



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

Departmental Quality Improvement Council Meeting

AGENDA

January 13, 2020

9:00 A.M. – 10:30 A.M.

550 S. 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 – 9:20	ACCESS Center Updates <ul style="list-style-type: none"> • Monthly Response Times and Test Calls 	N. Kasarabada
III.	9:20 – 9:40	Cultural Competency Updates <ul style="list-style-type: none"> • 2019 CCC Annual Report 	S. Chang
IV.	9:40-9:55	Paperless CPS Surveys	K. Gilbert R. Burgess
IV.	9:55 – 10:20	Quality Improvement Updates <ul style="list-style-type: none"> • QI Program Feedback Survey Results – Implications and Considerations • Clinical PIP: Barriers to Seeking Safety Implementation • QI Work Plan Evaluation Report for CY 2019 • Consumer Involvement in QIC Meetings 	D. Cunnane J. Regan L. Shonibare K. Gilbert
V.	10:20 – 10:30	Announcements	QIC members

Next Meeting: Monday, February 10, 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
January 2020

Type of meeting:	Departmental QIC meeting	Date:	January 13, 2020
Location:	550 South Vermont Avenue 10 th Floor Conference Room Los Angeles, CA 90020	Start time:	9:00 AM
		End time:	10:30 AM
Members Present:	Barbara Paradise; Christina Kubojiri; Daiya Cunnane; Dara Vines; David Tavlin; Debbie Innes-Gomberg; Debi Berzon-Leitelt; Emilia Ramos; Erica Melbourne; Gassia Ekizian; Hyun Kyung Lee; Jennifer Regan; Kalene Gilbert; Kimber Salvaggio; Kristin Gray, Lisa Harvey; LyNetta Shonibare; Margaret Faye; Martin Torres; Michele Munde; Michelle Rittel; Naga Kasarabada; Rose Hendricks; Sandra Chang; Socorro Gertmenian; and Susan Lam.		
Excused/Absent Members:	Alyssa Bray; Angelica Fuentes; Ann Lee; Anthony Allen; Cathy Williamson; Caesar Moreno; Courtney Stephens; Doris Benosa; Greg Tchakmakjian; Helena Ditko; Jerry Sefiane; Jessica Walters; Leticia Ximenez; Martin Hernandez; Randolph Faveau; Rosalba Trias-Ruiz; and Shant Khachturian.		
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 December 2019 minutes were reviewed.	Meeting minutes were reviewed and approved as noted.	<i>QIC Membership</i>
	Debbie Innes-Gomberg was introduced as the Deputy Director of the Quality, Outcomes and Training (QOT) Division in which Quality Improvement is under. It is bringing together Quality Assurance (QA) and QA mandates, outcomes and training of the workforce.		<i>D. Innes-Gomberg</i>
		The QIC Membership was asked to complete a survey, the first in a series, that will assist QA and QI maximize their impact within DMH and across the Mental	<i>K. Gilbert</i>

		Health Plan as both divisions prepare to integrate their activities together.	
<p>2. ACCESS Center Updates</p>	<p>The QI Work Plan goal for ACCESS Center Business Hours and After Hours Monthly Response Times (percent calls answered within a minute) was met for CY 2019. The overall response time was at 84%, Business Hours at 85%, and After Hours at 82%. The overall response time for CY 2019 was the same as for CY 2018 at 84%. However, the Business Hours response time increased from 83% in CY 2018 to 85% in CY 2019 due to skill set proficiencies change implemented on June 24, 2019. The After Hours response time dropped from 84% in CY 2018 to 82% in CY 2019 due to vacant positions on the PM shift.</p> <p>The number of calls received by the ACCESS Center for CY 2019 increased by 1% (N=1,354) from 141,460 in CY 2018 to 142,814. The percent increase for Business Hour response times from CY 2018 to CY 2019 was 0.6% compared to 1.2% increase for After Hour response times. The high call volume months in CY 2019 were March, September and October. The call volume in May and June for CY 2019 was slightly lower than what was observed for the same months during CY 2018 due to fewer media campaigns during these months in CY 2019.</p> <p>A question was raised regarding the potential goals for ACCESS for CY 2020 and the decision was to set the goal at 80% for both Business Hours and After Hours as ACCESS Center would like to</p>		<p><i>N. Kasarabada</i></p>

	ensure the response times are steady in CY 2020 with the current staffing and skill set proficiencies before changes are made.		
3. Applicability of Topics in the QIC Meetings	Feedback on the need for more context for QI items to better relay relevant information to local QIC was provided by a QIC member. The members discussed the subject in length.	Kalene requested members to provide feedback on the survey.	<i>QIC Member</i>
4. Cultural Competency Updates	<p>The QIC members were invited to attend the Cultural Competency Committee (CCC) meeting held on the second Wednesday of each month at 1:30-2:30pm in the 10th floor conference room.</p> <p>CCC recently revised two policies in collaboration with the ACCESS Center: Interpreter Services for the Deaf and Hard of Hearing Communities and the Language, Translation, and Interpretation Services.</p> <p>Projects in 2020 include collecting strategies and recommendations for the CC Plan and developing Cultural Expert Teams with stakeholders and DMH staff who are interested in assisting when there are clinical questions specific to cultural or language background.</p>		<i>S. Chang</i>
5. Paperless CPS Surveys	<p>The State has approved the use of electronic surveys and has offered counties the opportunity to pilot. More information on a pilot will be shared in the future.</p> <p>The idea of introducing electronic surveys was discussed with the QIC members and their concerns were requested in response:</p> <ul style="list-style-type: none"> • Paper is easier for field-based services; • Connectivity can be an issue; 	A survey to assess the logistical and resource needs of sites will be administered in the near future.	<i>K. Gilbert</i>

	<ul style="list-style-type: none"> • Older clients are not as computer literate; • There may not be enough tablets for clinics; and • Tablets are not anonymous. 		
<p>6. Quality Competency Updates</p>	<p>The QI Program Feedback Survey was administered from December 9, 2019 to December 16, 2019 to assess needs for improvement within the Quality Improvement Division (QID). Overall, knowledge of quality improvement components and benefits were high. The majority of respondents report feeling supported by their SA QI Liaison, prepared by the Departmental QIC meetings, and that their input is considered in QID matters.</p> <p>An update on the current status of the Clinical PIP was provided including the low utilization of Seeking Safety in the directly-operated clinics as well as the results of an internal supervisor survey regarding implementation barriers. QIC liaisons reported similar low utilization in their clinics due to lack of clarity around what services are appropriate for SAC to claim and how to properly document these services.</p> <p>The Annual Quality Improvement Evaluation Report: Section 2 – Population Needs Assessment was presented. The objectives are:</p> <ol style="list-style-type: none"> 1) Orient new QIC members; 2) Promote collective responsibility/obtain stakeholder input; and 3) Develop a useful and approachable QI report. 	<p>The QIC members were asked to provide feedback regarding support for substance abuse counselors and evidence-based practices to identify common barriers and possible solutions.</p> <p>LyNetta will email the PowerPoint presentation to interested QIC members.</p>	<p><i>D. Cunnane</i></p> <p><i>J. Regan</i></p> <p><i>L. Shonibare</i></p>
<p>Next meeting: <i>Monday, February 10, 2020 at 9:00 AM</i></p>			

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.