



LOS ANGELES COUNTY
**DEPARTMENT OF
 MENTAL HEALTH**
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Office of Administrative Operations – Quality Improvement Division

Departmental Quality Improvement Council Meeting

AGENDA

September 9, 2019
 9:00 AM – 10:30 AM

550 South Vermont Avenue, 10th Floor Conference Room
 Los Angeles, CA 90020

Kalene Gilbert, L.C.S.W, Chair

I.	9:00 – 9:05	Introductions and review of minutes	QIC members
III.	9:05 – 9:35	Service Area reports	SA Chairs and Co-Chairs
IV.	9:35 – 9:45	Patient’s Rights Office updates	M. Hernandez
V.	9:45 – 9:55	ACCESS Center updates <ul style="list-style-type: none"> • Clinics temporarily not accepting clients 	J. Walters
VI.	9:55 – 10:05	Cultural Competency updates CC Organizational Assessment Draft Report <ul style="list-style-type: none"> • CCC’s “Your DMH” Charter • Participation in EQRO sessions • Cultural Competence Plan Presentations at SA QICs	S. Chang
VII.	10:05 – 10:20	Quality Improvement updates <ul style="list-style-type: none"> • Annual Test Calls Study Updates • Customer Service Workshop for Contracted Providers • QI Input <ul style="list-style-type: none"> ➢ Field Based Surveys ➢ QI Work Plan in QIC Meeting 	L. Shonibare J. Regan D. Cunnane
VIII.	10:20-10:30	DMH review by the External Quality Review Organization (EQRO) from September 23 – September 26 <ul style="list-style-type: none"> • Test Calls 	K. Gilbert
	As time allows	Announcements	

Next Meeting: Monday, October 28, 2019 at 9:00 AM

OFFICE OF ADMINISTRATIVE OPERATIONS (OAO) – QUALITY IMPROVEMENT DIVISION (QID)
DEPARTMENTAL QUALITY IMPROVEMENT COUNCIL (QIC)

MEETING MINUTES
September 2019

Type of meeting:	Monthly QIC meeting	Date:	September 9, 2019
Location:	550 South Vermont Avenue 10 th Floor Conference Room Los Angeles, CA 90005	Start time:	9:00 AM
		End time:	10:30 AM
Members Present:	Angelica Fuentes; Anthony Allen; Caesar Moreno; Christina Kubojiri; Daiya Cunnane; Debbie Innes-Gomberg; David Tavlin; Debi Berzon-Leitelt; Emilia Ramos; Erica Melbourne; Greg Tchakmakjian; Helena Ditko; Hyun Kyung Lee; Jennifer Hallman; Jennifer Regan; Jessica Walters; Kalene Gilbert; Kimber Salvaggio; Lisa Harvey; LyNetta Shonibare; Margaret Faye; Martin Hernandez; Michele Munde; Michelle Rittel; Rosalba Trias-Ruiz; Rose Hendricks; Sandra Chang; Socorro Gertmenian; and Susan Lam		
Excused/Absent Members:	Alyssa Bray; Ann Lee; Barbara Paradise; Cathy Williamson; Courtney Stephens; Dara Vines; Doris Benosa; Gassia Ekizian; Jerry Sefiane; Leticia Ximenez; Margaret Faye and Randolph Faveau.		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and/or Scheduled Tasks	Person(s) Responsible
1. Introductions and Review of Minutes	The meeting was called to order at 9:00 A.M.	QIC members attended this meeting.	<i>K. Gilbert</i>
	The August minutes were reviewed.	Meeting minutes were reviewed and approved as noted.	<i>QIC Membership</i>
2. Service Area (SA) Quality Improvement Committee (QIC) Reports	SA 1: No report. Meeting was dark in August.	The next SA 1 QIC meeting is scheduled for Tuesday, October 1st.	<i>D. Berzon-Leitelt</i>
	SA 2: No report. Adult QIC meeting was dark in August.	The next SA 2 Adult QIC meeting is scheduled for Thursday, September 19th.	<i>K. Salvaggio</i>
	SA 3: The volunteer Test Calls went well.		<i>R. Truiz-Rias</i>
	SA 4: The new SA Chair, Anthony Allen, was introduced to the QIC members. Specific questions related to psychiatrist certification were discussed.	SA 4 identified a person in QA as a contact for psychiatrist related questions; the contact information will be shared with QI.	<i>C. Kuboriji</i>
	SA 5: No report.	SA 6 QIC members will continue to explore	<i>E. Melbourne</i>

