



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

MEETING MINUTES
MAY 2021

| | | | |
|---|---|--|------------------------------|
| Type of meeting: | Monthly QIC Meeting | Date: | May 24, 2021 |
| Location: | Microsoft Teams | Start time: | 9:00 AM |
| | | End time: | 10:30 AM |
| Recording: | http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9186 | | |
| Members Present: | See table below. | | |
| Agenda Item | Discussion and Findings | Decisions, Recommendations, Actions, and/or Scheduled Tasks | Person(s) Responsible |
| 1. Review of Minutes | QIC committee reviewed last month's meeting minutes. | The QIC committee approved the April 2021 meeting minutes which will be posted. | Kalene |
| 2. Quality Improvement Workplan Update | CANS Aggregate Report | Data sources have been combined from various systems (IBHIS, EPSDT OMA, and Web Services) and the work continues. Kara reported continued challenges working with data reports. The Outcomes Team will work with the QI Team to ensure workplan timelines are met. | Kara |

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| | <p>Service Area (SA) 3 Timeliness Pilot</p> | <p>Purpose of the pilot was shared, and the centralized scheduling key strategy was discussed. The timeliness pilot has improved the use of capacity. With the help of SA 3 providers, hospitals, and the ACCESS Center approximately 600 appointments have been scheduled and over 95% were timely appointments. Some Legal Entity providers are experiencing issues providing appointment slots due to them reaching MCA limits, while others have experienced problems using the SRTS scheduling calendars and the QA unit is providing a training for the providers tomorrow.</p> | <p>Jennifer H.</p> |
| <p>3. Quality Improvement Staff Announcements</p> | <p>Consumer Perception Survey (CPS)</p> | <p>Spring 2021 CPS Webinar Trainings will take place in June and will feature the basic survey information, portal demonstrations, paper surveys, tallying/tracking, survey submission details and Q&A. The first training will take place on June 2nd and will be geared towards the Legal Entity and Contracted providers. The second training is scheduled for June 9th and will be for Directly Operated providers. Both sessions will be recorded and posted. UCLA has made changes to the paper surveys which will be available in 12 languages, including English.</p> | <p>Daiya</p> |
| <p>4. Quality Improvement Council Member Update</p> | <p>Clinical Policy Updates</p> | <p>The parameters of clinical practice have been moved from the DMH website to the Policy Manager Platform portal under the Policies, Procedures, and Parameters tab</p> | <p>Helena</p> |

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| | Cultural Competency Unit requested to be added to a future meeting agenda to share on the Speakers Bureau's first year accomplishments. | which are currently being updated. A brief demonstration on how to access the clinical policies and parameters was conducted. QI will add Sandra Chang as a presenter during next month's meeting. | Kalene |
| Next Meeting: | May 24, 2021 at 9:00 AM | | |

| NAME | AGENCY | DMH PROGRAM |
|-------------------|-----------------|--|
| Angelica Fuentes | DMH | CPAS |
| Anthony Allen | DMH | Downtown MHC SA 4 |
| Caesar Moreno | The Whole Child | SA 7 |
| Courtney Stephens | MHALA | SA 1, 8 |
| Daiya Cunnane | DMH | Quality Improvement |
| Dara Vines | DMH | SA 5 |
| Gassia Ekizian | Foothill Family | SA 3 |
| Greg Tchakmakjian | DMH | SA 7 |
| Helena Ditko | DMH | Clinical Policy |
| Jennifer Hallman | DMH | Quality Assurance |
| Jennifer Regan | DMH | Quality Improvement |
| Kalene Gilbert | DMH | Quality Improvement |
| Kara Taguchi | DMH | Quality, Outcomes, and Training Division |
| Kimber Salvaggio | DMH | SA 2 |
| Kristin Gray | DMH | SA 3 |
| Ly Ngo | DMH | CLRM |

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| LyNetta Shonibare | DMH | Quality Improvement |
| Margaret Faye | Hathaway-Sycamores | SA 1-4, 6-7 |
| Marylune Im | DMH | SA 1 |
| Michele Munde | Star View | SA 8 |
| Naga Kasarabada | DMH | ACCESS Helpline |
| Randolph Faveau | DMH | CPAS |
| Socorro Gertmenian | Wellnest | SA 4-7 |
| Susan Lam | Alma Family Services | SA 7 |
| Wanta Yu | DMH | Quality Assurance |

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.