



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

MEETING MINUTES
OCTOBER 2021

Type of meeting:	Monthly QIC Meeting	Date:	October 25, 2021
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:30 AM
Recording:	https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9575		
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. November QIC meeting will be moved to the 5 th Monday of the month.	The QIC committee approved the August 2021 meeting minutes. Next month's meeting is scheduled for November 29 th due to the upcoming holiday.	Kalene Gilbert
2. External Quality Review Organization (ERQO) Review	Discussion on need to incorporate more Quality Improvement strategies across the department.	See PowerPoint presentation.	Kalene Gilbert
3. Integration of Continuous Quality Improvement	Discussion on facilitating discussion in Service Area QICs.	Discussed the important role of Service Area (SA) Quality Improvement Committee (QIC) liaisons in leading quality improvement discussions in their SAs. Under four pillars, namely, will, skill, authority, and guidance, SA QICs can effectively lead QI discussions and	LyNetta Shonibare

		<p>reinforce the feedback loop. Discussions tailored to frequently asked questions, such as the System Access Request (SAR) process to facilitate Consumer Perception Survey data collection, or shared concerns, such as responding to staff capacity issues, were well-received. With the encouragement to drive data-driven discussions and rely on subject matter experts within each QIC membership, liaisons brainstormed methods for actively engaging members (or attendees). SA QIC liaisons will brainstorm improvement strategies surrounding at least one Quality Assurance related topic with their local QICs and share highlights from their discussions with the QI Council. See PowerPoint presentation for additional information.</p>	
<p>4. Quality Improvement Workplan Update</p>	<p>Knowledge Assessment Survey and Chart Review Summary Report.</p>	<p>See PowerPoint presentation for additional information.</p>	<p>Nikki Collier/ Marc Borkheim</p>
<p>5. American Sign Language (ASL) Videoconferencing Project</p>	<p>Program is in pilot phase and directly operated only. Contractors can still schedule interpreters through DMH.</p>	<p>See PowerPoint presentation for additional information.</p>	<p>Sandra Chang</p>
<p>6. QIC Member Update</p>	<p>Clinical Policy Parameters</p>	<p>Policies are up to date and are being reviewed every three years. There is a new policy on ECT that has gone through County Council and is pending union approval. Existing parameters are being updated, while new parameters are focused on Psychiatric Advanced Care Directives, Trauma Informed Care, and assisting with Therapeutic Transportation which are guideposts for clinical practice and not policies.</p>	<p>Helena Ditko</p>

		There is a new Suicide Prevention Toolkit that will be published later this week.	
Next Meeting:	November 29, 2021 at 9:00 AM		

NAME	AGENCY	DMH PROGRAM
Angelica Fuentes	DMH	CPAS
Courtney Stephens	MH America of Los Angeles	SA 1 and 8
Daiya Cunnane	DMH	Quality Improvement
Dara Vines	DMH	SA 5
Gassia Ekizian	Foothill Family	SA 3
Helena Ditko	DMH	Clinical Policy and Standards
Ilda Aharonian	DMH	Quality Improvement
Kalene Gilbert	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Kristin Gray	DMH	SA 3
LyNetta Shonibare	DMH	Quality Improvement
Margaret Faye	Sycamores	SA 1-4, 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
Naga Kasarabada	DMH	ACCESS Help Line
Paul Arns	DMH	Clinical Informatics
Randolph Faveau	DMH	Clinical Policy and Standards
Sandra Chang	DMH	Cultural Competency Unit
Socorro Gertmenian	Wellnest	SA 4-7