	<p>SA 6: Dr. Cunnane provided a Performance Improvement Project (PIP) overview.</p> <p>SA 7: No report. The SA 7 QIC meeting was dark in August.</p> <p>SA 8: No report. The SA 8 QIC meeting was dark in August.</p>	<p>topics and ideas for a Quality Improvement Project (QIP).</p> <p>The next SA 8 QIC meeting is scheduled for Wednesday, September 18th.</p>	<p>G. Tchakmakijan</p> <p>M. Munde</p>
<p>3. Patient's Rights Office (PRO) Updates</p>	<p>PRO continues to work on the CRM application for the online Change of Provider (COP) log submission portal. PRO will work with Terri Boykins in October to update the liaisons' information (three names) and roll-out the COP portal. There will be four trainings, possibly in November, for the Legal Entity (LE)/Contracted providers to attend; The Chief Information Office (CIO) will be present for technical support. Handouts of the presentation slides will be offered, but it is important to attend the training in-person.</p> <p>An email was sent from Carlotta Childs-Seagle and Terri Boykin's office regarding the updated 51/50 55/85 form. All older versions should be replaced.</p>	<p>The four COP training dates will be sent soon.</p> <p>The LE/Contracted providers should contact Terri Boykin's office to obtain a token (C number) for access to the training.</p>	<p>M. Hernandez</p>
<p>4. ACCESS Center Updates</p>	<p>J. Walters sent a list of <i>Clinics that were temporarily not accepting clients</i> to SA liaisons last week. The list was also forwarded to Terri Boykins, Carlotta Childs Seagle, Lisa Wong, and Dr. Curley Bonds for further dissemination to LE/Contracted providers.</p>	<p>QIC members were asked to follow-up with the <i>Clinics that were temporarily not accepting clients</i> in their respective SAs.</p> <p>If information needs to be updated or if a clinic needs to be removed from the list, Jessica Walters is the ACCESS Center contact.</p>	<p>J. Walters</p>
<p>5. Cultural Competency (CC) Updates</p>	<p>The Cultural Competency Committee (CCC) is working with stakeholders and YourDMH to revamp the former System Leadership</p>	<p>Each SA member was asked to inform S. Chang of their availability for CC Plan presentations.</p>	<p>S. Chang</p>

	<p>Team (SLT) process. Each stakeholder group has been asked to create a charter to be included in YourDMH. The charter will have information about membership, leadership, voting privileges, frequency of meetings, structure and communication with the system-at-large.</p> <p>Last month, the QIC members were offered a Cultural Competence (CC) Plan presentation that can start in November. The goal is to have all meetings completed before the end of the fiscal year.</p>		
<p>6. Quality Improvement (QI) Updates</p>	<p>Annual Test Calls Study Updates: There has been feedback from the ACCESS Center to keep calls short; a minimum of ten minutes or less is preferred. Telephone lines need to be open for referrals and urgent calls. Ensure callers have scenario ready or know subject matter in advanced before the call. Another feedback is that everybody should know which calls they are assigned to and to stick to it as it also contributes to excess calls. If support is needed, Dr. Regan is available.</p> <p>Customer Service Workshop for LE/Contracted Providers: The Customer Service for Front Office Staff training report for March, April and June is being finalized. The training, lead by Phyllis Griddine-Tate, targets contracted Providers. It focused on reminding the Providers to think about their mission and the Department's mission and incorporate both into interactions with consumers. The participants' feedback was very positive.</p>	<p>D. Cunnane will forward the recording, slides, and summary report for the Customer Service Workshop once it is posted online.</p>	<p><i>J. Regan</i></p> <p><i>D. Cunnane</i></p> <p><i>L. Shonibare</i></p>

