

## 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

···	raione Cheert, E.C.C.W, Chan					
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.  ComplianceBridge Policy Platform Policy Updates	H. Ditko R. Faveau			
VI.	9:55 – 10:20	Quality Improvement Updates	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

Type of meeting:	Departmental QIC Meeting		Date:	Febru	uary 10, 2020
Location:	550 S. Vermont Avenue 10th Floor Conference Room		rt time:	9:00 AM	
	Los Angeles, CA 90020		d time:	10:30 AM	
Members Present:	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.				
Excused/Absent Members:	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.				
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and/or Scheduled Tasks		or	Person(s) Responsible
1. Introductions and Review of Minutes	The meeting was called to order at 9:05 A.M.		QIC members attended his meeting.		K. Gilbert
Militutes	The January 2020 minutes were reviewed and the following corrections were requested:  1) Move from absent to present: Greg Tchakmakjian and Randolph Faveau.  2) From the ACCESS Center Updates section, move the last paragraph from the Discussion column to the Decisions column.  The web portal that Patients' Rights is working on continues to move forward. The training dates are not	Meeting n reviewed with the e the reque correction	and approximate and approximate approximat	oved	QIC Membership
	currently available but will be soon.				

2. Test Calls Project	This is the first year that the	QIC members were	J. Regan
Training	Test Calls Project Training is offered as a webinar. It is presented in collaboration with the ACCESS Center who provided revisions to last year's process.	asked to provide their feedback on the training format.	N. Kasarabada
	The training topics presented in the Test Calls Project Training are:  1) What Are the Test Calls? 2) Beneficiary Problem/    Complain Calls 3) Why We Do the Test Call Project 4) Service Area Test Call Checklist 5) SA Checklist – Language 6) SA Checklist – Business & After Hours 7) Steps for the Individual Caller – Before the Call 8) Steps for the Individual Caller – During the Call 9) Steps for the Individual Caller – After the Call 10) Submission of Test Calls to QID 11) Important to Note 12) Test Call Survey Periods		
	A few recommendations were suggested:  1) Include other individuals such as advocates, parents, etc. alongside beneficiaries who may also make requests on	QIC members inquired on need for QIC members to complete this task, citing burden/impact on direct service resources.	QIC Membership
	behalf of a client.  2) Caller does not need to provide sensitive information if he/she does not feel comfortable.  3) Provide Patients' Rights contact information and guide to complete the Beneficiary Grievance Form.  4) The phrase 'quality of interpretation' is subjective; add specifiers.  5) The phrase 'wait time' is subjective; add actual time field.	DMH will have a pilot with WOW volunteers and other resources to assist with test calls.	K. Gilbert

	<ul> <li>6) Have the survey available for callers to use as a guideline as staff names and other information may be forgotten after the call.</li> <li>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.</li> </ul>		
3. Compliance, Privacy, and Audit Services	The ComplianceBridge is up and running. All policies are available except a few that are part of a CIOB audit.	Helena Ditko is the contact person for policies that need updating.	H. Ditko
	There are two new directly operated policies:  1) Therapeutic     Transportation (304.05)  2) Surrendered and Repossessed Medications (306.24)  A list of revised and deleted policies is available on-line.  The Therapeutic Transportation, an alternative to an ambulance transport, is for LPS transport, both voluntary and involuntary.	updating.	R. Faveau K. Gilbert
4. Quality Improvement Updates	The Los Angeles MHP EQRO Draft Report FY 2019-20 was recently provided. A few highlights include:  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.  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		K. Gilbert

- client care are both subjects of interest.
- Recommendations for improvements with tracking and monitoring was suggested.
- For QI in particular, EQRO suggested a better dissemination of the Consumer Satisfaction Survey Outcomes.
- 5) Top scores are in Services Access and Availability, Integration and Collaboration.
- 6) Perfect scores are in Supporting Beneficiaries, Wellness and Recovery, Peer Employment, Peer Run Programs, Cultural Competency, and Service Access including the ACCESS Center.
- 7) Lowest scores are in tracking.

There were also concerns around change management, organization, and communication across the Department. Management began the conversation on improvements.

There were a total of 31 responses to the QI Survey. The highlighted feedbacks include:

- The interest to have QA and QI meetings overlap due to the interrelated parts.
- Ensure that issues and subject matters are connected to real life experiences.
- 3) Improve communication loop up and down the chain.

The concern about meeting the standard requirements of the test calls and how it affects the clinics was discussed.

The test calls is a State obligation and such requirements are the responsibilities of QI and its membership. Recommendations and feedback are welcome.

QIC Membership

K. Gilbert

discussed concern for impact on service and claiming time.  The QIC membership was requested to provide a list of guidelines or FAQs that they think would be helpful for the pilot.  Handouts:  1) 24/7 ACCESS Center Test Call Project 2) Policy Bulletin: Number 20-01-DMH – January 31, 2020		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.  QI would like to pilot field-based work.	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.  QIC membership discussed how confidentiality is an issue with hard copy surveys.	
was requested to provide a list of guidelines or FAQs that they think would be helpful for the pilot.  Handouts:  1) 24/7 ACCESS Center Test Call Project 2) Policy Bulletin: Number 20-01-DMH – January 31, 2020			impact on service and	
2) Policy Bulletin: Number 20-01-DMH – January 31, 2020			was requested to provide a list of guidelines or FAQs that they think would be	
Next meeting:   Monday March 9, 2020 at 9:00 AM		2) Policy Bulletin: Number 20-01-DMH – January 31, 2020		
Troke in out in or	Next meeting:	Monday, March 9, 2020 at 9:00	AM	

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.