

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
ANTELOPE VALLEY – SA1

Quality Improvement Council Meeting

A G E N D A

April 2, 2019

2:00 – 4:00 p.m.

2323-A Palmdale Blvd. Conference Room
Palmdale, CA 93550

Debi Berzon-Leitelt, LCSW, MPA, Chair Barbara Paradise, LMFT, Co-Chair

I.	Introductions and Review of Minutes	QIC Members
III.	Quality Assurance	Marc Borkheim
III.	Improvement Division - Consumer Perception Surveys	Lynetta Shonibare
IV.	Test Calls – Hand outs	D. Berzon-Leitelt B. Paradise
V.	Quality Assurance updates	D. Berzon-Leitelt B. Paradise
VI.	DMH Program Support Bureau Quality Assurance Division	P. Ramos
VII.	Medi-Cal Certification Section	Iling Wang, MHC-RN
VIII.	Announcements	

Next Meeting:

June 4, 2019

2:00 – 4:00 p.m.

2323-A Palmdale Blvd., Palmdale, CA 93550

Cultural Competency – CCC meets 2nd Wed. every month 1:30pm-3:30pm
DMH Headquarters, 550 South Vermont Avenue, Los Angeles, CA 90020

Please keep the SA-1 Liaison updated with changes to you agency's QIC Liaison or Change of Provider contact(s).

DMH Internet <http://dmh.lacounty.gov>
DMH Program Support Bureau <http://psbqi.dmh.lacounty.gov/>

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

Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	April 2, 2019	
Place	Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550	Start Time:	2:00 PM	
Chairperson SA-1 Liaison	Debra Berzon-Leitelt, LCSW, MPA	End Time:	4:00PM	
Co-Chair SA-1 Liaison	Barbara Paradise, LMFT			
Members Present	Levana Adato, Amber Anderson, Catrina Avila, Mary Camacho-Fuentes, Jennifer Evans, Paul Ha, Barbara Paradise, Hanika Schaare Foster, Cedric Smoots, Valencia Dunn, Marc Borkheim, Cynthia Harbour, Yvette Perez, Patricia Lopez, Debi Berzon-Leitelt, Lynetta Shonibare, Michelle Archambeault			
Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible & Due Date
Call to Order & Introductions	Meeting was called to order at 2PM. Introductions were made.	N/A		Debra Berzon-Leitelt, Barbara Paradise
Review of Minutes	The February minutes were reviewed.	Lavana Adato moved to adopt the December minutes and Mary Camacho-Fuentes seconded them.		Debra Berzon-Leitelt, Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
Consumer satisfaction survey data	Dr. Shonibare presented on the training for the Consumer Satisfaction survey to be implemented the 3 rd week of May.	Members discussed the information.	Dr. Lynetta Shonibare
Cultural Competency	Debra Berzon-Leitelt handed out the Language Translation and Interpretation Services Policy	Members reviewed the handout.	Debra Berzon-Leitelt, Barbara Paradise
Patient's Rights Office	No report	NA	Debra Berzon-Leitelt, Barbara Paradise
Policy Updates- Office of Compliance	Policy updates were distributed.	N/A	Debra Berzon-Leitelt, Barbara Paradise
Clinical Quality Improvement	<p>Debra Berzon-Leitelt handed out the ACCESS Center test call training materials.</p> <p>There was a presentation on the Countywide Maternal Mental Health Clinical PIP provide by Michelle Archambeault.</p> <p>Michelle Archambeault also presented on the Non-clinical PIP regarding development of the Peer workforce.</p>	Membership reviewed the information.	Debra Berzon-Leitelt, Barbara Paradise, Michelle Archambeault

Quality Assurance			
Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Recent/Upcoming Audits & Reviews	None reported.	N/A	Debra Berzon-Leitelt, Barbara Paradise
MediCal Certification Section	No report	N/A	Debra Berzon-Leitelt, Barbara Paradise
Training and Operations	Schedule of upcoming documentation trainings were distributed.	Members reviewed the training information.	Debra Berzon-Leitelt, Barbara Paradise
Policy & Technical Development	There was a discussion regarding how members utilize assessment addendums. Additionally, there was a discussion of report by Countywide QA that the State will disallow Substance Abuse Disorder treatment billing. There was a discussion that during a recent review, med consents were missing and QA department encouraged providers to address those needs.	Members discussed how they address these situations.	Debra Berzon-Leitelt, Barbara Paradise
QA Presentation: QA Quiz's	Mac Borkheim presented information that the QA department will be implementing the use of a QA Quiz to improve the QA knowledge base of LE providers. The Quiz is expected to roll out in July 2019. Each quarter, there will be a new quiz, evaluation, and feedback cycle.	Members clarified and discussed the proposed Quiz's and explored their possible utility.	Marc Borkheim
Next Meeting	June 4, 2019 Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800	N/A	N/A

Respectfully Submitted, Barbara Paradise, LMFT