

County of Los Angeles – Department of Mental Health *Service Area 3*
Quality Improvement Committee Meeting

February 20, 2019
9:30 am – 11:30 am

AGENDA

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| 1. Welcome and Introductions | Cynthia Hurtado |
| 2. Review of the Minutes | Cynthia Hurtado |

Quality Improvement

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| 1. Information from QI Division | Daiya Cunnane |
| • Possible PIP Ideas | |
| 2. Test Call Scripts/Instructions | Gassia Ekizian |
| 3. Cultural Competency Updates | Margaret Faye |
| 4. Quality Improvement Work Plan Goals | Margaret Faye |

Quality Assurance Liaison Meeting

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| 1. QA Knowledge Assessment overview | Cynthia Hurtado |
| 2. Network Adequacy Monthly Webinars | Cynthia Hurtado |
| o Contact Howard Washington hWashington@dmh.lacounty.gov | |
| 3. DRAFT- Psychological Testing codes | Gassia Ekizian |
| 4. Follow ups from last meeting: | All |
| 5. Schedule of Trainings | Cynthia Hurtado |

Other Issues

- | | |
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| 1. Announcements | All |
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Next Meeting: March 20, 2019
Location: Enki, 3208 Rosemead Blvd, 2nd Floor, El Monte, CA 91731
Parking at lower level only

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

Type of Meeting	Service Area 3 QIC	Date	2/20/2019	
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Ms. Cynthia Hurtado Mrs. Gassia Ekizian Dr. Margaret Faye	End Time:	10:50 am	
Members Present	<i>Christine Pina</i>	<i>Alma Family Service</i>	<i>Gassia Ekizian</i>	<i>Foothill Family Services</i>
	<i>Laura Solis</i>	<i>Almanson MH</i>	<i>Nicole Unrein</i>	<i>Healthright 360 Prototypes</i>
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>
	<i>Caitlin Staveley</i>	<i>Center for Integrated Family and Health Services</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>
	<i>Leslie Shrager</i>	<i>Childrens Bureau of So Cal</i>	<i>Gerry Bonilla</i>	<i>Homes for Life Foundation</i>
	<i>Estera Boresa</i>	<i>Crittenton Services</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>
	<i>Rebecca Schaal</i>	<i>David and Margaret</i>	<i>Erica Villapando</i>	<i>PUSD</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Dawn Dades</i>	<i>Social Model Recovery Systems</i>
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Ivette Sanchez</i>	<i>SPIRITT Family Services</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Nancy Othman</i>	<i>SPIRITT Family Services</i>
	<i>Cynthia Hurtado</i>	<i>DMH</i>	<i>Lucero Garcia</i>	<i>Starview</i>
	<i>Frances Liese</i>	<i>DMH</i>	<i>Lan Nguyen-Chawkins</i>	<i>SSG/APCTC Alhambra Office</i>
	<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Michael Olsen</i>	<i>ENKI</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Joe Bologna</i>	<i>Trinity-El Monte</i>
			<i>Rachel Riphagen</i>	<i>Uplift Family Services</i>

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		
Review of Minutes	Motion to approve the minutes for December by Janet Yang and seconded by Erica Villalpando. Motion to approve the minutes for January by Mark Rodriguez and Lisa Rueda.	Please see handouts.	
Information from QI Division- Possible PIP Ideas	Clinical PIPs often focus on high risk, special health care needs, and specific consumer characteristics and aim to address a significant number of enrollees and improve satisfaction. Ideas: maternal mental health, compassion calls, access to nursing care, older adults stigma, and suicide prevention. Non-clinical PIP ideas: peer workforce, stigma, and suicide prevention.		
Test Call Scripts/Instructions	Instructions have been updated to help test callers provide information in the best way possible.	Please see handout.	
Cultural Competency Updates	This is a list of trainings that help meet the Cultural Competency requirement.	Please see handout.	
Quality Improvement Work Plan Goals	Possible ideas for new goals: suicide prevention, older adults, and stigma. Any ideas for improving things and populations, please let QI know.	Please see handout.	
QA Knowledge Assessment Overview	Summary of survey responses were presented and reviewed. Themes/responses included that it be as short as possible, not monthly, and that there would be QA support.	Please see handout.	
Network Adequacy Monthly Webinars- Contact Howard Washington	There are monthly webinars. Please contact Howard Washington to be on the list for monthly calls.		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
DRAFT- Psychology Testing Codes	This is still a draft. These are what the codes will be. This gives IT a chance to put them into the system. It should be out soon.	Please see handout.	
Follow ups from last meeting	<ul style="list-style-type: none"> • Quality Assurance process review is going really well. • Discussion/guidance on how to incorporate substance abuse into treatment for mental health agencies. 		
Schedule of Trainings	Certain trainings are full and there is a wait list. If interested in a training that is full and are able to participate via Skype, please contact Daiya Cunnane.	Please see handout	
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: December 19, 2018 3. Meeting Minutes: January 16, 2019 4. Test Calls Guidelines/Instructions 5. Cultural Competency Training Plan 18-19 6. Quality Improvement Work Plans Goals Summary CY 2018 7. QA Quiz QIC Feedback 8. Quality Assurance Bulletin: No 19-XX 9. Documentation Training Schedule 		
Next Meeting	Next Meeting is March 20, 2019 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

Respectfully Submitted, Dr. Keri Zehm, Tri-City Mental Health