LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH OFFICE OF ADMINSTRATIVE OPERATIONS – QUALITY IMPROVEMENT DIVISION

Departmental Quality Improvement Council Meeting

<u>A G E N D A</u>
April 8, 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

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I.	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II.	9:05 – 9:40	Service Areas (SAs) QIC Reports	QIC Members
III.	9:40 – 9:50	Patients' Rights Office Updates	M. Hernandez
IV.	9:50 – 10:00	Compliance, Privacy, and Audit Services Bureau Policy Updates	R. Faveau
V	10:00 – 10:10	Cultural Competency Updates Procedure for Language Interpretation Services Update Revision Policy 200.03 P & P 100.04 Reporting of Completed CC Training by Staff	S. Chang Ptasinski
VI.	10:10 – 10:25	CPS Administration in Service Area 2	K. Salvaggio M. Rittel
	10:25 - 10:30	QID Updates Consumer Perception Survey Collection – Spring 2019 Peer Workforce – Non-Clinical Performance Improvement Project (PIP) Request	D. Cunnane
		Announcements:	

Next Meeting May 13, 2019

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

Type of Meeting	Departmental Quality Improvement Council	Date:	April 8, 2019	
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Sandra Chang Ptasinski, Ph.D.	End Time:	10:30 a.m.	
Members Present	Ann Lee; Angelica Fuentes; Barbara Paradise; Caesar Moreno; Christina Kubojiri; Courtney Stephens; Daiya Cunnane; Dara Vines; David Tavlin; Debi Berzon-Leitelt; Erica Melbourne; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Hyun Kyung Lee; Jessica Walters; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lisa Thigpen; LyNetta Shonibare; Maria Gonzalez; Margaret Faye; Martin Hernandez; Mary Camacho-Fuentes; Michelle Rittel; Randolph Faveau; Rosa Diaz; Sandra Chang Ptasinski; Socorro Gertmenian;			
Excused/Absent Members	Alyssa Bray; Cathy Williamson; Emilia Ramos; Evelyn Lemus; Jerry Sefiane; Michele Munde; Susan Lam; Wendy Rivas; Yen-Jui-Lin;			
Agenda Item & Presenter	Discussion and Findi	ngs	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:0	00 a.m.	QIC members attended this meeting.	Dr. Chang Ptasinski
Review of Minutes	The March minutes were reviewed.		Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Service Areas (SA) QIC Reports	SA 1: Consumer Perception Survey was discussed. QI members discussed the differences between QI/QA. Test calls were discussed as well. At the next meeting SA 1 will have a training on presumptive transfer.	Next meeting: June 4, 2019.	D. Berzon-Leitelt B. Paradise
	SA 2: Related information from this meeting was disseminated. Information on Safety Intelligence was shared with SA QI members by a representative from one of SA 2's Legal Entities. The information was well received and very helpful. All members were encouraged to take advantage of the Department's offer to provide inservice to their respective staff. Tarzana Treatment Center will be presenting in May on "Utilizing Medicated Assisting Treatment in Outpatient Settings".	Next meeting: May 16, 2019.	K. Salvaggio
	SA 3: Dr. Cunnane shared ideas on Quality Improvement Projects. D'Veal Family and Youth Services presented on their QI process which fostered a bigger discussion on the differences between QI/QA.	Next meeting: April 17, 2019.	C. Hurtado
	SA 4: Meeting was cancelled.	Next meeting: April 16, 2019.	C. Kubojiri
	SA 5: Information from this meeting was disseminated. QI Members discussed the Non-Clinical and Clinical PIPs. Dr. Shonibare presented the Test Calls Guidelines and Instructions. Test Calls were completed.	Next meeting: May 7, 2019.	D. Vines
	SA 6: Dr. Cunnane presented on the Test Calls Guidelines and Instructions. QI members are interested in the Safety Intelligence presentation.	Next meeting: April 26, 2019.	S. Gertmenian

