



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
QUALITY, OUTCOMES & TRAINING DIVISION**

Departmental Quality Improvement Council (QIC) Meeting

AGENDA

February 10, 2020

9:00 A.M. – 10:30 A.M.

550 S. Vermont Avenue, 10<sup>th</sup> 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 – 9:45	Test Calls Project Training	J. Regan N. Kasarabada
III.	9:45 – 9:55	Compliance, Privacy, and Audit Services. <ul style="list-style-type: none"><li>• ComplianceBridge Policy Platform</li><li>• Policy Updates</li></ul>	H. Ditko R. Faveau
VI.	9:55 – 10:20	Quality Improvement Updates <ul style="list-style-type: none"><li>• EQRO Draft Report</li><li>• QI Survey</li><li>• Electronic CPS update</li><li>• Field-Based Exercise</li></ul>	K. Gilbert L. Shonibare  D. Cunnane
V.	10:20 – 10:30	Announcements	QIC members

Next Meeting: Monday, March 9, 2020 at 9:00 AM



**LOS ANGELES COUNTY (LAC) DEPARTMENT OF MENTAL HEALTH (DMH)  
QUALITY, OUTCOMES AND TRAINING DIVISION (QOT)**

**DEPARTMENTAL QUALITY IMPROVEMENT COUNCIL (QIC)**

MEETING MINUTES  
February 2020

<b>Type of meeting:</b>	Departmental QIC Meeting	<b>Date:</b>	February 10, 2020
<b>Location:</b>	550 S. Vermont Avenue 10 <sup>th</sup> Floor Conference Room Los Angeles, CA 90020	<b>Start time:</b>	9:00 AM
		<b>End time:</b>	10:30 AM
<b>Members Present:</b>	Angelica Fuentes; Barbara Paradise; Christina Kubojiri; Daiya Cunnane; Dara Vines; David Tavlin; Debbie Innes-Gomberg; Debi Berzon-Leitelt; Emilia Ramos; Erica Melbourne; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Jennifer Regan; Kalene Gilbert; Kimber Salvaggio; Kristin Gray, Lisa Harvey; LyNetta Shonibare; Margaret Faye; Michele Munde; Naga Kasarabada; Randolph Faveau; Rose Hendricks; Socorro Gertmenian; and Susan Lam.		
<b>Excused/Absent Members:</b>	Alyssa Bray; Ann Lee; Anthony Allen; Caesar Moreno; Cathy Williamson; Courtney Stephens; Doris Benosa; Hyun Kyung Lee; Jessica Walters; Leticia Ximenez; Martin Hernandez; Michelle Rittel; Rosalba Trias-Ruiz; and Sandra Chang.		
<b>Agenda Item</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, and/or Scheduled Tasks</b>	<b>Person(s) Responsible</b>
<b>1. Introductions and Review of Minutes</b>	<p>The meeting was called to order at 9:05 A.M.</p> <p>The January 2020 minutes were reviewed and the following corrections were requested:</p> <ol style="list-style-type: none"> <li>1) Move from absent to present: Greg Tchakmakjian and Randolph Faveau.</li> <li>2) From the ACCESS Center Updates section, move the last paragraph from the Discussion column to the Decisions column.</li> </ol> <p>The web portal that Patients' Rights is working on continues to move forward. The training dates are not currently available but will be soon.</p>	<p>QIC members attended this meeting.</p> <p>Meeting minutes were reviewed and approved with the exception of the requested corrections.</p>	<p><i>K. Gilbert</i></p> <p><i>QIC Membership</i></p>



	<p>6) Have the survey available for callers to use as a guideline as staff names and other information may be forgotten after the call.</p> <p>7) Have a discussion in the future for DMH to assign the test calls to a unit that is not involved in direct services as legal entities and clinics are overwhelmed with the task.</p>		
<p><b>3. Compliance, Privacy, and Audit Services</b></p>	<p>The ComplianceBridge is up and running. All policies are available except a few that are part of a CIOB audit.</p> <p>There are two new directly operated policies:</p> <ol style="list-style-type: none"> <li>1) Therapeutic Transportation (304.05)</li> <li>2) Surrendered and Repossessed Medications (306.24)</li> </ol> <p>A list of revised and deleted policies is available on-line.</p> <p>The Therapeutic Transportation, an alternative to an ambulance transport, is for LPS transport, both voluntary and involuntary.</p>	<p>Helena Ditko is the contact person for policies that need updating.</p>	<p><i>H. Ditko</i></p> <p><i>R. Faveau</i> <i>K. Gilbert</i></p>
<p><b>4. Quality Improvement Updates</b></p>	<p>The Los Angeles MHP EQRO Draft Report FY 2019-20 was recently provided. A few highlights include:</p> <ol style="list-style-type: none"> <li>1) The Clinical PIP was accepted; the first phase targeted the COD population using Substance Abuse Counselors in the clinics and orienting DMH workforce to Seeking Safety.</li> <li>2) QI is currently developing a few Non-Clinical PIP Project concepts to present to the EQRO team for feedback. Access to care and better use of data to improve</li> </ol>		<p><i>K. Gilbert</i></p>

	<p>client care are both subjects of interest.</p> <ol style="list-style-type: none"> <li>3) Recommendations for improvements with tracking and monitoring was suggested.</li> <li>4) For QI in particular, EQRO suggested a better dissemination of the Consumer Satisfaction Survey Outcomes.</li> <li>5) Top scores are in Services Access and Availability, Integration and Collaboration.</li> <li>6) Perfect scores are in Supporting Beneficiaries, Wellness and Recovery, Peer Employment, Peer Run Programs, Cultural Competency, and Service Access including the ACCESS Center.</li> <li>7) Lowest scores are in tracking.</li> </ol> <p>There were also concerns around change management, organization, and communication across the Department. Management began the conversation on improvements.</p> <p>There were a total of 31 responses to the QI Survey. The highlighted feedbacks include:</p> <ol style="list-style-type: none"> <li>1) The interest to have QA and QI meetings overlap due to the interrelated parts.</li> <li>2) Ensure that issues and subject matters are connected to real life experiences.</li> <li>3) Improve communication loop up and down the chain.</li> </ol> <p>The concern about meeting the standard requirements of the test calls and how it affects the clinics was discussed.</p>	<p>The test calls is a State obligation and such requirements are the responsibilities of QI and its membership. Recommendations and feedback are welcome.</p>	<p style="text-align: center;"><i>QIC              Membership               K. Gilbert</i></p>
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	<p>QI has been working with CIOB on the Electronic CPS. The main concern was to have instant access to feedback and CIOB confirmed that there could be a solution. The strategy now is to work with the State to have the data available.</p> <p>QI would like to pilot field-based work.</p>	<p>A call is scheduled with the vendors who are developing the survey; however, the May surveys will still be on paper. It will be a random pull and clinics that were pulled the last two times will not be included with the exception of directly operated clinics.</p> <p>QIC membership discussed how confidentiality is an issue with hard copy surveys.</p> <p>QIC membership discussed concern for impact on service and claiming time.</p> <p>The QIC membership was requested to provide a list of guidelines or FAQs that they think would be helpful for the pilot.</p>	
<b>Handouts:</b>	<p>1) 24/7 ACCESS Center Test Call Project                  2) Policy Bulletin: Number 20-01-DMH – January 31, 2020</p>		
<b>Next meeting:</b>	<p>Monday, March 9, 2020 at 9:00 AM</p>		

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.