



LOS ANGELES COUNTY
**DEPARTMENT OF
 MENTAL HEALTH**
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**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		Date February 19, 2020
Location	DMH SA 8, 2600 Redondo Ave, 6 th Fl, Long Beach, CA 90806	Start Time & End Time	2:30PM-3:30PM
Co-chairs	Co-Chairs: Emily Ramos, LCSW, Michele Munde, LCSW, Courtney Stephens, PhD (MHALA)		
DMH Representatives			
SA 8 QI/QA Liaison: Ann Lee, PhD	QI Division Lead: Jennifer Regan, PsyD	QA Division Lead: Marc Borkheim, PhD	Medi-Cal Certification: Joel Solis, MSN
Members Present	<i>Ann Lee will update at later time. Sign-in sheet on file.</i>		

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Meeting Time change	Please note that SA 8 QI/QA meeting time was moved up half an hour earlier with QA first from 1:30-2:30 and QI from 2:30-3:30 per quorum (and no one present opposed) at the January meeting. This meeting time change was approved in order to better accommodate members' schedules.		
QI webpage	QI webpage: https://dmh.lacounty.gov/qid/ Provider Directory: https://dmh.lacounty.gov/pd/		
Consumer Perception Survey (CPS) SA 8 Report for Spring 2019	Jennifer Regan, PhD, DMH Office of Administrative Operations, QI Unit, provided a presentation of SA 8's CPS Spring 2019 report and provided a handout of the data.		
Patients Rights Office	Continuing to work on the web portal. No training dates yet but will be soon.		

<p>Test Calls Project Training</p>	<ul style="list-style-type: none"> • Please see 24/7 Access Center Test Calls Project handouts. • Volunteers needed SA 8 test calls. Please contact Ann Lee if you have a staff that can volunteer especially those fluent in Spanish, Cambodian, Korean, or Vietnamese. A few members volunteered and Ann will follow up. • First year there will be a webinar available for test callers • Test calls help to evaluate ACCESS call response <ul style="list-style-type: none"> ○ Mental health referrals ○ Crisis situations ○ Beneficiary problems and complaints • 8 test calls during assigned test period <ul style="list-style-type: none"> ○ 4 English; 4 SA threshold languages ○ 4 business hours (8a-4:49p M-F; 4 after hours ○ 2 crisis scenario (1 during business; 1 after hours); 1 complaint/problem; 5 MH referral calls • Discussed basic test call instructions. Ann Lee will email detailed instructions will be emailed to volunteers.
<p>Compliance, Privacy, and Audit Services</p>	<ul style="list-style-type: none"> • ComplianceBridge Policy Platform- Accessible to LEs and DOs • Policy Updates – 2 new, 16 revised, and 4 deleted. See Policy Bulletin 20-01; January 31, 2020 in the handouts. <ul style="list-style-type: none"> ○ New Policy 304.05 Therapeutic transportation (non-ambulance LPS transportation)
<p>Quality Improvement Updates</p>	<p>EQRO Draft Report</p> <ul style="list-style-type: none"> • Draft report has been sent out for feedback • State accepted DMH Clinical PIP (targeting COD population, orienting workforce to Seeking Safety). Developing a few concepts to present to EQRO (possibly Access to Care, better use of data esp. with FSP - data driven care. • Tracking and monitoring timeliness, foster care, medications • Better dissemination of survey outcomes to consumers/community members • Service access, integration and collaboration between LE and DO; peer run <p>QI Survey</p>

	<ul style="list-style-type: none"> Discussed overlap with QA, such as how to streamline tracking and monitoring access to care; utilizing data that is already collected <p>Electronic CPS Update</p> <ul style="list-style-type: none"> QI discussed with State the need for survey data in timely manner <p>Field-Based Exercise</p> <ul style="list-style-type: none"> Discussed with members regarding suggestions on how field-based paper surveys may be conducted
Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app).
NEXT MEETING	Next meeting will be held on March 18, 2020 from 2:30PM-3:30PM immediately after QA agenda items.

Minutes Recorded by Ann Lee, DMH SA 8 Administration