

**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

February 11, 2019

9:00 – 10:30 a.m.

550 S. Vermont Ave., 10th Floor Conference Room

Los Angeles, CA 90020

Sandra Chang Ptasinski, Ph.D., Chair

I.	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II.	9:05 – 9:35	Service Areas (SAs) QIC Reports	QIC Members
III.	9:35 – 9:50	Test Call Script/Instructions	J. Walters
IV.	9:50– 9:55	Compliance, Privacy, and Audit Services Bureau Policy Updates	R. Faveau
V.	9:55 – 10:10	Cultural Competency Updates <ul style="list-style-type: none"> ➤ Review of Language Translation & Interpretation Services Policy 200.03 ➤ Culturally and Linguistically Inclusive Services Policy (draft form) 	S. Chang Ptasinski
VI.	10:10 – 10:20	Quality Improvement Work Plan Goals CY 2019	S. Chang Ptasinski L. Shonibare
VII.	10:20 - 10:30	QID Updates <ul style="list-style-type: none"> ➤ Clinical and non-clinical Performance Improvement Projects (PIPs) updates ➤ Front Office Customer Service Training – revised bulletin ➤ Annual Test Calls Study CY 2019 	L. Shonibare
		Announcements:	

Next Meeting
March 11, 2019

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

Type of Meeting	Departmental Quality Improvement Council	Date:	February 11, 2019	
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.	
Members Present	Angelica Fuentes; Barbara Paradise; Caesar Moreno; Courtney Stephens; Cynthia Hurtado; Daiya Cunnane; Dara Vines; David Tavlin; Debi Berzon-Leitelt; Erica Melbourne; Gassia Ekizian; Gina Haase; Greg Tchakmakjian; Helena Ditko; Hyun Kyung Lee; Jessica Walters; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lisa Thigpen; Lu Ann Sanders; LyNetta Shonibare; Margaret Faye; Mary Camacho-Fuentes; Michele Munde; Michelle Rittel; Randolph Faveau; Sandra Chang Ptasinski; Socorro Gertmenian;			
Excused/Absent Members	Alyssa Bray; Cathy Williamson; Christina Kubojiri; Emilia Ramos; Evelyn Lemus; Jerry Sefiane; Maria Gonzalez; Martin Hernandez; Susan Lam; Wendy Rivas; Yen-Jui-Lin			
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 January minutes were reviewed.	Minutes were reviewed and approved with the request to replace the word "onward" with "forward". Changed as noted.		QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Service Areas (SA) QIC Reports	<p>SA 1: Dr. Cunnane provided information on the EQRO Report which included a discussion around the Performance Improvement Projects (PIP) and the Consumer Perception Survey (CPS) data comparison for Spring and Fall 2017.</p> <p>SA 2: Information from previous Departmental QIC meeting was disseminated. Members discussed the Cultural Competence Organizational Assessment and the CPS data, including Open-Ended comments. Dr. Borkheim presented on QA Knowledge Assessment. Members had a formal discussion with QA team regarding Chart Review feedback from DHCS.</p> <p>SA 3: Dr. Cunnane presented on CPS Survey data results for Fall 2017. Information from the previous Departmental QIC meeting was disseminated. Dr. Borkheim presented on QA Knowledge Assessment.</p> <p>SA 4: No report</p> <p>SA 5: Dr. Shonibare presented on CPS data for SA5, Fall 2017 including the Open-Ended Comments Summary Report dated November 2017. Information from the previous Departmental QIC meeting was disseminated.</p>	<p>Next meeting: April 2, 2019.</p> <p>Next meeting March 2, 2019.</p> <p>February 20, 2019.</p> <p>Next meeting: March 5, 2019.</p>	<p>B. Paradise</p> <p>K. Salvaggio</p> <p>G. Ekizian</p> <p>D. Vines</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Service Areas (SA) QIC Reports Cont.	<p>SA 6: Dr. Cunnane presented on the EQRO Draft Report, CPS data for Fall 2017 and the Open-Ended Comments. Leslie Dishman from Integrated Behavioral Health Partners (IBHP) provided a presentation on the Introduction to Transforming Clinical Practice Initiative (TCPI) and Quality Improvement (QI). Providers were engaged and found the presentation informative as it included helpful information on how to conduct QI activities at provider sites. Ms. Dishman was able to provide Dr. Melbourne with a copy of her presentation which will be shared with the SA6 QIC membership.</p> <p>SA 7: Information from the previous Departmental QIC meeting was disseminated. Dr. Cunnane presented on the SA 7 CPS data and provided information on Service Area-based differences.</p> <p>SA 8: Ms. Munde mentioned that SA QI members had a discussion on how to best address current agency-based QI projects. SA8 QIC members decided that a monthly QI topic discussion would be preferred. Co-Chairs will seek and provide ideas for QI discussion topics. Information from the previous Departmental QIC meeting was disseminated.</p>	<p>Next meeting: February 28, 2019.</p> <p>Next meeting: February 19, 2019.</p> <p>Next meeting: February 20, 2019.</p>	<p>E. Melbourne</p> <p>G. Tchakmakjian</p> <p>M. Munde</p>
Test Call Script/Instructions	<p>Dr. Walters mentioned that an email was sent to all QIC Chairs/Co-Chairs stating that the ACCESS Center has revised the Test Call script after discovering that the current script may generate "fake client" referrals into SRTS. Dr. Walters provided a detailed handout with the track changes to the test call script, which was distributed at the meeting.</p>	<p>If you have any questions, revisions or additions, please send it to Dr. Jessica Walters via email.</p>	<p>J. Walters</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Test Call Script/Instructions Cont.	Dr. Walters instructed the test callers to use a blocked phone number when calling the ACCESS Center. Otherwise, the caller ID will show the test call is being originated from a DMH clinic. She also instructed QIC members not to use the term "Service Area" when calling. Dr. Walters thanked members who provided feedback.	Certified staff who receives bilingual bonus will be responsible to perform translations as needed to conduct the test calls.	J. Walters
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
Cultural Competency (CC) Updates: Review of Language Translation & Interpretation Services Policy & Procedure (P&P) 200.03	Dr. Chang Ptasinski engaged the group in a brief review of the Language Translation and Interpretation Services Policy and Procedure (P&P) for purposes of gathering input for the revision effort currently in progress. The members provided the following feedback: 1) Include a procedure for LE/Contract Providers 2) Add a paragraph to guide on steps to be followed when the language expertise needed is not represented by the staff. All feedback received will be submitted to the Office of Administrative Operations (OAO) for review and approval.	Dr. Chang Ptasinski asked QIC chairs/co-chairs to review the Language Translation & Interpretation Services P&P 200.03 and provide input no later than February 19, to ensure inclusion.	S. Chang Ptasinski
Culturally and Linguistically Inclusive Services P&P (draft form)	Dr. Chang Ptasinski informed the group that the CCU will implement a Cultural Competency P&P for the Department. The proposed title for the Policy is "Culturally and Linguistically Inclusive Services". The draft is currently being reviewed by OAO management and will be brought to the group for feedback.		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>QI Work Plan Goals CY 2018</p> <p>QID Updates Clinical and Non-Clinical PIPs Updates</p>	<p>The evaluation of the QI Work Plan Goals for CY 2018 is well underway. The QID is in the process of exploring system-wide QI Work Plan Goals to include in the QI Work Plan for CY 2019. Historically, the QI Work Plan Goals reflect a combination of on-going State requirements, including but not limited to those related to timeliness and beneficiary satisfaction, as well as the latest LACDMH efforts to improve care for a subsection of consumers (i.e., service delivery capacity projects and clinical care goals). The QIC members were reminded of how the current Prescription Drug Prior Authorization (PA) Requests QI Work Plan Goal stemmed from the Departmental Pharmacy Benefits Management (PBM) efforts. The QICs were encouraged to explore QI monitoring efforts with providers during their SA QIC meetings.</p> <p>Dr. Shonibare thanked everyone for their contributions to the clinical PIP ideas' discussion during the January Departmental QIC meeting. The clinical PIP ideas that were submitted to QI were well-received at the SA Chiefs' meeting. Specials thanks were given to SA 1 and SA 2 Chairs. Ms. Theion Perkins, Mental Health Clinical Program Manager (MHCPM) III for SA 1, has agreed to assist QI with developing a Maternal Mental Health clinical PIP. Ms. La Tina Jackson, MHCPM III for SA 2 and Ms. Jacquelyn Wilcoxon, MHCPM III for SA 5 have agree to assist QI with developing an alternate post-service/compassion calls clinical PIP. According to Ms. Salvaggio, post-service/compassion calls are utilized in SA 2 with volunteers and Wellness Outreach Workers (WOW) are facilitating the calls.</p>		L. Shonibare

