

**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

July 8, 2019

9:00 – 10:30 a.m.

550 S. Vermont Ave., 10<sup>th</sup> 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 – 9:20	Clinical Risk Management ➤ Inactive Accounts in Safety Intelligence	D. Benosa L. Ngo
III.	9:20 – 9:35	Compliance, Privacy, and Audit Services Bureau Policy Updates	R. Faveau
IV.	9:35 – 9:55	Cultural Competency Updates ➤ 2019 Cultural Competence Plan ➤ Language Interpretation Request for Meetings and Conferences ➤ Cultural Competency Webpage	S. Chang Ptasinski
V	9:55 – 10:15	QID Updates ➤ Annual Test Calls Study Updates ➤ Spring 2018 Open Ended Comments Summary Report ➤ QI Evaluation Report Summary for CY 2018	J. Regan D. Cunnane  L. Shonibare
VI	10:15 – 10:30	Announcements:	

Next Meeting

August 12, 2019

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

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date:</b>	<b>July 8, 2019</b>	
<b>Place</b>	<b>550 S. Vermont Ave., 10<sup>th</sup> Floor Conf. Rm.</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>	
<b>Chair</b>	<b>Sandra Chang, Ph.D.</b>	<b>End Time:</b>	<b>10:30 a.m.</b>	
<b>Members Present</b>	Angelica Fuentes; Anthony V Allen; Caesar Moreno; Christina Kubojiri; Courtney Stephens; Daiya Cunnane; Dara Vines; David Tavlin; Debi Berzon-Leitelt; Debbie Innes-Gomberg; Doris Benosa; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Jennifer Regan; Kalene Gilbert; Kimber Salvaggio; Kisha Thompson; Lisa Harvey; Ly Ngo; LyNetta Shonibare; Mary Camacho Fuentes; Michele Munde; Michelle Rittel; Randolph Faveau; Rosa Diaz; Rosalba Trias-Ruiz; Sandra Chang; Socorro Gertmenian and Victoria Lee			
<b>Excused/Absent Members</b>	Alyssa Bray; Barbara Paradise; Cathy Williamson; Emilia Ramos; Erica Melbourne; Hyun Kyung Lee; Jessica Walters; Leticia Ximenez; Margaret Faye; Maria Gonzalez; Martin Hernandez; and Susan Lam			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>		<b>Person Responsible</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.		S. Chang
<b>Review of Minutes</b>	The June minutes were reviewed.	Minutes were reviewed and approved as noted.		QIC Membership

<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Clinical Risk Management Inactive Accounts in Safety Intelligence</b>	<p>Ms. Benosa and Ms. Ngo provided an update on Safety Intelligence (SI); they stated that Clinical Risk Management (CLRM) has recently been receiving notifications from some Contract Providers reporting that they are <u>not</u> able to access the system in spite of having had full access in the past. Upon contacting the DMH CIOB Helpdesk, said providers were informed that their account was now in an “inactive” status in the system.</p> <p>If the SI account is “inactive”, the provider must contact the DMH CIOB Helpdesk at (213) 351-1335 to obtain a Heat Ticket requesting their account to be reactivated. The process of reactivating an SI account may take anywhere from 24 to 72 hours on an average, depending on the case.</p> <p>“Ms. Benosa explained that CIOB has set-up the 90-day window for security reasons, especially for outside users trying to access DMH applications. She suggested that SI users mark a set date each month on their calendar to remind them to log-in and log-out of SI.”</p>	<p>Please instruct your QIC members to log-in and log-out of their SI accounts every 90 days, at a minimum. If the SI system does not detect any activity on the account, such as a simple log-in and out, the system puts the account in an inactive status.</p>	<p>D. Benosa L. Ngo</p>
<b>Patients’ Rights Office Updates (PRO)</b>	<p>QIC members requested participation from PRO to be present at the Departmental QIC meeting. Members have questions regarding the Change of Provider Logs report not being accurate.</p>	<p>Dr. Chang stated that PRO is committed to join the QIC meeting to present once the report is finalized.</p> <p>Dr. Innes-Gomberg will follow-up with PRO as well.</p>	<p>S. Chang  D. Innes-Gomberg</p>





Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p><b>QID Updates Cont.</b></p>	<p>The themes were reviewed by the Quality Improvement Division (QID). The May 2018 CPS OEC Summary Report includes the positive and negative themes and recommendations for each of the eight Service Areas (SAs) and Countywide. The number of surveys reviewed for OEC in the May 2018 CPS period totaled 5,409. The SA totals are as follows: SA 1 was 421, SA 2 was 1,927, SA 3 was 485, SA 4 was 786, SA 5 was 554, SA 6 was 0, SA 7 was 351, and SA 8 was 884.</p> <p>Dr. Cunnane provided detailed information on the OEC received. She shared the positive and negative themes for all eight SAs.</p> <p>QIC members had a discussion regarding survey data not being shared by some of the providers.</p> <ul style="list-style-type: none"> <li>• Some QIC members suggested that field base should be take into consideration for the survey period.</li> <li>• Another member suggested that this possibly be a good SA pilot project.</li> <li>•</li> <li>• Dr. Innes-Gomberg liked the idea of the online portal. She also stated that QID staff would work on how to address the field base issue.</li> </ul>	<p>Dr. Shonibare suggested eliminating the questions and possible doing a short survey.</p> <p>Ms. Rittel recommended doing outpatient in house one period, and field base the second period.</p> <p>Dr. Innes-Gomberg will contact CIOB regarding the online portal. She also recommended working with parks and libraries as this is a centralized convenient place for consumers to complete the surveys.</p>	<p>D. Cunnane</p> <p>L. Shonibare</p> <p>M. Rittel</p> <p>D. Innes-Gomberg</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p><b>QID Updates Cont.</b></p>	<p><b>QI Evaluation Report Summary for CY 2018</b>            Dr. Shonibare provided a summary of the QI Work Plan Evaluation report. The QI Work Plan Evaluation report details the progress DMH has made with respect to the CY 2018 annual QI Work Plan goals. For CY 2018, 13 out of 19 of the QI Work Plan goals were met, three were partially met, two were not met, and one goal was not rated. In addition to the analysis of unmet needs via penetration rates, trending analysis of data for the last three years was used to further understand and assess the Department's progress towards addressing the mental health service needs of the population. Service Delivery Capacity Work Plan goals are developed and evaluated based on the population living at or below 138% Federal Poverty Level. The following penetration rates' trends by race/ethnicity was discussed:</p> <ul style="list-style-type: none"> <li>• The penetration rates for the African American group decreased from 129% in FY 15-16 to 78.7% in FY 17-18.</li> <li>• The penetration rates for the Asian Pacific Islander group increased from 35.6% in FY 15-16 to 52.0% in FY 17-18.</li> <li>• The penetration rates for the Latino group decreased from 53.2% FY 15-16 to 50.0% in FY 17-18. The members discussed social contributors that may have affected the Latino group's comfort with seeking DMH services.</li> <li>• The penetration rates for the White group increased from 31.9% in FY 15-16 to 157.3% in FY 17-18.</li> </ul> <p>The African American and Latino groups were among the most underserved. Service delivery capacity goals were developed for these groups. The group acknowledged the lack of involvement from QIC membership and providers in the development of the Work Plan as an opportunity for improvement.</p>	<p>The QIC membership will discuss further developments to the QI Work Plan including broader contributions. The QI Work Plan Goals for CY 2019 will be reviewed on a later date.</p>	<p>L. Shonibare</p>

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<b>Handouts:</b>	Policy/Procedure Update July 8, 2019		

Respectfully Submitted,

Sandra Chang, Ph.D.