



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

MEETING MINUTES
APRIL 2021

Type of meeting:	Monthly QIC Meeting	Date:	April 26, 2021
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:30 AM
Recording:	http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9124		
Members Present:	See table below.		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and/or Scheduled Tasks	Person(s) Responsible
1. Quality Improvement Staff Announcements	<p>Daiya and representatives from the Department’s Chief Information Office Bureau (CIOB) shared CPS administration updates and FAQs, including the following:</p> <ul style="list-style-type: none"> • CPS administration is confirmed for June 21, 2021, to June 25, 2021. • The finalized selected provider lists and completed Estimated Portal User Count surveys are due Wednesday, April 28th. • The new CPS portal that rolls out this period will require Dynamic licenses for Directly Operated (DO) staff 	<ul style="list-style-type: none"> • Daiya and Sharon will work collaboratively on a brief overview to assist providers with estimating their workforce, workflow, and C number requests – within the next two weeks. • Providers have the option to collect hardcopy CPS forms this season. 	Daiya

	<p>access and Contract (C) numbers for Contract staff.</p> <ul style="list-style-type: none"> ○ Forms must be complete when requesting access. Missing dates, signatures, etc., will result in a rejected C-number application. ○ Multifactor authentication is not supported. Incognito mode was suggested as a workaround. Providers should consult with their internal IT staff for technical assistance. ○ Turnaround time for C number requests is shorter at the moment. 		
<p>2. Quality Improvement Workplan Review</p>	<p>LyNetta reviewed the most revised version of the Quality Improvement Work Plan (QIWP) 2021, emphasizing data metrics and new partnerships.</p> <p>In response to the race/ethnicity data review, Dr. Partida highlighted:</p> <ul style="list-style-type: none"> • Latino client counts appear the highest, but additional 	<p>Service Area Quality Improvement Committees were encouraged to review the QIWP 2021 with their local SA QICS to solicit feedback on potential focus areas and stakeholder engagement opportunities and facilitate program-specific improvement strategies and use of data.</p> <p>QI will consult with Dr. Partida on departmental efforts to outline disproportionalities and disparities across the DMH system of care.</p>	

	<p>anchors or comparisons are needed as this population remains underrepresented.</p> <ul style="list-style-type: none"> • Long-term relationship-building work is needed to address service gaps to the Asian American and Pacific Islanders and Native American groups. 		
3. Quality Improvement Workplan Update	Adriana and Leticia provided an overview of the DMH Mental Health Promoters Program, including but not limited to COVID19 impact, survey data, and expansion to Black and African Heritage, Asian Pacific Islander, and Eastern European and Middle Eastern, and Native American communities.		Adriana/Leticia
4. Clinical and Non-Clinical Performance Improvement Project Update	The lead analysts for the DMH Performance Improvement Projects (PIPs) shared updates on their clinical (Jen Regan) and nonclinical (Daiya) projects.	<p>PIP Committee meetings occur monthly, and QI Council will receive updates at least quarterly.</p> <p>QI receives technical assistance from CalEQRO monthly.</p>	Daiya/Jen
5. Quality Improvement Council Member Update	Clinical Policy updates will be provided via email or at the May meeting.		LyNetta
Next Meeting:	May 24, 2021 at 9:00 AM		

NAME	AGENCY	DMH PROGRAM
Adriana Carrillo	DMH	United Mental Health Promtores Program
Angelica Fuentes	DMH	CPAS
Anthony Allen	DMH	SA 4
Barbara Paradise	Pathways Community Services	SA 1
Caesar Moreno	The Whole Child	SA 7
Courtney Stephens	MHALA	SA 1, 8
Daiya Cunnane	DMH	Quality Improvement
Dara Vines	DMH	SA 5
Debbie Innes-Gomberg	DMH	Quality, Outcomes and Training Division
Debi Berzon-Leitelt	DMH	SA 1
Erica Melbourne	DMH	SA 6
Gassia Ekizian	Foothill Family	SA 3
Greg Tchakmakjian	DMH	SA 7
Ilda Aharonian	DMH	QA Training and Operations
Jennifer Regan	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Leticia Lara	DMH	SA 1-3, 5
Ly Ngo	DMH	CLRM
Lynetta Shonibare	DMH	Quality Improvement
Margaret Faye	Hathaway-Sycamores	Countywide
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 4, 5
Naga Kasarabada	DMH	ACCESS Helpline
Paul Arns	DMH	Clinical Informatics
Randolph Faveau	DMH	Compliance
Sandra Chang	DMH	Cultural Competency Unit
Socorro Gertmenian	Wellnest	SA 4-6, 7

Susan Lam	Alma Family Services	SA 7
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.