

**COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH  
COUNTYWIDE QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

**JANUARY 25, 2021  
9:00 AM – 10:30 AM**

**VIRTUAL MEETING:** Microsoft Teams Meeting

[http://lacountymediahost.granicus.com/MediaPlayer.php?clip\\_id=9121](http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9121)

**ATTENDEES:** See table below.

<b>AGENDA ITEMS</b>	<b>DECISIONS AND ACTIONS</b>	<b>RESPONSIBLE UNIT/STAFF</b>	<b>DUE DATE</b>
EQRO Report	<ul style="list-style-type: none"><li>Debbie received approval to use Gallup as an Adult Outcome Measure.</li></ul>	QI – K. Gilbert	Pending
Access to Care PIP Update – Feedback and Dialogue	<ul style="list-style-type: none"><li>Daiya will create a draft implementation survey for feedback and will provide it for the next meeting.</li></ul>	QI – D. Cunnane	2/12/21
QIC Member Updates	<ul style="list-style-type: none"><li>Centralized Scheduling Pilot will start next month and will launch with an appointment line first for hospital discharges.</li></ul>	N. Kasarabada	2/1/21

**NEXT MEETING:** February 22, 2021

<b>NAME</b>	<b>AGENCY</b>	<b>DMH PROGRAM</b>
Angelica Fuentes	DMH	CPAS
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
Debbie Innes-Gomberg	DMH	Quality, Outcomes and Training Division
Debra Berzon-Leitelt	DMH	SA 1
Erica Melbourne	DMH	SA 6
Gassia Ekizian	Foothill Family	SA 3
Greg Tchakmakjian	DMH	SA 7
Jennifer Regan	DMH	Quality Improvement
John Sheehe	DMH	Outpatient Services
Kalene Gilbert	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Kristin Gray	DMH	SA 3
LyNetta Shonibare	DMH	Quality Improvement
Margaret Faye	Hathaway-Sycamores	SA 3
Martin I. Hernandez	DMH	Patients' Rights Office
Mary Bakchachyan	DMH	SA 4
Marylune Im	DMH	SA 1
Michele Munde	Star View Behavioral Health	SA 8
Michelle Rittel	DMH	SA2
Misty Aronoff	Step Up on Second	SA 5
Naga Kasarabada	DMH	ACCESS Center
Paul Arns	DMH	Clinical Informatics
Randolph Faveau	DMH	Compliance
Rosalba Trias-Ruiz	DMH	SA 3
Socorro Gertmenian	Wellnest	SA 6
Susan Lam	Alma Family Services	SA 7