



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

MEETING MINUTES
NOVEMBER 2021

Type of meeting:	Monthly QIC Meeting	Date:	November 29, 2021
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:30 AM
Recording:	http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9609		
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 October 2021 meeting minutes. Next month’s meeting is cancelled. Instead, a QIC Planning Workgroup will be scheduled mid-month, committee member participation is voluntary.	Kalene Gilbert
2. Policy and Parameter Navigation	DMH Policy and Procedures <ul style="list-style-type: none"> • Policy Portal Link • Demonstration on Policy Portal 	Step by step instructions on how to access the Internal Policy Portal were provided and can be viewed in the recording link above.	Helena Ditko
3. Patients’ Rights Updates	Patients’ Rights Updates <ul style="list-style-type: none"> • New Director Introduction 	Highlighted the priorities of the Patients’ Rights unit. Additional feedback will be provided in January.	Anna Bruce

		<ul style="list-style-type: none"> • Working with management to ensure that vacant positions are filled. • Roll out of Public Facing Portal for filling out grievances and appeals. • Focusing on the Change of Provider's process. 	
<p>4. Perceived Value in Service Area QIC Meetings</p>	<p>Provider and QIC Chair Feedback</p>	<ul style="list-style-type: none"> • Information is useful, and can share with QIC members, useful to review and look over video. • The opportunity to dig deeper on things that would be unique to the service area and their struggles. • Information given in QA sometimes is not practical for service areas and people are not understanding and missing concepts that are being talked about. • Is there a list of specific issues that are unique to certain service areas? Specific site issues are known, but not issues that affect the entire service area. Is there documented information specific to the service area and list that prioritizes this information? • Suggesting a list of highlights from meeting or things that should be discussed with the service area. • Encourage more participation from the membership. • Review the expectation of the QIC every few months, because of new members joining. 	<p>Kalene Gilbert</p>

5. QIC Member Update	2021 Speakers Bureau Multicultural Mental Health Community Conference (December 1-2, 2021)	The conference registration flyer will be shared with the committee for distribution.	Sandra Chang
Next Meeting:	January 24, 2022		

NAME	AGENCY	DMH PROGRAM
Anna Bruce	DMH	Patients' Rights
Anthony Allen	DMH	SA 4
Caesar Moreno	The Whole Child	SA 7
Dara Vines	DMH	SA 5
Debra Berzon-Leitelt	DMH	SA 1
Dennis Lam	DMH	SA 4
Erica Melbourne	DMH	SA 6
Gassia Ekizian	Foothill Family	SA 3
Helena Ditko	DMH	Clinical Policy and Standards
Ilda Aharonian	DMH	Quality Assurance
Jennifer Hallman	DMH	Quality Assurance
Kalene Gilbert	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Kristin Gray	DMH	SA 3
Ly Ngo	DMH	Clinical Risk Management
Margaret Faye	Sycamores	SA 1, 2, 3, 4, 6 and 7
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 and 5
Nicole Gutman	DMH	SA 4
Paul Arns	DMH	Clinical Informatics

Randolph Faveau	DMH	Compliance
Robin Washington	DMH	Quality Assurance
Sandra Chang	DMH	Cultural Competency Unit
Socorro Gertmenian	Wellnest	SA 4-7
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Kalene Gilbert, L.C.S.W.