

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
ANTELOPE VALLEY – SA1

Quality Improvement Council Meeting

A G E N D A

July 11, 2017

2:00 – 4:00 p.m.

2323-A Palmdale Blvd. Conference Room  
Palmdale, CA 93550

Debi Berzon-Leitelt, LCSW, MPA, Chair

Barbara Paradise, LMFT, Co-Chair

I.	Introductions and Review of Minutes	QIC Members
II.	Quality Improvement Consumer Perception DATA	Dr. Shonibare
II.	Trending of Access Center Test Calls Data 2012-2016 Provider Benefits Management (PBM)	
III.	Change of Provider Logs (COP)	D. Berzon-Leitelt B. Paradise
IV.	Clinical Quality Improvement – OMD Information sharing	D. Berzon-Leitelt B. Paradise
V	Cultural Competency Immigrant Rights – LAC4YOU <a href="http://oia.lacounty.gov/">http://oia.lacounty.gov/</a>	D. Berzon-Leitelt
VI.	Quality Assurance Fire Clearance Requirement	D. Berzon-Leitelt B. Paradise
VII.	Waivers State Health Information Guidance (SHIG) for Sharing Behavior Health Information in California	D. Berzon-Leitelt B. Paradise
VIII.	QA Bulletins: No.17-12, No.17-13, No.17-14 & No.17-15	D. Berzon-Leitelt B. Paradise
IX.	Announcements / QIC Calendar 2017 – Next Meeting	D. Berzon-Leitelt B. Paradise

Next Meeting:  
September 12, 2017

**TIME - TBD**

2323-A Palmdale Blvd., Palmdale, CA 93550

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU  
QUALITY IMPROVEMENT DIVISION**

<b>Type of Meeting</b>	<b>SA-1 Quality Improvement Committee (QIC)</b>	<b>Date</b>	<b>July 11, 2017</b>	
<b>Place</b>	<b>Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550</b>	<b>Start Time:</b>	<b>2:00 PM</b>	
<b>Chairperson SA-1 Liaison</b>	<b>Debra Berzon-Leitelt, LCSW, MPA</b>	<b>End Time:</b>	<b>4:00PM</b>	
<b>Co-Chair SA-1 Liaison</b>	<b>Barbara Paradise, LMFT</b>			
<b>Members Present</b>	Levana Adato, Catrina Avila, Debra Berzon-Leitelt, Lauren Cheung, Jolene Eccles, Jennifer Evans, Heather Erkel, Christina Weyer, Linda Leizerowitz, Gabriel Rincon, Erica Melbourne, Barbara Paradise, Luis Ramirez II, Lynette Shonibare, Iling Wang, Brenda Arceo, Tricia Coleord			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>		<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	Meeting was called to order at 2PM. Introductions were made.	N/A		Debra Berzon-Leitelt Barbara Paradise
<b>Review of Minutes</b>	The May minutes were reviewed.	Minutes from the May 2017 meeting were reviewed by the present membership. Erica Melbourne moved for adoption of the notes and Debra Berzon-Leitelt seconded the motion. Minutes were approved.		Debra Berzon-Leitelt Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Quality Improvement</b>			
<b>Spring 2016 Consumer Perception Data</b>	Lynette Shonibare presented on the outcomes of the Spring 2016 MHSIP surveys.	The membership participated in a discussion about the relevance of the data provided to their own quality improvement efforts.	Lynette Shonibare
<b>Access Center Test Calls Data review</b>	Debra Berzon-Leitelt presented on the cumulative data about trends from the Access test calls project which SA 1 has participated in over the years as part of a quality improvement initiative to improve clients' access to services.	Members reviewed the data and discussed their anecdotal experiences of implementing the test call protocols.	Debra Berzon-Leitelt Barbara Paradise
<b>Cultural Competency</b>	Debra Berzon-Leitelt provided fliers from LA County Office of Immigrant Affairs intended to inform consumers about their rights.	Members reviewed the fliers.	Debra Berzon-Leitelt Barbara Paradise
<b>Patient's Rights Office</b>	Change of Provider Log-Debra Berzon-Leitelt and Barbara Paradise reviewed the information regarding the correct contact for those who manage the Change of Provider Log data coordination. She also requested that members continue to copy herself and Juan Cabrera on those submissions so that there is redundant tracking. Debra Berzon-Leitelt also educated on informing materials and their importance.	There was a discussion of barriers and problem-solving. Membership discussed different situations that called for a change of provider form to be completed. Email address is: <a href="mailto:dmhcop@dmh.lacounty.gov">dmhcop@dmh.lacounty.gov</a>	Debra Berzon-Leitelt Barbara Paradise
<b>Policy Updates-Office of Compliance</b>	Debra Berzon-Leitelt shared the policy updates.	Members reviewed policies.	Debra Berzon-Leitelt Barbara Paradise
<b>Clinical Quality Improvement -Office of the Medical Director (OMD)</b>	- Information sharing: Debra Berzon-Leitelt and Barbara Paradise facilitated a discussion with the membership regarding appropriate protocols regarding release of information between mental health providers and substance abuse treatment providers to improve client continuity of care.	There was a vigorous discussion around the law and ethics regarding release of information.	Debra Berzon-Leitelt Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Quality Improvement</b>			
<b>Provider Benefits Management</b>	Debra Berzon-Leitelt explored barriers and strategies in the implementation of PBM.	Members agreed that some were experiencing barriers that led to delays in clients receiving medications. Others reported barriers to client's getting their numbers. Others reported barriers regarding changes in dosages.	Debra Berzon-Leitelt Barbara Paradise Lynette Shonibare
<b>Quality Assurance</b>			
Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Recent/Upcoming Audits &amp; Reviews</b>	None reported.	N/A	Barbara Paradise
<b>Medi-Cal Certification Section</b>	Iling Wang reported on the importance of getting the fire clearance in order to facilitate MediCal recertification. She also reported that the fire clearance must be current (within 1 year of the certification visit).	Members reviewed information provided and reported on their own experiences.	Iling Wang
<b>Training &amp; Operations</b>	Schedule of upcoming trainings were distributed.	Members reviewed the training information.	Debra Berzon-Leitelt, Barbara Paradise
<b>Policy &amp; Technical Development</b>	-Debra Berzon-Leitelt and Barbara Paradise provided the membership with the most recent Quality Assurance Bulletins and COS manual changes. - Debra Berzon-Leitelt and Barbara Paradise reviewed information regarding waivers for psychologists.	Members reviewed the information provided.	Debra Berzon-Leitelt, Barbara Paradise
<b>Next Meeting</b>	Sept 12, 2017 10AM Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800	N/A	N/A