

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

Departmental Quality Improvement Council Meeting

AGENDA

August 13, 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 – 9:10	Clinical Quality Improvement ➤ OMD Report Updates	K. Lee D. Benosa
III	9:10 – 9:20	Language Interpretation Services for LEs/Contract Providers	J. Chacon
IV	9:20 – 9:55	SA QIC Reports & Countywide Children's QIC Report	QIC Members
V	9:55 – 10:00	Cultural Competency Updates	S. Chang Ptasinski
VI	10:00 – 10:05	Compliance, Privacy, & Audit Svcs Bureau Policy Updates	R. Faveau
VII	10:05 – 10:10	Patients' Rights Office Updates	M. Hernandez
VIII	10:10 – 10:30	QID Updates	L. Shonibare
		Announcements:	

Next Meeting

September 10, 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:	August 13, 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	Barbara Paradise; Caesar Moreno; Christina Kubojiri; Courtney Stephen; Cindy Ferguson; Dara Vines; David Tavlin; Elizabeth Marsh; Emilia Ramos; Erica Melbourne; Evelyn Lemus; Gassia Ekizian; Greg Tchakmakjian; Hyun Kyung Lee; Kimber Salvaggio; Lisa Harvey; LyNetta Shonibare; Margaret Faye; Maria Gonzalez; Michele Munde; Randolph Faveau; Sandra Chang Ptasinski; Susan Lam; Yen-Jui-Lin			
Excused/Absent Members	Alyssa Bray; Angelica Fuentes; Carol Eisen; Cathy Williamson; Debi Berzon-Leitelt; Doris Benosa; Jerry Sefiane; Jessica Walters; Karen Lee; Leticia Ximenez; Martin Hernandez; Michelle Rittel; Socorro Gertmenian; 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 July 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>Clinical Quality Improvement OMD Report</p> <p>SA QIC's Reports</p>	<p>No report.</p> <p>SA 1: EQRO preparations were discussed. Ms. Dominguez provided a presentation on QI/QA.</p> <p>SA 2: SA 2 Adult QIC had a QI/QA presentation by Ms. Dominguez, a Collaborative Documentation Pilot update from SFMHC as well as a lengthy discussion on how collaborative documentation improves access. Provided a quick reminder on the purpose of triage and to look at how info from this meeting is being disseminated to the line staff.</p> <p>SA 3: Information from previous Departmental QIC meeting was disseminated.</p> <p>SA 4: Dark in July.</p> <p>SA 5: Requested to Ms. Dominguez to provide a presentation on QI/QA. QI members provided updates.</p> <p>SA 6: Ms. Melbourne introduced herself as the new QIC Chair for SA 6. Dr. Levesque presented on "Developing Treatment Plans."</p>	<p>Next meeting: September 11, 2018.</p> <p>Next meeting: September 20, 2018.</p> <p>Next meeting: August 15, 2018.</p> <p>Next meeting: August 21, 2018</p> <p>Next meeting: September 4, 2018.</p> <p>Next meeting: August 23, 2018.</p>	<p>B. Paradise</p> <p>K. Salvaggio</p> <p>E. Lemus</p> <p>Y. Jui-Lin</p> <p>D. Vines</p> <p>E. Melbourne</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Cultural Competency (CC) Updates Cont.	<p>The CCC members requested the term “Hearing Impaired” be changed. Another recommendation is to remove this term from the policy title and through its content. They also recommended that TTY/TDD not be the only technology source and advocated for the use of video conferencing. In order to move this forward, the CCC will invite the District Chief from ACCESS Center to attend next meeting for the membership to share all recommendations.</p> <p>Additionally, Dr. Chang Ptasinski provided an update on the physical disabilities Underserved Cultural Communities (UsCC) subcommittee. The name of this subcommittee is currently being worked on. Like the other UsCC subcommittees, this group will also receive MHSA funding to implement capacity building projects.</p>		C. Chang Ptasinski
Compliance, Privacy, & Audit Svcs Bureau	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
Patients’ Rights Office Updates (PRO)	No Report.		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
QI Updates	<p>Dr. Shonibare provided the following updates regarding the FY 18-19 EQRO review scheduled for September 24, 2018 through September 27, 2018.</p> <p>Centralized sessions will take place on Day 1 (9/24/18) and Day 4 (9/27/18). The non-clinical PIP session is scheduled for 9/24/18 (Day 1) from 1:00 PM – 2:30 PM. On 9/27/18 (Day 4) the clinical PIP session is scheduled for 9:00 AM – 10:30 AM and the Service Area (SA) QIC Chairs and Co-Chairs session from 10:45 AM – 12:00 PM. QIC members were encouraged to hold their calendars for the SA QIC Chairs/Co-Chairs session and the non-clinical or clinical PIP sessions, as applicable.</p> <p>The on-site EQRO reviews will be conducted in SAs 1 and 4. Two consumer/family member focus groups will be held in each SA. In SA 1, one focus group will be held with Latino Adults (Spanish) and the other with Parent/Caregivers (English). Similarly, in SA 4, one focus group will be held with Parent/Caregivers (Korean) and the other with African American Adults (English). New to the EQRO review agenda this year, SA 1 will be facilitating Prescriber and Alternate Resource Court (ARC) sessions.</p>	QID will email sessions reminders.	L. Shonibare
Handouts:	Policy/Procedure Update August 13, 2018.		
Announcements:			

Respectfully Submitted,

Sandra Chang Ptasinski, Ph.D.