	<p>QI Input: Field Based Surveys: The QI project of improving the representation of consumers participating in the Consumers' Perception Survey process is still in process.</p> <p>The Plan Do Study Act (PDSA) is the backbone and structure of QI; it is a way to evaluate change in small portions. Instead of rolling-out provisions of training, it can be done in small-calculated moves.</p> <p>One PDSA to consider is how to make changes to a larger scope of consumers involved. A few ideas to consider are:</p> <ol style="list-style-type: none"> 1. Explore whether or not this is a great tool or if a supplemental tool may be added. 2. Create consistency in the processes and procedures across all SAs. 3. Explore process that would improve the management of providers who are less motivated to participate. <p>QI Work Plan Discussions in QIC Meetings: There are plans to conduct a survey amongst the QI members to obtain additional feedback and information regarding QI processes. Questions regarding Consumer Perception Surveys will be included.</p> <p>QI will include the following topics in the SurveyMonkey:</p> <ol style="list-style-type: none"> 1. CPS process 2. QI evaluation 	<p>L. Shonibare will contact CIO to discuss the random selection process and how to remove age groups assignments. The QIC members will continue to observe changes in efficiency, organization and consumer representation.</p> <p>D. Cunnane will forward an updated list of selected providers to the SA liaisons for their review.</p> <p>The QIC members were encouraged to initiate PDSA cycle discussions in their respective SAs.</p> <p>QI is now under Prevention and Outcomes Division. Under new leadership, QI would like to take the opportunity to review its current processes and make improvements if needed. L. Shonibare will send a questionnaire via SurveyMonkey. Members were asked to send additional questions to L.</p>	<p><i>D. Cunnane and L. Shonibare</i></p> <p><i>L. Shonibare</i></p> <p><i>L. Shonibare</i></p>
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	<ol style="list-style-type: none"> 3. Dissemination of information 4. Meetings 5. Trainings 6. Presentation 	<p>Shonibare within two weeks.</p> <p>J. Hallman from Quality Assurance is also involved in the transition in leadership. J. Hallman and K. Gilbert will attend one another's meetings as a first step of a strategic plan to bridge the two units together.</p>	<p><i>J. Hallman and K. Gilbert</i></p>
<p>7. Department of Mental Health (DMH) Review by External Quality Review Organization (EQRO)</p>	<p>DMH QI is actively preparing for the FY 18-19 EQR review. The major categories for the pre-review documents are as follows:</p> <ol style="list-style-type: none"> 1. Review minutes <ol style="list-style-type: none"> a. PIP or non-clinical PIP idea b. QI Work Plan objectives c. Goals 2. Network Adequacy 3. CC 4. Access to care 5. Timeliness of services 6. QI <ol style="list-style-type: none"> a. QI internal project b. Leadership c. Improvements <ol style="list-style-type: none"> i. Faster service ii. Serve more clients iii. Quality services 	<p>The EQRO visit is scheduled for September 23rd to September 26th.</p>	<p><i>K. Gilbert</i></p>
<p>7. Compliance, Privacy, and Audit Services</p>	<p>A total of 14 policies were processed in the past month:</p> <ol style="list-style-type: none"> 1. 13 policies were for Directly Operated (DO) and LE/Contracted agencies. 2. 11 policies pertaining to Pharmacy were signed and will be posted in the near future. 	<p>QIC members were encouraged to contact Compliance, Privacy, and Audit Services for the most revised list of policies.</p>	<p><i>A. Fuentes</i></p>

	3. One new policy and one revised policy related to Human Resources (HR).		
8. Announcements	The Departmental QIC meeting will be dark in November 2019.	The October meeting was rescheduled to October 28, 2019; the QA Liaisons' meeting will follow.	<i>K. Gilbert</i>
Next meeting:	<i>Monday, October 28, 2019 at 10:00 AM</i>		

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.