



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

Departmental Quality Improvement Council Meeting

AGENDA

August 12, 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
II.	9:05 – 9:15	New Departmental QIC Chair	K. Gilbert
III.	9:15 – 9:45	Service Area reports	SA Chairs and Co-Chairs
IV.	9:45 – 9:55	Patient’s Rights Office updates	Jeff Johnson
V.	9:55 – 10:05	ACCESS Center updates <ul style="list-style-type: none"> Timeliness data: Calls answered within 1 minute during after-hours and business hours 	Jessica Walters
VI.	10:05 – 10:15	Compliance, Privacy, and Audit Services Bureau <ul style="list-style-type: none"> Policy Updates 	R. Faveau
VII.	10:15 – 10:25	Cultural Competency updates <ul style="list-style-type: none"> CC Organizational Assessment Draft Report 	S. Chang Ptasinski
VIII.	10:25-10:30	Quality Improvement updates <ul style="list-style-type: none"> Current Performance Improvement Projects (PIPs) activities Consumer Perception Survey (CPS) follow-up workflow and field administration discussion DMH review by the External Quality Review Organization (EQRO) from September 23 – September 26 <ul style="list-style-type: none"> Centralized QI committee session 	L. Shonibare K. Gilbert
IX.	As time allows	Announcements	

Next Meeting: Monday, September 9, 2019 at 9:00 AM



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**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH (DMH)
 DEPARTMENTAL QUALITY IMPROVEMENT COUNCIL (QIC)**

August 2019 Meeting Minutes

Type of Meeting:	Departmental QIC	Date:	August 12, 2019
Location:	550 South Vermont Avenue 10 th Floor Conference Room	Start Time:	9:00 A.M.
Chair:	Kalene Gilbert, L.C.S.W.	End Time:	10:30 A.M.
Members Present:	Angelica Fuentes; Ann Lee; Barbara Paradise; Caesar Moreno; Christina Kubojiri; Daiya Cunnane; Dara Vines; David Tavlin; Debi Berzon-Leitelt; Emilia Ramos; Erica Melbourne; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Hyun Kyung Lee; Jennifer Regan; Jessica Walters; Jose Gallegos; Kalene Gilbert; Lisa Harvey; LyNetta Shonibare; Margaret Faye; Mary Camacho Fuentes; Michele Munde; Michelle Rittel; Randolph Faveau; Rosalba Trias-Ruiz; Sandra Chang; Socorro Gertmenian; and Susan Lam		
Excused/Absent Members:	Alyssa Bray; Cathy Williamson; Courtney Stephens; Debbie Innes-Gomberg; Doris Benosa; Jerry Sefiane; Kimber Salvaggio; Leticia Ximenez; Maria Gonzalez; and Martin Hernandez.		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and Scheduled Tasks	Person(s) Responsible
Introductions and Review of Minutes	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.	K. Gilbert
	The July minutes were reviewed.	Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person(s) Responsible
<p>New Departmental QIC Chair</p>	<p>Kalene provided updates on active/recent Quality Improvement (QI) activities.</p> <p>This year's review by the External Quality Review Organization (EQRO) is from September 23-26. The opening day is on Monday, September 23 and the closing day is on Thursday, September 26; both will be held at DMH headquarters or within proximity.</p> <p>The Cultural Competency and Disparities session is tentatively scheduled for Monday, September 23, from 1-2:30 PM. The QI Committee session is tentatively scheduled for Thursday, September 26, from 10:45 AM-12:00 PM. Both sessions will be held at 695 Vermont. The exact location will be provided at the earliest. QIC Chairs and Co-Chairs from Service Area (SA) 6 and SA 8 are not required to attend centralized sessions, as separate sessions will be held in their respective SAs.</p> <p>The Open-Ended Comments Report form will be presented at this week's All Chiefs Meeting; Deputy Director, Debbie Innes-Gomberg will also present the form to executive management.</p> <p>A discussion pertaining to the implementation of paperless Consumer Perception Surveys (CPS) has started with the Chief Information Office (CIO). The goal is to provide the CPS form electronically and improve representation from consumers receiving field-based outpatient services.</p>	<p>Additional details and meeting invitations will be forwarded to session participants in the near future.</p>	<p>K. Gilbert</p>

