

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

Quality Improvement Council Meeting

A G E N D A

June 4, 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
	Promotores	Ilidia Olmos, LCSW
III.	Quality Improvement - Consumer Perception Surveys	D. Berzon-Leitelt B. Paradise
III.	CP Surveys; Test Calls - Quality Improvement Division	Daiya Cunnane, PsyD
IV.	Test Calls – Hand outs	D. Berzon-Leitelt B. Paradise
V.	Quality Assurance updates – CANS; PSC 35	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

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

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

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

Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	June 4, 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, Catrina Avila, Paul Ha, Barbara Paradise, Cynthia Harbour, Yvette Perez, Debi Berzon-Leitelt, Daiya Cunnane, Elidia Olmos, Nicole Brooks, Crystal Isom, Brittany White, Eveline Panossian Saki, Monica Reyes		
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	April minutes were reviewed	Paul Ha moved to adopt the April 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	Dr. Cunnane reported on feedback from the previous consumer perception surveys from May. She reported on an increase in submissions, pointing out the Service Area 1 success of doubling submissions.	Members discussed the information and reflected on their own successes at increasing feedback with the surveys.	Daiya Cunnane
Cultural Competency	No report	NA	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>Elidia Olmos presented on the Promotores outreach program designed to engage the Latino community through psychoeducational classes in order to broaden access to care.</p> <p>Debra Berzon-Leitelt presented information to prepare for the Test Call Survey coming up in October for Service Area 1. Debra Berzon-Leitelt clarified about a question on the survey regarding how helpful the agent was. She also discussed how the surveys could be implemented effectively.</p>	<p>Membership reviewed the information.</p> <p>Members discussed implications of how to participate.</p>	Debra Berzon-Leitelt, Barbara Paradise, Elidia Olmos

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	Iling Wang
Training and Operations	Schedule of upcoming documentation trainings were distributed.	Members reviewed the training information.	Debra Berzon-Leitelt, Barbara Paradise
Policy & Technical Development	Barbara Paradise and Debra Berzon-Leitelt led a discussion of the implementation of the CANS and the PSC 35 per county policy. Debra Berzon-Leitelt reminded members to be sure to enter data into the NACT as it is a living document that should be regularly updated.	Members discussed the OMA and challenges to prepare for implementation.	Debra Berzon-Leitelt, Barbara Paradise
Next Meeting	August 6, 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