



LOS ANGELES COUNTY
**DEPARTMENT OF
 MENTAL HEALTH**
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**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA 8 QUALITY IMPROVEMENT COMMITTEE (QIC) MEETING**

Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		Date
			January 15, 2020
Location	DMH SA 8, 2600 Redondo Ave, 6 th Fl, Long Beach, CA 90806	Start Time & End Time	
		2:00PM-3:00PM	
Co-chairs	Co-Chairs: Emily Ramos, LCSW, Michele Munde, LCSW, Courtney Stephens, PhD (MHALA)		
DMH Representatives			
SA 8 QI/QA Liaison: Ann Lee, PhD	QI Division Lead: Jennifer Regan, PsyD	QA Division Lead: Marc Borkheim, PhD	Medi-Cal Certification: Joel Solis, MSN
Members Present	<i>Ann Lee will update at later time. Sign-in sheet on file.</i>		

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
QI webpage	QI webpage: https://dmh.lacounty.gov/qid/ Provider Directory: https://dmh.lacounty.gov/pd/		
QI Announcements	New Division name: Quality, Outcomes & Training Division (previously Program Support Bureau) <ul style="list-style-type: none"> • Dr. Debbie Innes Gomberg – will be bringing together mandates/QA with training through a QI lens. • QOT will be conducting a survey (see handouts) to identify how the meeting can be improved and be more efficient 		
ACCESS Center Updates	<ul style="list-style-type: none"> • Met goal for monthly response times and test call for both business and after hours • Slight increase in overall # of calls 		

	<ul style="list-style-type: none"> • See attached handouts
Cultural Competency Plan and Updates	Hyun K. Lee, PhD, Clinical Psychologist II, DMH Cultural Competency Unit, provided a presentation on the CC Plan. Please visit https://dmh.lacounty.gov/ccu for more information.
Paperless CPS Surveys	<ul style="list-style-type: none"> • State is looking into paperless and electronic surveys • Considering what would be needed to go paperless <ul style="list-style-type: none"> ◦ Resources, equipment, assistance needed for the client or caregiver, possibly a web portal ◦ How would clients respond to electronic surveys
Quality Improvement Updates	<p>Clinical PIP Updates</p> <ul style="list-style-type: none"> • Improve quality of services for consumers with co-occurring mental health/substance use • Year one was training SA counselors in Seeking Safety. Group implementation has been slow <ul style="list-style-type: none"> ◦ Variety amongst the work sites these counselors work in ◦ Navigating this with the advisement that substance use counselors need to provide/document mental health interventions. ◦ Waiting for QA bulletin to help with the documentation piece
Annual QI Report	<p>Section 2 Population Needs Assessment</p> <ul style="list-style-type: none"> • Section 2 provides demographics - county and service areas - demographic profile. Who should we prepared to serve? Are our efforts addressing the larger population? • American Community Survey by US Census Bureau sent to 1 in 38 households. Aggregated by state, county and SA • More discussion to be had on how to present this information to your Service Area • Recommend highlights for each Service Area • Feedback appreciated. • Annual Report due March
Catch up Announcements from November 2019	<ul style="list-style-type: none"> • Please see agenda

Change of Provider Logs (COP)	Please continue to submit (LEs email DMHCOP@dmh.lacounty.gov ; DOs continue submitting via online app).		
Meeting Time change	Members requested to hold meetings half an hour earlier and discuss QA agenda items in the first hour and QI in the latter half of the meeting. Those present agreed; no one opposed. Co-chairs approved holding meeting half an hour earlier with QA first from 1:30-2:30 and QI from 2:30-3:30 starting in February.	Ann Lee will send out an email notification of the time change and revise the meeting schedule.	
NEXT MEETING	Next meeting will be held on February 19, 2020 from 2:30PM-3:30PM immediately after QA agenda items.		

Minutes Recorded by Ann Lee, DMH SA 8 Administration