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Service Areas (SA) QIC Reports	SA 7: QI members discussed and disseminated information about QI/QA topics. Dr. Cunnane presented the Test Calls Guidelines and Instructions and also discussed the Consumer Perception Survey. Test Calls are scheduled to be performed in May.	Next meeting: April 16, 2019.	G. Tchakmakjian
	SA 8: Information from the previous QI meeting was disseminated. Dr. Shonibare presented the Guidelines and Instructions for the Test Calls. QI members discussed Translations services and how translations are performed during the ACCESS Center calls.	Next meeting: April 17, 2019.	C. Stephens
Patient Rights Office (PRO) Updates	Mr. Hernandez provided an update on the new grievance and appeals reporting system. He stated that the new system will be available to beneficiaries and providers to file complaints on behalf of consumers. Complaints can be filed through PRO or the DMH website. PRO will continue to receive hard copies. Consumers can file their own complaints and it will be available every time they want to access their EHR. Mr. Hernandez will work with PIO in regards to the automated translation forms. Administrative staff will be able to create and track their own reports after all complaints have been submitted. Mr. Hernandez stated that the Change of Provider (COP) is a success. The Directly Operated (DO) reports will go to Ms. Carlotta Childs Seagle and Ms. Lisa Wong on a monthly basis for them to follow up. For Contract Providers, Mr. Hernandez will provide the QID the reports by Service Area for dissemination to the SA QICs. The roll-out for Contract Providers will be in a couple of weeks.		M. Hernandez

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Patient Rights Office (PRO) Updates cont.	Ms. Childs Seagle and Ms. Wong will be contacting the management from Contract Providers to select three liaisons from each agency. Once staff is being selected, a mass email will be sent inviting them to participate in two trainings. The trainings will focus on how to log in and how to submit reports.	Reports are due the 10 th of every month.	M. Hernandez
Compliance, Privacy, & Audit Svcs Bureau	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
Cultural Competency (CC) Updates:	Policy and Procedures (P&P) related to Cultural Competency Dr. Chang Ptasinski provided an update on the Language Translation and Interpreter Services P&P, stating that the feedback received from the QIC and CCC members was shared with the Service Area Chiefs. The revised version of the P&P will not include the suggestion to have the SA Chiefs involved in the finding alternate providers for interpreter services. Additionally, the procedures for DO, Legal Entities/Contract Providers have separate sections. Update on Revisions to P&P 200.03 Dr. Chang Ptasinski provided an update on the Language Interpreter Services for the Deaf and Hard of Hearing Community. She stated that Access Center management met with Policy Review Committee to discuss edits. This policy continues undergoing review.		S. Chang Ptasinski

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Cultural Competency (CC) Updates Cont.	Update on P&P 100.04 Dr. Chang Ptasinski distributed the Recovery Model P&P. She briefly reviewed the content with the QIC members. Dr. Chang Ptasinski asked the QIC members to review, and to send her any input/feedback. Dr. Chang Ptasinski will also gather CCC input and recommendations. Ms. Ditko added that the policy should be updated because this is outdated.		S. Chang Ptasinski
	Reporting of Completed CC Training by Staff A friendly reminder to keep-mind the on-going Cultural Competence Plan and Final Rule requirements the mandated regarding completion and reporting of Cultural Competence Trainings.		
CPS Administration in Service Area 2	Ms. Salvaggio presented on the additional Consumer Perception Survey Instructions used in SA 2. Ms. Salvaggio provided a reference guide created with the providers in SA 2 for Administration and daily reporting of the survey process to SA 2 Administration. The daily reporting allows for quick troubleshooting. SA 2 Administration reminds staff/volunteers included in the administration process that the survey process is about getting the clients voice and also provides the tables from the CPS Reports to the staff that administer so the staff are aware of how their efforts contribute to the consistent excellent response rates and uses the consumer feedback data to report on and improve services.		K. Salvaggio M. Rittel

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Agenda Item &	Discussion & Findings	Decisions, Recommendations,	Person
Presenter		Actions, & Scheduled Tasks	Responsible
Consumer Perception Survey Collection – Spring 2019		An email was sent to QIC members with all information on the Consumer Perception Survey collection – Spring 2019.	D. Cunnane
Peer Workforce – Non Clinical Performance Improvement Project (PIP) Request			
Handouts:	Policy/Procedure Update April 8, 2019.	•	,

Respectfully Submitted,

Sandra Chang Ptasinski, Ph.D.