

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

SA 8 QUALITY IMPROVEMENT COMMITTEE (QIC)
MEETING AGENDA

July 17, 2019

2:00 – 4:00 p.m.

DMH SA 8 Administration
2600 Redondo Ave – 6th Floor
Long Beach, CA 90806

Co-chairs: Emily Ramos (LBMH), Michele Munde (Star View), Courtney Stephens (MHALA)
SA 8 QI/QA Liaison: Ann Lee

QUALITY IMPROVEMENT (QI) MEETING 2:00-3:00 p.m.	
1.	Welcome/Introductions/Announcement QI Website – https://dmh.lacounty.gov/qid/
2.	Clinical Risk Management ➤ Inactive Accounts in Safety Intelligence
3.	Compliance, Privacy, & Audit Services Bureau – Policy Updates*
4.	Cultural Competency Updates <ul style="list-style-type: none">• 2019 Cultural Competence Plan• Language Interpretation Request for Meetings and Conferences• Cultural Competency Webpage
5.	QID Updates <ul style="list-style-type: none">➤ Annual Test Calls Study Updates➤ Spring 2018 Open Ended Comments Summary Report➤ QI Evaluation Report Summary for CY 2018➤ EQRO Site Review - week of 9/23. Will be reviewing SA 6 & 8. Consumer/Family Member focus groups for SA 8 will be held either on 9/24 or 9/25:<ul style="list-style-type: none">• A culturally diverse group of adult beneficiaries who are mostly new beneficiaries who have initiated/utilized services within the past 12 months.• A culturally diverse group of parents/caregivers of child/youth beneficiaries who are mostly new beneficiaries who have initiated/utilized services within the past 12 months• Will look for contract provider site(s) to hold focus groups
6.	Service Area 8 Consumer Perception Surveys (CPS) Reports <i>Presented by: Jennifer Regan, Ph.D., DMH Office of Administrative Operations, Quality Improvement Division</i>
7.	Announcements – <i>No meeting in August. Have a fantastic summer!</i>

*handouts

No meeting in August

Next SA 8 QI Committee Meeting Info:

September 18, 2019 - 2:00-3:00 p.m.

DMH SA 8 Administration, 2600 Redondo Ave, 6th floor, Long Beach, CA 90806

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SA 8 QUALITY IMPROVEMENT COMMITTEE MEETING MINUTES**

Type of Meeting	Service Area 8 Quality Improvement Committee (QIC)				Date July 17, 2019
Location	DMH SA 8, 2600 Redondo Ave, 6 th Fl, Long Beach, CA 90806	Start Time & End Time			2:00 – 3:00 p.m.
Co-chairs	Co-Chairs: Emily Ramos (absent), Michele Munde (Star View), Courtney Stephens (MHALA)				
DMH Representatives					
SA 8 QI/QA Liaison: Ann Lee	QI Division Lead: Jennifer Regan	QA Division Lead: Marc Borkheim	Medi-Cal Certification: Joel Solis (Absent)		
Members Present by Provider Name					
1736 FCC Demitri Richmond	AADAP Jessica Sandoval	Alafia Erika Flores	Alma Family Services Rosa Diaz	Aspiranet Lauren Bryan	Bayfront
California Mentor Irasema Sandoval	Childnet Leia Miranda	Children’s Bureau Cristina Nolf	Children’s Institute Inc	City of Gardena Christina Theobald	Coastal APIFMHC Helen Chang
Community Representative	Counseling4Kids	Crittenton Marcella Briceno	Didi Hirsch Marina Eckart	Exodus Jamie Chess	For The Child Pastora Salazar
Harbor-UCLA	HealthView	Helpline Youth Counseling, Inc Natalie Gowern	Heritage Clinic Jessica Peraza	Long Beach Adult	Long Beach APIFMHC
Long Beach Child & Adolescent Program	Masada Homes Linda Nakamura	MHALA Courtney Stephens Susan Osborne	MHUCC	Olive Crest Jennifer Mitzner	PACS Raj Augustine
Personal Involvement Center Brittany White	San Pedro MHC Kathleen Villagomez	Shields For Families Laurel Fox, Josie Myles, Rosely Hernandez	South Bay Children’s Health Center Daphne King	South Bay MHC, FSP, WC Cynthia Arias	Special Services for Groups (SSG-OTTP) Debra DeLeon
Specialized Foster Care	Specialized Foster Care (South County) Laia Vicens-Fuste	Specialized Foster Care (Torrance) Della Clayburg	SSG Alliance Hala Masri	Star View Michele Munde, Stephanie Canales, Griselda Villalobos, Ana Viana	Tarzana Michelle Bucholtz
Telecare Analia Barroso	Tessie Cleveland Carissa Delgado	The Guidance Center Leah Gutierrez	TIES For Families Angela Lee		
Review of Minutes	June minutes are not yet completed. Will be emailed to members upon completion.				
Call to Order & Introductions	The meeting was called to order at 2:00 and attendees introduced themselves.				