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person(s) Responsible
Service Area Reports: <i>SA 1 Updates</i> <i>SA 2 Updates</i> <i>SA 3 Updates</i> <i>SA 4 Updates</i> <i>SA 5 Updates</i>	<p>The most recent SA 1 QIC meeting was held on Tuesday, August 6, 2019. A DMH Clinical Risk Management presentation and Annual Test Calls Study training was held. The SA 1 QIC members held discussions surrounding service barriers, high turnover rates, reports, and other pertinent topics.</p> <p>The SA 2 Children’s QIC meeting was dark for July 2019.</p> <p>According to Rosalba, the new QA Coordinator for SA 3 Administration is being processed and should transition into their QIC Chair role in the near future.</p> <p>The SA 4 QIC meeting was dark for July 2019 and their most recent meeting occurred in June. July was SA 4’s assigned month for Test Calls. The new SA QIC Chair, Anthony V. Allen, has transitioned into his role. Members of the SA 4 QIC continue to rotate presentations on the QI/QA processes for their agencies.</p> <p>The most recent SA 5 meeting took place on July 2, 2019. The latest DMH Policy/Procedures updates were provided. The SA QI liaison, Jennifer Regan, presented the Fall/Spring 2018 CPS results and focused on SA 5 data.</p>	<p>The next SA 1 QIC meeting is scheduled for Tuesday, October 1, 2019.</p> <p>The next SA 2 Children’s meeting is scheduled for Thursday, August 15, 2019.</p> <p>August is SA 3’s assigned month for Test Calls.</p> <p>The next SA 4 QIC meeting will resume in August 2019.</p>	<p>D. Berzon-Leitelt</p> <p>M. Rittel</p> <p>R. Truiz-Rias</p> <p>C. Kubojuri</p> <p>D. Vines</p>

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person(s) Responsible
Service Area Reports (cont'd): <i>SA 6 Updates</i> <i>SA 7 Updates</i> <i>SA 8 Updates</i>	<p>The most recent SA 6 QIC meeting took place on Thursday, July 26, 2019. The QIC Chairs are exploring a SA Quality Improvement Project (QIP) regarding access to care. They are interested in other ways to engage consumers/families and obtain additional feedback regarding services.</p> <p>SA 7 shared QI/QA updates in their last meeting.</p> <p>The last SA 8 QIC meeting was held on Wednesday, July 17, 2019. The DMH QI Liaison, Jennifer Regan, provided ACCESS Center updates. SA 8 agrees that field-based CPS administrations would be useful and allow data to feel more meaningful and relevant.</p>	<p>The next SA 6 QIC meeting is scheduled for Thursday, August 22, 2019.</p> <p>The next SA 7 QIC meeting is September 17, 2019.</p> <p>The SA 8 QIC meeting will be dark in August 2019. The meeting will resume on Wednesday, September 18, 2019.</p>	<p>E. Melbourne</p> <p>G. Tchakmakjian</p> <p>A. Lee</p>
Patient's Rights Office (PRO) Updates	<p>PRO is working to provide updated Change of Provider (COP) reports, but there has been a delay due to staff shortage. They are working with CIO to get the COP database online and reconfigured. The reports were not yet generated as the software needs to be upgraded. The COP report will be generated by the end of the month.</p>		<p>J. Gallegos</p>

