

**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

May 13, 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 – 9:15	Patients' Rights Office Updates	M. Hernandez
III.	9:15 – 9:25	Compliance, Privacy, and Audit Services Bureau Policy Updates	R. Faveau
IV.	9:25 – 9:55	Cultural Competency Updates <ul style="list-style-type: none"> ➤ Multicultural MH Conference: Health Integration through a "Who-Listic" Approach ➤ Call for Volunteers ➤ Culturally and Linguistically Inclusive Services P&P 200.09 	S. Chang Ptasinski
V	9:55 – 10:20	QID Updates <ul style="list-style-type: none"> ➤ Annual Test Calls Study Updates ➤ Customer Service Training on June 17th ➤ Consumer Perception Survey Training FAQs ➤ New QI Website ➤ QI Sharepoint 	L. Shonibare
VI.	10:20 - 10:30	Announcements:	

Next Meeting

June 10, 2019

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

Type of Meeting	Departmental Quality Improvement Council	Date:	May 13, 2019	
Place	550 S. Vermont Ave., 10th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Sandra Chang Ptasinski, Ph.D.	End Time:	9:40 a.m.	
Members Present	Angelica Fuentes; Anthony V Allen; Barbara Paradise; Christina Kubojiri; Courtney Stephens; Daiya Cunnane; Dara Vines; Debi Berzon-Leitelt; Emilia Ramos; Erica Melbourne; Greg Tchakmakjian; Helena Ditko; Hyun Kyung Lee; Jennifer Regan; Jessica Walters; Lisa Harvey; LyNetta Shonibare; Maria Gonzalez; Margaret Faye; Michelle Rittel; Misty Aranoff; Randolph Faveau; Rosa Diaz; Sandra Chang Ptasinski; Socorro Gertmenian			
Excused/Absent Members	Alyssa Bray; Caesar Moreno; Cathy Williamson; David Tavlin; Gassia Ekizian; Kimber Salvaggio; Leticia Ximenez; Martin Hernandez; Michele Munde; Susan Lam;			
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 April minutes were reviewed.	Minutes were reviewed and approved as noted.		QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>Patient Rights Office (PRO) Updates</p> <p>Compliance, Privacy, & Audit Svcs Bureau</p> <p>Cultural Competency (CC) Updates:</p>	<p>Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.</p> <p>Multicultural MH Conference: Health Integration through a “WHO-LISTIC” Approach Dr. Chang Ptasiński announced that the registration for the Multicultural Mental Health Conference: Health Integration through a “WHO –LISTIC” Approach is open and is posted online. Conference will be on June 18, 2019 at the Los Angeles Convention Center. The focus of the conference is Health Integration. There will be three keynote speakers and nine workshops. A total of 6 CEUs will be offered. The conference is open to other County Departments.</p> <p>Call for Volunteers Dr. Chang Ptasiński announced that there are opportunities to volunteer at the conference.</p> <p>Culturally and Linguistically Inclusive Services P&P 200.09 The Compliance Division is currently reviewing this new Policy and Procedure. Updates to follow.</p>	<p>Dr. Chang Ptasiński will forward the report via email to the SA QIC Chairs as soon it becomes available.</p> <p>Dr. Chang Ptasiński encouraged all QIC members to register for the conference.</p> <p>If you are interested in participating as a volunteer, please contact Dr. Sandra Chang Ptasiński or Maria Gonzalez via email.</p>	<p>S. Chang Ptasiński</p> <p>R. Faveau</p> <p>S. Chang Ptasiński</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>QID Updates</p>	<p>Annual Test Calls Study Updates Dr. Regan provided an update on the Test Calls Study. Some of the common errors found include:</p> <ul style="list-style-type: none"> • Not giving a full name (first name and last name) to the ACCESS agent • Not asking the ACCESS agent's name and recording it • Indicating that no information was received even when the question regarding receiving information to file a grievance was checked. Dr. Shonibare added that the last question regarding satisfaction should be "yes" or "no" and should not be marked with both answers. The members provided feedback stating that this question is difficult to answer because it combines knowledge and helpfulness. They suggested switching to a Likert scale or separating the questions. They also requested more materials to help test callers prepare for calls (e.g. example names to give, locations to call from) and were open to having a short webinar training for callers next year <p>Front Office Customer Service Training for Legal Entities Dr. Cunnane notified the membership that there will be an additional Front Office Customer Service Training for Legal Entities offered on Monday, June 17, 2019. The previous video-recorded trainings held in March and April did not yield a satisfactory video for online posting. This training will be video-recorded with a different camera equipment. Space to attend the training is limited to 12 attendees. There will be no Skype access.</p>	<p>An email with full details will follow.</p>	<p>J. Regan</p> <p>D. Cunnane</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>QID Updates Cont.</p>	<p>Consumer Perception Survey Training FAQs The CPS supplementary forms have been posted to the PSBQI website. Several Frequently Asked Questions (FAQs) have circulated:</p> <ol style="list-style-type: none"> 1) Foster parents and adult siblings are able to complete the Youth Services Survey – Family (YSS-F). 2) Consumers undergoing the Intake process should not be given surveys. In order to receive a survey, consumers should have completed the Intake and one additional service. 3) Dr. Shonibare stated that the Chief Office Information Bureau (CIOB) indicated there have been errors in the County Reporting Unit code on the last page of the surveys. Providers have been using the example numbers (SA012345) to complete the code; however, the code should contain the Provider’s specific SA number and Provider Number where the CPS survey was administered. <p>New QI Website The new Quality Improvement Division website has launched. The url address is as follows: https://dmh.lacounty.gov/qid/. The Spring 2019 Consumer Perception Survey documents will remain accessible via the former Program Support Bureau (PSB; http://psbqi.dmh.lacounty.gov/QI.htm) website. Moving forward, public facing documents will be posted exclusively to the new website.</p>	<p>The CPS Spring 2019 is underway this week. Please contact Daiya Cunnane, PsyD, dcunnane@dmh.lacounty.gov for assistance. Thank you to all the QIC Chairs and Co-Chairs for organizing the CPS trainings.</p>	<p>D. Cunnane</p> <p>L. Shonibare</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
QID Updates Cont.	QI SharePoint The QI SharePoint site will facilitate the exchange of SA QIC meeting agendas and minutes. SA Liaisons were encouraged to upload their QIC meetings' documents, at the earliest. Dr. Regan will coordinate the service catalog requests required to post their documents online. The QI team will be updating the SharePoint site to include clearly marked libraries and folders.		L. Shonibare
Handouts:	Policy/Procedure Update May 13, 2019		

Respectfully Submitted,

Sandra Chang Ptasinski, Ph.D.