



Office of Administrative Operations – Quality Improvement Division

Departmental Quality Improvement Council Meeting

AGENDA

December 9, 2019

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 – 9:15	Cultural Competency Updates <ul style="list-style-type: none"> • Labor Management Transformation Council’s Cultural Intelligence Workgroup 	S. Chang
III.	9:15 – 9:30	ACCESS Center Updates <ul style="list-style-type: none"> • Contract clinics not accepting referrals 	J. Walters
IV.	9:30 – 9:50	Compliance, Privacy, and Audit Services <ul style="list-style-type: none"> • Clinical Policy Committee: Vision, Mission and Updates 	H. Ditko
V.	9:50 – 10:20	Quality Improvement Updates <ul style="list-style-type: none"> • Preliminary Results – Fall 2019 CPS Data Collection • QI SharePoint Updates • Non-clinical PIP Discussion • Introduction to State Performance Dashboards • Consumer Participation • QI Survey 	D. Cunnane L. Shonibare K. Gilbert
VI.	10:20 – 10:30	Announcements	QIC members

Next Meeting: Monday, January 13, 2020 at 9:00 AM

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

MEETING MINUTES
December 2019

Type of meeting:	Departmental QIC meeting	Date:	December 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; Barbara Paradise; Caesar Moreno; Christina Kubojiri; Daiya Cunnane; Dara Vines; David Tavlin; Debbie Innes-Gomberg; Debi Berzon-Leitel; Erica Melbourne; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Hyun Kyung Lee; Jennifer Hallman; Jessica Walters; John Sheehe; Kalene Gilbert; Kimber Salvaggio; Kristin Gray, Lisa Harvey; LyNetta Shonibare; Margaret Faye; Martin Hernandez; Michele Munde; Michelle Rittel; Sandra Chang; Shant Khachturian; and Socorro Gertmenian.		
Excused/Absent Members:	Alyssa Bray; Ann Lee; Cathy Williamson; Courtney Stephens; Doris Benosa; Emilia Ramos; Jennifer Regan; Jerry Sefiane; Leticia Ximenez; Naga Kasarabada; Randolph Faveau; Rosalba Trias-Ruiz; Rose Hendricks; and Susan Lam.		
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 November 2019 minutes were reviewed.	Meeting minutes were reviewed and approved as noted.	<i>QIC Membership</i>
2. Cultural Competency Updates	The Labor Management Transformation Council (LMTC) launched a cultural competence workgroup aimed at increasing cultural sensitivity, understanding and humility within the Department of Health Services (DHS), Department of Public Health (DPH) and DMH. The workgroup's efforts are targeting the quality of interpersonal relationships for Los Angeles County employees.	The pilot campaign is scheduled to be implemented on Monday, January 29, 2020 at Martin Luther King's clinic. Specific themes for the campaign will focus on cultural intelligence, empathy, sensitivity and humility as it relates to internal relationships within and across the three departments.	<i>S. Chang</i>
3. ACCESS Center Updates	Clinics temporarily not accepting clients continues to	The SRTS does not remove programs if they are temporarily not	<i>J. Walters</i>

	<p>be shared with upper management.</p> <p>Providers should update their program contacts with the DMH Service Request Tracking System (SRTS) on a monthly basis to reflect any changes.</p>	<p>accepting clients. However, clinics can adjust their calendar for the 855 Appointment Line on any given day. They would simply remove their slots from the calendar if they were not available to complete an assessment. Removing slots should be vetted by their respective District Chiefs in advance.</p>	
<p>4. Patients' Rights Updates</p>	<p>Regarding the Change of Provider (COP) database and Request for Contact, the task of obtaining three contacts for each agency is a big feat. Patients' Rights Office (PRO) asked that they receive this soon so they can then send the list to Chief Information Office Bureau (CIOB) to see who has a token already.</p> <p>The portal is simple to use; the user only needs to complete and enter the fields. The contacts are needed before the trainings.</p> <p>There was one issue with the process for the Directly Operated (DO) clinics in 2019: approximately 10 clinics were not in compliance because staff who left did not inform their manager to update. However, there were no complaints or glitches to report.</p>	<p>COP database trainings for contract providers is planned to begin in January 2020. Two trainings will be conducted with up to 100 people in each session.</p> <p>PRO will provide a monthly update of the Provider database list.</p>	<p><i>M. Hernandez</i></p>
<p>5. Compliance, Privacy, and Audit Services</p>	<p>The Clinical Standards and Policy Committee's vision for 2020 is for all clinical policies to be updated prior to their expiration. Monthly meetings is scheduled on the 4th Wednesday of each month at 9-10am; the option of calling in is available.</p> <p>The Compliance Bridge is the new policy platform software. It is an ongoing project with</p>		<p><i>H. Ditko</i></p>

	<p>CIOB, Compliance, and Clinical Policy. There are 50 policies that are over 25 years old. The Clinical Policy Committee is working with divisions to update them. If there is no complete agreement, the policy will be brought to the Administrative Clinical meeting with Greg Polk.</p>		<p><i>D. Innes-Gomberg</i></p>
<p>6. Quality Improvement (QI) Updates</p>	<p>In the upcoming new year of 2020, there will be an increased commitment to use data either in the form of quantitative or qualitative including consumer perception to guide services and quality improvement efforts. In addition, there will be opportunities to participate in continuous quality improvement.</p> <p>The preliminary numbers from the Consumer Perception Survey in Fall 2019 are available. There was a grand total of 17,517 submitted surveys; an increase of 400 from Spring 2019.</p> <p>SA1: Youth and Family 629, Youth 286, Adult 646, Older Adult 80 = 1641 total SA2: Youth and Family 1735, Youth 904, Adult 2577, Older Adult 334 = 5550 total SA3: Youth and Family 662, Youth 340, Adult 1236, Older Adult 66 = 2304 total SA4: Youth and Family 421, Youth 303, Adult 739, Older Adult 168 = 1631 total SA5: Youth and Family 408, Youth 177, Adult 484, Older Adult 38 = 1107 total SA6: Youth and Family 441, Youth 203, Adult 668, Older Adult 49 = 1361 total SA7: Youth and Family 686, Youth 294, Adult 745, Older Adult 104 = 1829 total SA8: Youth and Family 618, Youth 349, Adult 957, Older Adult 170 = 2094 total</p>	<p>Daiya will submit a service request for the provider level data. These are a few that were returned, but once they are scanned that number may change.</p>	<p><i>D. Innes-Gomberg</i></p> <p><i>D. Cunnane</i></p>

	<p>The QI SharePoint site is a mechanism to ensure that required online documents is available and ready to be uploaded via CIO service request log. The new QI webpage is available and feedback is welcomed.</p> <p>QI is considering several Non-Clinical PIP project ideas including the FSP Program and Human Resources.</p>	<p>QIC members were asked to upload approved minutes and handouts by the 10th of the next following month.</p> <p>QIC members were asked to provide ideas of a Non-Clinical PIP project.</p>	<p><i>L. Shonibare</i></p> <p><i>D. Cunnane</i></p>
<p>7. Announcements</p>	<p>QA will attend next month's QIC Meeting.</p>	<p>A survey that QA and QI are working on will be sent; QIC members' feedback and input will be useful.</p>	<p><i>K. Gilbert</i></p>
<p>Next meeting: <i>Monday, January 13, 2020 at 9:00 AM</i></p>			

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.