



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

MEETING MINUTES
MARCH 2022

Type of meeting:	Monthly QIC Meeting	Date:	March 21, 2022
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	11:00 AM
Recording:	http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9937		
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 February 2022 meeting minutes.	Kalene Gilbert
2. Consumer Perception Survey (CPS) Spring 2022	Upcoming Trainings Application Updates	See Spring 2022 CPS Updates PowerPoint Presentation.	Daiya Cunnane
3. Patients' Rights Office	Quality Assessment and Performance Improvement (QAPI) Work Plan Goal	New analyst for Patients' Rights is Veronica Quintana. There is legislation that is pending that may change the reporting requirements with the State. Change of Provider is still on the list with a target date of June/July. It may not be finished, but there	Anna Bruce

		<p>will be a draft that can start to be tested and trained on with CIOB.</p> <p>CIOB is working on updating the portal, which is the Grievances and Appeals Tracker that will also require some updates based on State requirements.</p> <p>Clinical Risk Management Workgroup will start in April.</p>	
<p>4. SB 1291 Medication Services Tracking for Foster Youth</p>	<p>Medi-Cal Document</p>	<p>Refer to SB 1291 Medi-Cal 2022 flyer.</p>	<p>Kalene Gilbert</p>
<p>5. Liaison Check-In</p>		<p><u>QA Lead Coverage</u></p> <ul style="list-style-type: none"> • Robin Washington will continue to cover for Patricia Lopez from Service Area 6. • Dr. Marc Borkheim will continue to cover for Service Area 7. <p><u>New Co-Chairs</u></p> <ul style="list-style-type: none"> • Service Area 1: Levana Adato Krista Mortellaro • Service Area 4: Christina Nairn • Service Area 7: Michael Olsen <p><u>Training and Operations/QA Lead Standing Agenda Item at Service Area QIC Meetings</u></p> <ul style="list-style-type: none"> • Add a regular standing agenda item at each of the QIC meetings for the QA leads, which will give the opportunity to share information and help facilitate discussion around QA knowledge assessment surveys. 	<p>Nikki Collier</p>

		<ul style="list-style-type: none"> • Feedback on training resources that have been made available or training needs that maybe are not being addressed. • FAQs from providers and other topics. • Preplanned topics that each of the QA leads would bring to the meeting. • Two structures: 1) focus would be around Knowledge Assessment Surveys results. 2) focus would be on reviewing QA questions, i.e., questions from the QA mailbox or providers. • 20 minutes or less to focus on ideas and perspectives. 	
<p>6. QIC Member Update</p>	<p>Clinical Policies, Procedures, and Parameters Update</p> <p>Meeting Schedule Check-In</p>	<ul style="list-style-type: none"> • Help from QI for a policy regarding transportation of consumers, and their family members. Directly operated only policy. • Updated policy: psychotropic medications in children and adolescents. The policy is updated every 6 months and was last updated in January by Dr. Hanu. The policy can be found in the public portal, under Clinical Practice Parameter. • Monthly QIC meetings will be moved to the third Monday of every month. 	<p>Helena Ditko</p> <p>Kalene Gilbert</p>
<p>Next Meeting:</p>	<p>April 18, 2022 at 9 AM</p>		

NAME	AGENCY	DMH PROGRAM
Angelica Fuentes	DMH	Compliance
Ann Lee	DMH	SA 8 Administration
Anna Bruce	DMH	Patients' Rights
Bradley Bryant	DMH	Quality Assurance
Christina Nairn	DMH	SA 4
Daiya Cunnane	DMH	Quality Improvement
Dara Vines	DMH	SA 5
Dennis Lam	DMH	Quality Assurance
Emilia Ramos	DMH	SA 8
Erica Melbourne	DMH	SA 6
Gassia Ekizian	Foothill Family	SA 3
Greg Tchakmakjian	DMH	SA 7
Helena Ditko	DMH	Clinical Policy and Standards
Ilda Aharonian	DMH	Quality Assurance
Jennifer Hallman	DMH	Quality Assurance
Jennifer Regan	DMH	Quality Improvement
Kalene Gilbert	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Krista Mortellaro	DMH	SA 1
Kristin Gray	DMH	SA 3
LyNetta Shonibare	DMH	Quality Improvement
Marc Borkheim	DMH	Quality Assurance
Margaret Faye	Sycamores	SA 1-4, 6-7
Michele Munde	Star View Behavioral Health	SA 8
Michelle Rittel	DMH	SA 2
Misty Aronoff	Step Up on Second	SA 4-5
Nicole Gutman	DMH	SA 4
Nikki Collier	DMH	Quality Assurance
Randolph Faveau	DMH	Compliance

Robin Washington	DMH	Quality Assurance
Sandra Chang	DMH	ARDI Cultural Competency Unit
Socorro Gertmenian	Wellnest	SA 4-7
Veronica Quintana	DMH	Patients' Rights
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Kalene Gilbert, LCSW