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QUALITY IMPROVEMENT (QI)			
Agenda Item & Presenter	Discussion and Findings	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Clinical Quality Improvement – OMD Report	<p>CLINICAL RISK MANAGEMENT Safety Intelligence lock outs - locked out after 90 days of misuse (consider logging in monthly just to keep it active), call CIOB Helpdesk at 213-351-1335 to create a heat ticket and will get resolved in 48 hours.</p>		
Compliance, Privacy, & Audit Services Bureau (CPAS)	<p>POLICY UPDATES See attachment. 3 new policies 111.01 and 1200.10 both DO only 302.14 DO. Responding to initial requests for service (not posted yet) See list for additional info Policy Bulletin in packet and on line Compliance Bridge electronic policy management system, will have an external facing page to access policies; anticipate it will hopefully push out notifications of new policies to contractors. Separating into Administrative vs Clinical; electronic signatures with time stamps, user-friendly. www.compliancebridge.com Learning Net emails issues - sending out to contractors as though their county employees; system used by all LA county departments.</p>		
Cultural Competency (CC) Update	<p>CULTURAL COMPETENCY Cultural Competency working to update CC plan. In the process of gathering relevant info (policies, trainings). Up to 400 pp. Language Interpretation services - contact Elizabeth, analyst for CC unit. Need 1-2 weeks for requests related to meeting interpretation needs. Will send Elizabeth's contact info (also see policy). Hard of hearing resources in a separate policy. Web page is updated. Plan reports on 17-18 data. See UCLA trainings on implicit bias (Trish Lester is one of the leads).</p>		

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<p>Compliance, Privacy, & Audit Services Bureau (CPAS)</p>	<p>Policies: Policy Update list was included in today's handouts.</p>		
<p>QID Updates</p>	<p>Annual Test Calls Study Updates Paper form issue in question about beneficiary complaint. No N/A option. Leave blank if it's N/A.</p> <p>Consumer Perception Survey - May 2018 Open-Ended Comments Report</p> <ul style="list-style-type: none"> • Should be available on the website shortly. Nov 2018 report will probably not get started until after EQRO. • SA 1 - 421; SA 2 – 1927; SA 4-786; SA 5-554; SA 6-0; SA 7-351; SA 8 - 884 comments • Positive Themes: symptom reduction, staff supportive, staff supportive, tx successful • Negative Themes: long psychiatry wait times, few African American clinicians, limited parking, inconvenient hours, difficulty reaching treatment teams, limited parking, poor communication between tx team, families & schools <p>Recommendation</p> <ol style="list-style-type: none"> 1. Hire psychiatrists 2. Extend hours of operations incl Saturdays, increase length and frequency of psychotherapy, add academic supports for children 3. Increase Spanish-speaking staff, more male therapists, increase communication with families, groups, parenting classes, family sessions 4. Resources for caregivers, add Saturday hours <p>7 - supportive staff, positive treatment outcomes, staff turnover, unpleasant front office staff, staff speaking loudly about private info; add staff; add hours of operation, 8 - supportive staff, helpful tx, treatment teams collaborate well with schools & caregivers, but communication can be improved, limited parking, access to food, toys for infants, play music, WIFI availability, study areas, hours of</p>		

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	<p>operation, more male bilingual staff; give weekly reports to caregivers</p> <p>See report for details and recommendations.</p> <p>QI WORK Plan CY 2018 evaluation report API and Latino services - goal to increase not met with Latino population. Only reached 50% of the population (goal was 52.9-53.5%). How does the current political climate impact their willingness to come forward for services? Utilizing Promotores de Salud - will this make impact? Increasing reach to API population. LatinX and African American population has the biggest gap. PMRT response within one hour went down to 55% (goal for 60%; impacted by traffic</p>		
External Quality Review Organization (EQRO)	<p>EQRO site review will be held week of 9/23-9/26/2019. Will review SA 6 and 8. Consumer/Family Member focus groups for SA 8 will be held either on 9/24 or 9/25:</p> <ul style="list-style-type: none"> • A culturally diverse group of adult beneficiaries who are mostly new beneficiaries who have initiated/utilized services within the past 12 months. • A culturally diverse group of parents/caregivers of child/youth beneficiaries who are mostly new beneficiaries who have initiated/utilized services within the past 12 months <p>Will look for contract provider site(s) to hold focus groups</p>		
<p>Service Area 8 Consumer Perception Surveys (CPS) Reports <i>Presented by: Jennifer Regan, Ph.D., DMH Office of Administrative Operations, Quality Improvement Division</i></p>	<p>Dr. Regan provided a report and discussed how to review the reports, domains, number of surveys received and comparison of each survey period's data from Fall and Spring 2018 and 2019. The report will also be emailed to the committee.</p>	<p>Dr. Regan will email electronic copy of email for Dr. Lee to email to the committee</p>	<p>Ann Lee</p>

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Announcements

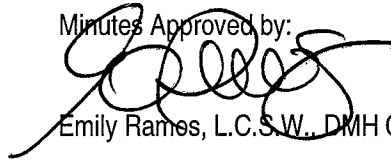
No meeting in August. The next mtg will be held on September 18, 2019 from 2-4pm at the SA 8 Administration office, 2600 Redondo Ave, 6th Floor, MultiPurpose Room, Long Beach, CA 90806.

Minutes Recorded by:



Ann Lee, Ph.D., SA 8 QI/QA Liaison

Minutes Approved by:



Emily Ramos, L.C.S.W., DMH Co-chair