

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
OFFICE OF ADMINISTRATIVE OPERATIONS – QUALITY IMPROVEMENT DIVISION**

Departmental Quality Improvement Council Meeting

A G E N D A

July 9, 2018

9:00 – 10:30 a.m.

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

Sandra Chang Ptasinski, 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	K. Lee D. Benosa
III	9:15 – 9:35	Patients' Rights Office Updates	M. Hernandez
IV	9:35 – 9:45	Compliance, Privacy, & Audit Svcs Bureau Policy Updates	R. Faveau
V	9:45 – 9:55	Cultural Competency Updates ➤ Health Agency ICLIR	S. Chang Ptasinski
VI	9:55 – 10:15	QI Updates ➤ Non-Clinical PIP Update (Front Desk Customer Satisfaction Survey) ➤ Test Calls ➤ SA QIC Meeting Minutes for EQRO	L. Shonibare
VII	10:15– 10:25	QI presentation by Eydie to SA QICs	E. Dominguez
	10:25 – 10:30	Announcements:	

Next Meeting

August 13, 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:	July 9, 2018	
Place	550 S. Vermont Ave., 10th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Sandra Chang Ptasinski, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Angelica Fuentes; Barbara Paradise; Caesar Moreno; Christina Kubojiri; Courtney Stephen; Cindy Ferguson; Cynthia Hurtado; Dara Vines; David Tavlin; Elizabeth Gildemontes; Emilia Ramos; Evelyn Lemus; Eydie Dominguez; Gassia Ekizian; Gina Haase; Greg Tchakmakjian; Hyun Kyung Lee; Janssen Sacro; Jessica Walters; Kimber Salvaggio; Kisha Thompson; Lisa Harvey; Ly Ngo; LyNetta Shonibare; Margaret Faye; Maria Gonzalez; Martin Hernandez; Michele Munde; Michelle Rittel; Randolph Faveau; Sandra Chang Ptasinski; Socorro Gertmenian; Susan Lam; Wendy Rivas; Yen-Jui-Lin			
Excused/Absent Members	Alyssa Bray; Carol Eisen; Cathy Williamson; Debi Berzon-Leitelt; Doris Benosa; Jerry Sefiane; Karen Lee; Kisha Thompson; Leticia Ximenez; Wendy Rivas			
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. Chang Ptasinski
Review of Minutes	The June 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>Ms. Ngo from Clinical Risk Management (CLRM) would like to confirm that all information regarding enrolling onto the online system called Safety Intelligence (SI) for Clinical Event Report (CER) has been disseminated.</p> <p>Ms. Ngo sent a reference and detailed Power Point called “Safety Intelligence Access Guide”. This will assist users on how to access the Safety Intelligence online reporting system for clinical events.</p>	<p>By this time, it is expected that contracted Program Managers/Directors/QA coordinators and/or above role positions have obtained their C-numbers.</p>	L. Ngo
Pharmacy Updates	<p>Dr. Sacro provided an update on the Magellan Survey. Dr. Sacro stated that the hiring of 14 clinical pharmacists/advanced practice pharmacists for the strategic sites throughout the county is still pending approval from the Board. He also mentioned that at this time, there is currently one Clinical Pharmacist position located at West Central being considered for a replacement. The interviewing process will start in the near future. Additionally, Dr. Sacro provided an update on the standing policies and the formulary samples of medications. The pharmacy team meets with pharmacy representatives regarding the annual attestation form and re-enrollment. Work is also being done with Dr. Ruskin on rolling out registration for psychiatrist. The DMH Pharmacy is looking at centralized the process at DMH. This will be a yearly process once is in place. A memo will be sent all physicians to do the re-enrollment.</p>	<p>Mr. Torres, from CIOB is collecting surveys and conducting the data analysis. It will be shared at the Departmental QIC meeting once the results become available.</p>	J. Sacro