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
QID Updates Clinical and Non-Clinical PIPs Updates	<p>PLAN: The QID will draft a concept paper for each of the clinical and non-clinical PIPs ideas. These papers along with a request for a Technical Assistance (TA) call will be submitted to the External Quality Review Organization (EQRO). The EQRO reviewers will provide feedback and approve one clinical PIP and one non-clinical PIP for LACDMH to advance.</p> <p>The QIC members were encouraged to include PIPs as a standing agenda item. During their January QIC meeting, SA 8 explored a plan to reserve five minutes of every QIC meeting for providers to share their agencies' most recent Continuous Quality Improvement (CQI) efforts.</p>	<p>The Peer Workforce and Appointment Reminder Calls will be presented as potential non-clinical PIPs.</p>	<p>L. Shonibare</p>
Front Office Customer Training – revised bulletin	<p>The Front Office Customer Service (FOCS) Training for Legal Entities scheduled for March 18th and April 22nd has been filled and closed. There are Wait Lists for both days if front office staff are interested in waiting for a potential opening. Skype access has been arranged for both training days. If providers are interested in the Skype training, please contact Dr. Daiya Cunnane to request a Skype invite for the preferred training day. This training will be limited to Legal Entity Front Office staff. Additional details to follow.</p>	<p>Please contact Ms. Daiya Cunnane at dcunnane@dmh.lacounty.gov, if there are any questions.</p>	<p>D. Cunnane</p>
Annual Test Calls Study 2019	<p>The Annual Test Calls Study CY 2019 is scheduled for March 2019 through October 2019. March is assigned to SA 5. The Service Area Test Calls Schedule will be forwarded to the SA Chairs and Co-Chairs.</p> <p>PLAN: The SA Chairs/Co-Chairs to inform their QI liaison of their preference regarding the distribution of Test Calls Study Materials to their QIC. The SA QI liaisons are available to present the Test Calls Study Material, upon request.</p>		<p>L. Shonibare</p>

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Handouts:	Policy/Procedure Update February 11, 2019.
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Respectfully Submitted,

Sandra Chang Ptasinski, Ph.D.