



Office of Administrative Operations – Quality Improvement Division

Departmental Quality Improvement Council Meeting

AGENDA

October 28, 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

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| I. | 9:00 – 9:05 | Introductions and review of minutes | QIC members |
| II. | 9:05 – 9:15 | External Quality Review (EQR) for FY 18-19 | K. Gilbert |
| III. | 9:15 – 9:30 | ACCESS Center updates <ul style="list-style-type: none">• Annual Test Calls Study• Clinics temporarily not accepting clients | N. Kasarabada |
| IV. | 9:30 – 9:50 | Compliance, Privacy, and Audit Services <ul style="list-style-type: none">• Policy updates• Clinical Policy Committee updates• Updates on the Parameters of Practice from Dr. Bonds | R. Faveau H. Ditko H. Ditko |
| V. | 9:50 – 10:20 | Quality Improvement updates <ul style="list-style-type: none">• Provider-level CPS data, Spring 2019• Quality Improvement Project (QIP) updates | J. Regan L. Shonibare |
| VI. | 10:20 – 10:30 | Announcements | QIC members |

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

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

MEETING MINUTES
October 2019

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| Type of meeting: | Departmental QIC meeting | Date: | October 28, 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; Barbara Paradise; Christina Kubojiri; Courtney Stephens; Dara Vines; David Tavlin; Erica Melbourne; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Hyun Kyung Lee; Jennifer Regan; Kalene Gilbert; Kimber Salvaggio; Kristin Gray, Lisa Harvey; LyNetta Shonibare; Margaret Faye; Michelle Rittel; Naga Kasarabada, Randolph Faveau; Rosalba Trias-Ruiz; Rose Hendricks; Socorro Gertmenian; and Victoria Lee. | | |
| Excused/Absent Members: | Alyssa Bray; Ann Lee; Anthony Allen; Caesar Moreno; Cathy Williamson; Daiya Cunnane; Debbie Innes-Gomberg; Debi Berzon-Leitelt; Doris Benosa; Emilia Ramos; Jerry Sefiane; Kristin Gray; Leticia Ximenez; Martin Hernandez; Michele Munde; Sandra Chang; 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 September 2019 minutes were reviewed. | Meeting minutes were reviewed and approved as noted. | <i>QIC Membership</i> |
| 2. External Quality Review (EQR) for FY 18-19 | <p>Kalene praised the QIC members for their contributions to the FY 18-19 EQR. A special thank you was given to Dr. Melbourne and Dr. Lee and for their support in SA 6 and SA 8 and to Dr. Kasarabada for her guidance during the entire process.</p> <p>Kalene shared some preliminary feedback received from EQRO, such as:</p> <ol style="list-style-type: none"> 1) Review team continues to work on the Clinical Performance Improvement Project (PIP). 2) The non-Clinical PIP that focused on the Peer Resource Center (PRC) will not be validated. While the | <p>A new non-Clinical PIP concept will be explored.</p> | <i>K. Gilbert</i> |

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| | <p>non-Clinical PIP centered on improving customer service, the EQRO team was unable to connect PRC services with improvement to Specialty Mental Health Services (SMHS) for Medical beneficiaries; a requirement as a PIP.</p> <p>3) Overall, the EQRO reviewers had positive feedback for the Department especially relating to Cultural Competency and the collaboration between Providers.</p> <p>4) EQRO team reported concerns regarding the Department's change in management and communication.</p> | <p>System-level issues identified by EQRO will be reflected in their draft report due this November.</p> | |
| <p>3. ACCESS Center Updates</p> | <p>Naga provided an update regarding the list of clinics not currently accepting referrals.</p> <p>The status of the Customer Service Survey in use by ACCESS Center was discussed.</p> <p>ACCESS Center will launch new software aimed at monitoring call logging performance. The pilot is tentatively scheduled for November 2019.</p> <p>Naga reviewed the CY 2019 annual Test Calls survey form with the QIC members. The following changes to the CY 2020 survey form were proposed:</p> <ul style="list-style-type: none"> • Include instructions for the volunteer Test Callers to "ask the ACCESS agent to spell their name." Note: SA Chairs encouraged this as a prompt at the end of the survey form. <ul style="list-style-type: none"> ○ Instructions should also prompt volunteer Test | <p>Jessica Walters will continue to update the list of clinics not accepting referrals and forward to the clinics' SA liaisons accordingly.</p> <p>QI, ACCESS Center, and several SA Chairs will meet to finalize the guidelines/instructions and other supporting materials for the CY 2020 Test Calls Study.</p> | <p><i>N. Kasarabada</i></p> |

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| | <p>Callers to “please listen carefully to the ACCESS Agent’s greeting.”</p> <ul style="list-style-type: none"> • The “Did the ACCESS Agent asked for your name?” item should be listed as question two on the CY 2020 survey form. • Provide additional instructions regarding the “name provided” item. • For item seven, “Reason for the call or type of help requested,” volunteer Test Callers will be prompted to “Check the scenario that applies to your test call,” instead of all. • The “wait time” options should be removed from the item pertaining to the ACCESS Agent’s knowledge and helpfulness. | | |
| <p>4. Compliance, Privacy, and Audit Services</p> | <p>Policy Bulletin dated October 1, 2019 has 13 new, eight revised, one temporarily suspended, and three deleted policies.</p> <p>All new policies have been signed. New Policies, 306.13 to 302.22 are replacements for Policy 306.03.</p> <p>The Compliance Bridge is a platform for policy distribution and is still in the implementation phase. It can be accessed by all DMH employees via the public DMH website and through an internal port. Access for contractors is in progress and has been made a priority so that they may have access to updated policies in a timely fashion.</p> | <p>The QIC members were encouraged to contact Compliance, Privacy, and Audit Services for the most revised list of policies.</p> | <p><i>R. Faveau</i></p> <p><i>H. Ditko</i></p> |
| <p>5. Quality Improvement (QI) Updates</p> | <p>The Spring 2019 Consumer Perception Survey (CPS) data was presented and discussed.</p> <p>LyNetta provided an update on the Plan Do Study Act (PDSA) Cycle 1 aimed at</p> | | <p><i>J. Regan</i></p> <p><i>L. Shonibare</i></p> |

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| | <p>increasing variety in the providers selected to participate in CPS collection.</p> <p>QI explored if the following changes would lead to an increase in the number of returned Fall 2019 CPS forms.</p> <ul style="list-style-type: none"> • Reduce the sampling rate from 85% to 60%. • Increase the number of Directly Operated (DO) clinics selected to participate. • Improve consistency in guidelines/instructions across all Service Areas. | <p>QI will review the number of returned surveys at the close of the survey period and continue explore additional process improvements that are needed.</p> | |
| <p>6. Announcements</p> | <p>The Departmental QIC meeting will be dark in November 2019.</p> | | <p><i>K. Gilbert</i></p> |
| <p>Next meeting: <i>Monday, December 9, 2020 at 9:00 AM</i></p> | | | |

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.