



OFFICE OF ADMINISTRATIVE OPERATIONS
 QUALITY, OUTCOMES, AND TRAINING DIVISION – QUALITY IMPROVEMENT UNIT
 COUNTYWIDE QUALITY IMPROVEMENT COUNCIL (QIC)

MEETING MINUTES
MARCH 2021

Type of meeting:	Monthly QIC Meeting	Date:	March 22, 2021
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:30 AM
Recording:	http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9123		
Members Present:	See table below.		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and/or Scheduled Tasks	Person(s) Responsible
1. Quality Improvement (QI) Staff Announcements	Spring 2020-21 Consumer Perception Survey Forms	No new updates from the State. Remember to get your “C” number to access the portal.	Daiya
	Ethnicity Data	Repulling ethnicity data for the QI report due to missing data. Committee recommended to make ethnicity a mandated field in the Integrated Behavioral Information Systems.	Kalene/Chief Information Office
2. California Quality Improvement Collaborative Conference Highlights	Kalene presented on the following: Cal AIM updates, addressing disparities using a Performance Improvement Project, and Law and Ethics.	Kalene will bring back any updates on Law and Ethics as it relates to the department.	Kalene

3. QI Workplan Consumer Perception Survey Reports Update	Jennifer R. presented draft report.	Group provided positive feedback. Next step is approval by the Department of Mental Health administration.	Jennifer R.
4. QIC Member Update	Each Service Area reported out on their issues and responded on inquiry of Telehealth.	Feedback indicated Telehealth has been well received with some challenges from transitioning youth. Many reported offering their staff training. Some agencies have offered equipment for clients. No further action.	N/A
Next Meeting: April 26, 2021 at 9:00 AM			

NAME	AGENCY	DMH PROGRAM
Ann Lee	DMH	SA 8
Caesar Moreno	The Whole Child	SA 7
Courtney Stephens	MHALA	SA 8
Daiya Cunnane	DMH	Quality Improvement
Dara Vines	DMH	SA 5
Erica Melbourne	DMH	SA 6
Gassia Ekizian	Foothill	SA 3
Greg Tchakmakjian	DMH	SA 7
Helena Ditko	DMH	Clinical Standards and Policy
Jennifer Regan	DMH	Quality Improvement
Kalene Gilbert	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2 Adult QIC
Kristin Gray	DMH	SA 3
Ly Ngo	DMH	Clinical Risk Management
LyNetta Shonibare	DMH	Quality Improvement
Margaret Faye	Hathaway-Sycamores	SA 1-4, 6-7
Martin Hernandez	DMH	Patients' Rights Office
Marylune Im	DMH	SA 1

Michele Munde	Star View Behavioral Health	SA 8
Michelle Rittel	DMH	SA 2
Misty Aronoff	Step Up on Second	SA 5
Naga Kasarabada	DMH	SA 7 – ACCESS Center
Paul Arns	DMH	Clinical Informatics
Randolph Faveau	DMH	Compliance
Rosalba Trias-Ruiz	DMH	SA 3
Sandra Chang	DMH	Cultural Competency Unit
Socorro Gertmenian	Wellnest	SA 4, 6
Susan Lam	Alma Family Services	SA 7

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.

