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

THURSDAY, JULY 23, 2020 9:00 AM – 10:00 AM

VIRTUAL MEETING: Microsoft Teams Meeting

http://lacountymediahost.granicus.com/MediaPlayer.php?clip id=8465

ATTENDEES: Angelica Fuentes, Anthony V. Allen, Barbara Paradise, Bradley Bryant, Christina Kubojiri, Caesar Moreno, Courtney Stephens, Dara Vines, Debbie Innes-Gomberg, Debra Berzon-Leitelt, Doris Benosa, Emilia Ramos, Gassia Ekizian, Greg Tchakmakjian, Helena Ditko, Hyun Kyung Lee, Jeff Johnson, Jennifer Hallman, Jennifer Regan, Jessica Walters, John Sheehe, Kalene Gilbert, Kimber Salvaggio, Kristin Gray, Lisa Harvey, Ly Ngo, LyNetta Shonibare, Marylune Im, Margaret Faye, Michelle Rittel, Michelle Munde, Naga Kasarabada, Rosalba Trias-Ruiz, Sandra Chang, Shant Khachturian, and Susan Lam.

| AGENDA ITEMS | DECISIONS AND ACTIONS | RESPONSIBLE UNIT/STAFF | DUE DATE |
|----------------------------|--|------------------------|-------------------|
| QI Staff Announcements | The External Quality Review Organization (EQRO) will conduct their assessment of Service Areas 2 and 5 during the week of September 28th. QI Workplan will be posted for review later this week | QI Team | September 2020 |
| | and Kalene will share a copy with the committee. | QI – Kalene Gilbert | 7/24/2020 |
| Countywide QIC Meetings | Monthly Combined Quality Assurance/Quality Improvement Meetings will take place every second Monday and will include representation from various units which include Cultural Competency, Patients' Rights, ACCESS, etc. | QA/QI Teams | Ongoing |
| | Countywide QIC Meeting will be moved to the fourth Monday of the month, time to be determined. | Kalene Gilbert | Ongoing |

| Consumer Perception Surveys (CPS) | As a workplan goal, QI will be contacting the QIC committee to request feedback to help revise the CPS protocols and administration. | QIC Committee | Ongoing |
|---|--|----------------|-----------|
| | QI will share survey link with the committee for feedback on data handouts and will be asked to rank survey items that are of most interest and provide the level of importance for the information that is included in the report. Feedback should be submitted to Jennifer by the proposed deadline. | Jennifer Regan | 7/23/2020 |
| | | QIC Committee | 7/28/2020 |

NEXT MEETING: August 24, 2020