



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

MEETING MINUTES
AUGUST 2021

Type of meeting:	Monthly QIC Meeting	Date:	August 23, 2021
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:30 AM
Recording:	http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9488		
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 July 2021 meeting minutes. We will go dark in September due to the EQRO Review scheduled from September 27-30.	Kalene Gilbert
2. QI Workplan Update	QI Workplan Update <ul style="list-style-type: none"> Outpatient Conservator Project 	See PowerPoint presentation.	La Tina Jackson (HOME Team)
3. Consumer Perception Survey Follow-up Presentation	Provider Feedback	<u>Training Recommendations</u> <ul style="list-style-type: none"> Consider early morning or afternoon training times. Include a more comprehensive review on how to process the requests for access. 	LyNetta Shonibare

		<ul style="list-style-type: none">• Spend more time reviewing and demonstrating the portal.• Include actual modeling of the system itself and what the client/family receives on their end (screenshots of the email subject line or text message).• Include suggestions on efficiently initiating surveys/data entry for hundreds of clients.• Provide different examples and scenarios that could potentially arise when creating the surveys.• Integrate a review of the FAQs. <p><u>Material Recommendations</u></p> <ul style="list-style-type: none">• CPS administration materials (training and forms) should be located on the QA website.• Streamline communication and centralize information, training materials, staff registration, and survey materials.• Review the accuracy of the translated materials before administration.	
Next Meeting:		October 25, 2021 at 9:00 AM	

NAME	AGENCY	DMH PROGRAM
Angelica Fuentes	DMH	CPAS
Ann Lee	DMH	SA 8
Anthony Allen	DMH	SA 4
Courtney Stephens	MH America of Los Angeles	SA 1 and 8
Daiya Cunnane	DMH	Quality Improvement
Dara Vines	DMH	SA 5
Erica Melbourne	DMH	SA 6
Gassia Ekizian	Foothill Family	SA 3
Greg Tchakmakjian	DMH	SA 7
Helena Ditko	DMH	Clinical Policy and Standards
Jeannelli Acuna	NorthEast Mental Health Center	SA 4
Jennifer Regan	DMH	Quality Improvement
Kalene Gilbert	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Kristin Gray	DMH	SA 3
LyNetta Shonibare	DMH	Quality Improvement
Ly Ngo	DMH	Clinical Risk Management
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
Nicole Gutman	DMH	SA 4
Randolph Faveau	DMH	Compliance
Sandra Chang	DMH	Cultural Competency Unit
Socorro Gertmenian	Wellnest	SA 4-7
Susan Lam	Alma Family Services	SA 7
Wanta Yu	DMH	Countywide