

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

Quality Improvement Council Meeting

A G E N D A

February 5, 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 Improvement	D. Berzon-Leitelt B. Paradise
III.	DMH Program Support Bureau Quality Improvement Division – Non-Clinical PIP	Daiya Cunnane, PsyD
IV.	Patient's Rights	D. Berzon-Leitelt B. Paradise
V.	Quality Assurance	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.	DMH Program Support Bureau Cultural Competency Unit	D. Berzon-Leitelt B. Paradise
IX.	Announcements	

Next Meeting:

April 2, 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	February 5, 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, Monica Reyes, Cynthia Harbour, Linda Leizerowitz, Yvette Perez, Patricia Lopez, Daiya Cunnane, Debi Berzon-Leitelt, Barbara Paradise			
Agenda Item & Presenter	Discussion and 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 December minutes were reviewed.	Lavana Adato moved to adopt the December minutes and Catrina Avila seconded them.		Debra Berzon-Leitelt Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
Consumer Perception Survey (CPS) Data	Dr. Cunnane also reviewed trends identified from the Consumer Satisfaction survey data. Some of the factors discussed included concerns related to turn over, wait times, and not enough services.	Members discussed the information.	Daiya Cunnane, PsyD
OMD	No report	N/A	Debra Berzon-Leitelt Barbara Paradise
Cultural Competency	Debra Berzon-Leitelt reviewed the flier for Cultural Competence Committee.	Members reviewed the handout.	Debra Berzon-Leitelt Barbara Paradise
Patient's Rights Office (PRO)	Debra reported that she has been inquiring about the new posters for Patient's Rights but reported that they are not available yet per Patient's Rights Office.	Members acknowledged the information.	Debra Berzon-Leitelt Barbara Paradise
Policy Updates-Office of Compliance	Policy updates were distributed.	N/A	Debra Berzon-Leitelt Barbara Paradise
Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
Clinical Quality Improvement	Debra Berzon-Leitelt, Barbara Paradise discussed possible ideas with the membership to consider for upcoming PIPs for the service area. Dr. Cunnane presented on EQRO feedback report and how to frame that information into possible PIPs for the service area. There was a discussion about the warm line to assist folks struggling with SI but are not imminently in crisis.	Membership reviewed the information.	Debra Berzon-Leitelt, Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
	<p>Additionally, there was a discussion regarding the Customer Service Workshop that is a part of the Countywide PIP to improve customer relations between administrative staff and consumers. There will be a pre-test and post-test to explore the result of training on improved relations between front office staff and consumers.</p>		<p>Debra Berzon-Leitelt, Barbara Paradise</p>
Quality Assurance			
Recent/Upcoming Audits & Reviews	None reported.	N/A	Debra Berzon-Leitelt, Barbara Paradise
MediCal Certification Section	Debra presented the new contact information for how to get fire clearance for certification now that the previous fire captain has left.	Membership discussed the implications.	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 about how to incorporate documentation questions into the QA portion of the meeting to further generate discussion to improve quality care and documentation.	Members discussed implications and reported they were willing to bring topics to discuss.	Debra Berzon-Leitelt, Barbara Paradise
Next Meeting	<p>April 2, 2019 Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800</p>	N/A	N/A

Respectfully Submitted, Barbara Paradise, LMFT