Agenda Item	Discussion and Findings	Decisions, Recommendations,	Person(s) Responsible
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		Actions, and Scheduled Tasks	
	<p>PRO made the following requests:</p> <ul style="list-style-type: none"> A. Outdated COP Logs are still used, please instruct providers to submit the correct form. B. Complete forms with correct information. C. Regarding the COP email inbox: <ul style="list-style-type: none"> • When forms are completed correctly, do not expect a follow-up from PRO. • Email receipts may not provided. • Auto-replies do not work the same for encrypted emails. 		J. Gallegos
ACCESS Center Updates	<p>The Monthly Response Times Report from January to June 2019 was provided. Performance was below 80% in March and April due to staff changes, trainings, technical problems, and Integrated Behavioral Health Information System (IBHIS)-related issues. At mid year, ACCESS Center made changes in staffing patterns so the overall percentage improved.</p>		J. Walters
Compliance, Privacy, & Audit Services Bureau	<p>Over the last month, DMH processed 21 policies. A new policy, 302.14, "Responding to Initial Requests for Services" has been signed, but has not been posted.</p> <p>Eleven polices from Pharmacy Services have been sent for signature and are pending approval. Also, seven revised policies have been signed and posted for directly operated and contract providers.</p>		R. Faveau
Agenda Item	Discussion and Findings	Decisions, Recommendations,	Person(s) Responsible

		Actions, and Scheduled Tasks	
Cultural Competency (CC) Updates	<p>For anyone interested in the PowerPoint presentations from the CC conference held on June 18 can access them online via the Cultural Competency unit webpage.</p> <p>In terms of unit functions, the CC Unit is finalizing the Cultural Competence Plan. They are also reviewing the draft report from the <i>Cultural Competence Organizational Assessment</i>. The report for the December 2018 survey was received last month.</p> <p>The report is being reviewed and finalized. The demographics show that 2500 employees looked at the survey and that 1700 employees completed the survey. SA 4 had highest participation with 27%.</p>	<p>A PowerPoint presentation will be available once the report is finalized.</p> <p>SA Chairs should notify the CC unit if they are interested in a SA presentation regarding the Cultural Competence Organizational Assessment.</p>	S. Chang
Quality Improvement Updates	<p>The Department is required per EQRO to have one clinical Performance Improvement Project (PIP) and one non-clinical PIP validated each year. The projects can span over three years if needed. The non-clinical project is about the Peer Resource Center (PRC). DMH would like to create a resource guide so that another agency or clinic can replicate or create a similar peer-run program. This project is to identify what the current PRC needs are. Baseline data and information includes a review of resources, trainings, and dedicated peer staff and supervision.</p>		L. Shonibare

Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and Scheduled Tasks	Person(s) Responsible
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<p>Quality Improvement Updates (cont'd)</p>	<p>The clinical project is targeting those who are getting services from Substance Abuse Counselors in adult services at DO clinics. This is year one of the project and will be extended if EQRO allows. The project's initial interventions will involve a provision of trainings for SACs. We are hoping to provide Seeking Safety as an introductory evidence-based training that is applicability and effective with non-clinical staff.</p> <p>The next Departmental QIC project will be aimed at improving countywide CPS administration</p>	<p>The QIC Chairs will lead SA discussions about what are some of the things providers are implementing to ensure their consumers needs are being met and whether or not their SACs are getting the support that they need.</p> <p>QIC members were encouraged to think collaboratively with their SA QICs on how a field-based CPS administration should be best rolled-out, for DO and Contracted providers, and while maintaining Protected Health Information (PHI).</p>	<p>L. Shonibare</p>
<p>Announcements</p>	<p>The next QIC meeting will take place September 9, 2019. The Departmental QIC meeting will be Dark in November 2019.</p>	<p>The October meeting was rescheduled for October 28, 2019 and the Quality Assurance Liaison meeting will follow.</p>	<p>K. Gilbert</p>
<p>Handouts:</p>	<p>Policy/Procedure Update July 8, 2019 ACCESS Center Calls Answered within 1 Minute Report</p>		

Respectfully Submitted,

Kalene Gilbert, L.C.S.W