIII	10:15 – 10:30	QID Updates ➤ Open Ended Comments Summaries - MHSIP Nov. 2017 ➤ Final Rule Requirements ➤ Provider Directory Updates	N. Kasarabada
		Announcements:	

Next Meeting

May 14, 2018

9:00 – 10:30 a.m.

550 S. Vermont Ave. 10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

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

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date:</b>	<b>March 12, 2018</b>	
<b>Place</b>	<b>550 S. Vermont Ave., 10<sup>th</sup> Floor Conf. Rm.</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>	
<b>Chair</b>	<b>Naga Kasarabada, Ph.D.</b>	<b>End Time:</b>	<b>10:30 a.m.</b>	
<b>Co-Chair</b>	<b>Carol Eisen, M.D./Karen Lee, M.D.</b>			
<b>Members Present</b>	Alyssa Bray; Angelica Fuentes; Antonio Banuelos; Barbara C. Engleman; Barbara Paradise; Caesar Moreno; Christina Kubojiri; Courtney Stephen; Dara Vines; David Tavlin; Debra Mahoney; Edward Jai; Elizabeth Gildemontes; Gassia Ekizian; Helena Ditko; Jeff Johnson; Jerry Sefiane; Jessica Walters; Karen Lee; Kimber Salvaggio; Kisha Thompson; Lisa Harvey; Lisa Thigpen; Lu Ann Sanderson; Maria Gonzalez; Margaret Faye; Martin Hernandez; Mary Ann O'Donnell; Michele Munde; Michelle Rittel; Sandra Chang Ptasinski; Socorro Gertmenian; Susan Lam; Stacey Fonseca; Yen-Jui-Lin			
<b>Excused/Absent Members</b>	Carol Eisen; Cathy Williamson; Debi Berzon-Leitelt; Emilia Ramos; Greg Tchakmakjian; Leticia Ximenez; LyNetta Shonibare; Monika Johnson; Neena Paltanwala; Randolph Faveau; Wendy Rivas			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>		<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	
			<b>Person Responsible</b>	
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.		QIC members attended this meeting.	
			Dr. Kasarabada	
<b>Review of Minutes</b>	The February 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><b>SA QIC's Reports &amp; Countywide Children's QIC Report</b></p>	<p><b>SA 3:</b> Dr. Chang Ptasinski presented on the Cultural Competence Plan and Dr. Shonibare presented on the MHSIP data. Test Calls were discussed.</p> <p><b>SA 4:</b> Materials from previous meeting were disseminated. Dr. Shonibare presented on the MHSIP data. Test Calls were discussed. SA 4 will have their Test Calls in March, volunteers were chosen. Members had a discussion on the crisis claims that are being denied due to PMRT.</p> <p><b>SA 5:</b> Dr. Park presented on Cultural Competence Plan. Dr. Shonibare presented on MHSIP data. Members discussed the preliminary use of survey and the importance on how the data is utilized. Test Calls and the NOAs changes were discussed.</p> <p><b>SA 6:</b> Members discussed Dr. Shonibare presentation and how to use the open ended comments to better support what consumers and families recommended. NOAs and the test calls were discussed.</p> <p><b>SA 7:</b> Materials from February QA and QI meetings were disseminated. There was a presentation from Five Acres Community-Based Services for Deaf individuals which is the sole provider within Los Angeles County.</p>	<p>Next meeting: March 21, 2018.</p> <p>Next meeting: March 20, 2018.</p> <p>Next meeting: May 1, 2018.</p> <p>Next meeting: March 22, 2018.</p> <p>Next meeting: March 20, 2018.          Dr. Kasarabada will present on the MHSIP data in April 2018.</p>	<p>S. Fonseca E. Lemus</p> <p>C. Kubojiri</p> <p>D. Tavlin</p> <p>K. Thompson</p> <p>A. Banuelos</p>





<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Cultural Competency (CC) Updates</b>	<p>Dr. Chang Ptasinski provided an update on the Cultural Competency Organizational Assessment; the tool is getting closer to being finalized after incorporating feedback received from Ms. Ditko and Ms. McKay. There will be approximately 65 questions in the tool in addition to the employee demographics.</p> <p>Dr. Chang Ptasinski also talked briefly about the Health Agency. She stated that DMH is working collaboratively with the Department of Public Health and Department of Health Services to carry out the mission of the Center for Health Equity in five initiatives, which include: Infant Mortality, Sexually Transmitted Infections, Health Neighborhoods, Environmental Justice, and Cultural and Linguistic Competence. DMH is the lead for the Cultural and Linguistic Competence.</p>	The next step will be to discuss the revised version with the consultant.	S. Chang Ptasinski
<b>Compliance, Privacy, &amp; Audit Services Bureau</b>	Ms. Fuentes from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		A. Fuentes
<b>QID Updates Open Ended Comments Summaries – MHSIP Nov. 2017</b>	<p>Dr. Kasarabada stated that she reviewed some of the Open Ended Comments Summaries and she suggested to the QIC Chairs/Co-Chairs to take a look at the open ended summary as well. She attended a meeting with Ms. Childs Seagle and the District Chiefs (DCs).</p> <p>Dr. Kasarabada presented the importance of the QIC updates on the State mandates, for example the MHSIP survey, Test Calls, Final Rule Updates. Dr. Kasarabada recommended that the District Chiefs (DCs) have a feedback loop with their SA QIC Chairs.</p>		N. Kasarabada





