

**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

April 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 – 9:40	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 <ul style="list-style-type: none"> <li>➤ Procedure for Language Interpretation Services</li> <li>➤ Update Revision Policy 200.03</li> <li>➤ P &amp; P 100.04</li> <li>➤ Reporting of Completed CC Training by Staff</li> </ul>	S. Chang Ptasinski
VI.	10:10 – 10:25	CPS Administration in Service Area 2	K. Salvaggio M. Rittel
	10:25 - 10:30	QID Updates <ul style="list-style-type: none"> <li>➤ Consumer Perception Survey Collection – Spring 2019</li> <li>➤ Peer Workforce – Non-Clinical Performance Improvement Project (PIP) Request</li> </ul>	D. Cunnane
		Announcements:	

Next Meeting

May 13, 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>April 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 Ptasinski, Ph.D.</b>	<b>End Time:</b>	<b>10:30 a.m.</b>	
<b>Members Present</b>	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;			
<b>Excused/Absent Members</b>	Alyssa Bray; Cathy Williamson; Emilia Ramos; Evelyn Lemus; Jerry Sefiane; Michele Munde; Susan Lam; Wendy Rivas; Yen-Jui-Lin;			
<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.	Dr. Chang Ptasinski
<b>Review of Minutes</b>	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
<p><b>Service Areas (SA) QIC Reports</b></p>	<p><b>SA 1:</b> 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.</p> <p><b>SA 2:</b> 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 in-service to their respective staff. Tarzana Treatment Center will be presenting in May on "Utilizing Medicated Assisting Treatment in Outpatient Settings".</p> <p><b>SA 3:</b> 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.</p> <p><b>SA 4:</b> Meeting was cancelled.</p> <p><b>SA 5:</b> 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.</p> <p><b>SA 6:</b> Dr. Cunnane presented on the Test Calls Guidelines and Instructions. QI members are interested in the Safety Intelligence presentation.</p>	<p>Next meeting: June 4, 2019.</p> <p>Next meeting: May 16, 2019.</p> <p>Next meeting: April 17, 2019.</p> <p>Next meeting: April 16, 2019.</p> <p>Next meeting: May 7, 2019.</p> <p>Next meeting: April 26, 2019.</p>	<p>D. Berzon-Leitelt B. Paradise</p> <p>K. Salvaggio</p> <p>C. Hurtado</p> <p>C. Kubojiri</p> <p>D. Vines</p> <p>S. Gertmenian</p>



<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>Patient Rights Office (PRO) Updates cont.</b>	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 <sup>th</sup> of every month.	M. Hernandez
<b>Compliance, Privacy, &amp; Audit Svcs Bureau</b>	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
<b>Cultural Competency (CC) Updates:</b>	<p><b>Policy and Procedures (P&amp;P) related to Cultural Competency</b></p> <p>Dr. Chang Ptasinski provided an update on the Language Translation and Interpreter Services P&amp;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&amp;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.</p> <p><b>Update on Revisions to P&amp;P 200.03</b></p> <p>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.</p>		S. Chang Ptasinski



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

Respectfully Submitted,

Sandra Chang Ptasinski, Ph.D.