



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

MEETING MINUTES
FEBRUARY 2022

Type of meeting:	Monthly QIC Meeting	Date:	February 28, 2022
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	11:00 AM
Recording:	http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9804		
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 January 2022 meeting minutes. March meeting moved to third Monday of the month. Kalene will check in with committee on ongoing meeting dates.	Kalene Gilbert
2. Test Call Survey Update		Additional questions added to survey related to the experience with the call. Update on new ambulance service providers.	Naga Kasarabada
3. Consumer Perception Survey Spring 2022	Contract Number Onboarding	Discussed UCLA and DMH portals and further clarification is needed by the committee.	Daiya Cunnane

		Discussed training strategy and committee would like to see combined supervisor and administrator training.	
4. Quality Assessment and Performance Improvement Work Plan	Hospital Discharges Reducing Rehospitalization Rates	Provided update on current hospital discharge data monitoring and proposed interventions. See PowerPoint presentation – QAPI Work Plan Prompts for Service Area discussions were provided.	Michael Tredinnick LyNetta Shonibare
5. Survey Findings and Discussion	Service Area liaison feedback	See PowerPoint presentation – actions include additional time for Q&A with Quality Assurance and guidance for Service Area discussions.	LyNetta Shonibare
6. QIC Member Update	Clinical Policies, Procedures, and Parameters Update	Requested input for parameters – eating disorders suggested.	Helena Ditko
7. Quality Assurance	Q&A	Topics included provider directory and NAPPA.	Jennifer Hallman
Next Meeting:	March 21, 2022 at 9 AM		

NAME	AGENCY	DMH PROGRAM
Angelica Fuentes	DMH	Compliance
Anna Bruce	DMH	Patients' Rights
Anthony Allen	DMH	SA 4
Caesar Moreno	The Whole Child	SA 7
Christina Nairn	DMH	SA 4
Daiya Cunnane	DMH	Quality Improvement

Dara Vines	DMH	SA 5
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 Policies, Procedures, and Parameters
Jennifer Hallman	DMH	Quality Assurance
Jennifer Regan	DMH	Quality Improvement
Kalene Gilbert	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Kristin Gray	DMH	SA 3
Levana Adato	Child Guidance	SA 1
Ly Ngo	DMH	Clinical Risk Management
LyNetta Shonibare	DMH	Quality Improvement
Marylune Im	DMH	SA 1
Michelle Rittel	DMH	SA 2
Misty Aronoff	Step Up on Second	SA 4-5
Naga Kasarabada	DMH	Access Help Line
Nikki Collier	DMH	Quality Assurance
Randolph Faveau	DMH	Compliance
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3
Socorro Gertmenian	Wellnest	SA 4-7
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Kalene Gilbert, LCSW