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>Patients' Rights Office Updates (PRO)</p>	<p>Mr. Hernandez provided a presentation on how to fill out the Request for Change of Provider (COP) Form online. Hard copies of the form will only be used until the end of July 2018. Starting August 1, PRO is going green and will be using the electronic form. He stated that the training was provided to Directly Operated (DO) liaisons and managers identified by the District Chiefs (DCs). They will have access to the application.</p> <p>He mentioned that Contract Providers will get the same training on COP dashboards in the near future. The training will be offered to program managers who oversee the COP process in clinics. Mr. Hernandez will also show them how to run internal dashboard reports.</p> <p>Mr. Hernandez provided an excellent demonstration on how to maneuver the application step by step. CIOB will issue a license to those who will be using the application.</p>	<p>Providers will have to enter the report by the 10th of each month. Mr. Hernandez stated that the roll out of the form is scheduled for August 1, 2018.</p> <p>A request will be sent out in a month to request information of contracted providers who will be attending the training.</p>	<p>M. Hernandez</p>
<p>Compliance, Privacy, & Audit Svcs Bureau</p>	<p>Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.</p>		<p>R. Faveau</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>Cultural Competency (CC) Updates</p>	<p>Dr. Chang Ptasinski provided an update on the cultural competency work being done under the Health Agency (HA). She distributed an organizational chart that shows the HA Center for Health Equity, which has five initiatives. DMH is the lead for the cultural competency initiative, namely the Institute for Cultural and Linguistic Inclusion and Responsiveness (ICLIR). The mission of the Institute is "to create culturally and linguistically appropriate pathways that address gaps in service delivery and advanced the Health Agency's ability to meet the needs of Los Angeles County communities." The Institute framework includes the following four areas of concentration: 1) building an infrastructure that is centered on cultural and linguistic competency responsiveness, 2) training and staff development, 3) communication and stakeholder involvement, and 4) visual repository of resources regarding cultural competency, health equity and disparities.</p> <p>Dr. Chang Ptasinski explained that she will be working with the Discipline Chiefs for the development of relevant cultural competence trainings and staff development activities. This work will likely include the development of a need assessment for all DMH staff to weigh in on training topics considered a relevant to culturally and linguistically appropriate service delivery.</p> <p>The ICLIR membership identified two pathways for FY 18-19. One of them is cross-departmental trainings for DHS, DMH, and DPH. The second one is the implementation of a demonstration project that involves leveraging bilingual certified staff from the three Departments to fill gaps in language translation and interpretation services. Additional updates will be provided as ICLIR gets positioned to pursue the goals mentioned above.</p>		<p>S. Chang Ptasinski</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>QI Updates Non-Clinical PIP Update (Front Desk Customer Satisfaction Survey</p>	<p>According to Dr. Shonibare the PIP was developed in response to recommendations received from EQRO. She stated that Human Resources Bureau (HRB) developed a welcoming Training called the “Client Experience Workshop”. The training was designed for front office staff. A total of 442 participants completed the first set of trainings over 20 sessions offered between May and June 2017.</p> <p>Dr. Shonibare stated that following the July 2017 trainings Dr. Chang Ptasinski solicited stakeholder input from the Cultural Competence Committee (CCC), on real-life situations regarding Departmental staff’s cultural sensitivity and appropriateness. Feedback from stakeholders included:</p> <ul style="list-style-type: none"> • Staff needs to show more cultural sensitivity and appropriateness; • More personable front facing staff that demonstrates humility and general knowledge of the clinic’s day to day activities; and • More front desk Customer Service training is needed. <p>Dr. Shonibare mentioned that the five question Consumer Satisfaction Survey was administered between February 12, and February 26, 2018. The survey was conducted at 35 DO programs. Responses were received from 4,932 Child, TAY, Adult and Older Adult consumers across all 8 Service Areas.</p> <p>Survey results were positive; however, several consumers and family members provided comments expressing levels of concern about their experience with front desk staff.</p>		<p>L. Shonibare</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>Test Calls</p> <p>SA QIC Meeting Minutes for EQRO</p> <p>QI/QA Presentation at the SA QICs.</p>	<p>Phase II of this PIP will involve rolling out the client experience workshop training and consumer satisfaction survey for Legal Entity (LE) contracted clinics.</p> <p>Dr. Shonibare reminded all QIC Chairs/Co- Chairs that the Test Calls are scheduled to be completed in the next couple of months.</p> <p>Dr. Shonibare reminded the QIC Chairs and Co-Chairs to submit the SA QIC minutes and agendas to Mr. Adegbola, minutes and agenda to be posted on the QID Website. These documents will be submitted to EQRO as part of the pre-review documents.</p> <p>Ms. Dominguez stated that she will be attending the SAs QICs meetings to present on a QI/QA.</p>	<p>SA 7 is scheduled in July and SA 8 is scheduled in August 2018. For any questions regarding the Test Calls please contact Ms. Mar at (213) 251-6748.</p> <p>Anyone interested in Ms. Dominguez presentation. Please contact her at 213 251-6747.</p>	<p>L. Shonibare</p> <p>L. Shonibare</p> <p>L. Shonibare</p> <p>E. Dominguez</p>
Handouts:	Policy/Procedure Update July 9, 2018.		
Announcements:			

Respectfully Submitted,

Sandra Chang Ptasinski, Ph.D.