



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

MEETING MINUTES  
MAY 2022

<b>Type of meeting:</b>	Monthly QIC Meeting	<b>Date:</b>	May 16, 2022
<b>Location:</b>	Microsoft Teams	<b>Start time:</b>	9:30 AM
		<b>End time:</b>	11:00 AM
<b>Recording:</b>	<a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10002">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10002</a>		
<b>Members Present:</b>	See table below.		
<b>Agenda Item</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, and/or Scheduled Tasks</b>	
<b>Person(s) Responsible</b>			
<b>1. Review of Minutes</b>	QIC committee reviewed last month's meeting minutes.	The QIC committee approved the April 2022 meeting minutes.	
<b>2. Consumer Perception Survey (CPS) Spring 2022</b>	Tally Forms  Survey Drop Off	<u>CPS Reminders</u> <ul style="list-style-type: none"> <li>Tally forms should have been sent out to providers. The links are in the Teams channel chat section.</li> <li>Open ended comment survey link was sent and should be submitted by providers by June 17<sup>th</sup>.</li> <li>UCLA will send comments by 6 p.m.</li> </ul> <u>Survey Drop Off</u> <ul style="list-style-type: none"> <li>SA Chairs should reach out to Alicia for detailed drop off information.</li> </ul>	
		Daiya Cunnane	

<p><b>3. QIC Meeting Facilitation Strategies</b></p>	<p>Service Areas 4 and 8</p>	<p><u>Co-Chairs QI Strategies</u></p> <ul style="list-style-type: none"> <li>• Refer to SA 8 Quality Assurance/Quality Improvement Committee Meeting Small Group Discussion (SGD) Poll Results April 20, 2022 PowerPoint presentation.</li> <li>• Service Area 8 utilized breakout rooms for workflow strategies.</li> <li>• Service Area 4 utilized a panel of providers for best workflow strategies.</li> </ul>	<p>Ann Lee/ Nicole Gutman</p>
<p><b>4. Quality Assessment and Performance Improvement (QAPI) Update</b></p>	<p>American Sign Language (ASL) Interpretation</p>	<ul style="list-style-type: none"> <li>• ARDI Cultural Competency Unit now schedules ASL appointments during business hours; 8 a.m. to 5 p.m.</li> <li>• Established a mailbox to submit requests; <a href="mailto:AARDIAccessibility@dmh.lacounty.gov">AARDIAccessibility@dmh.lacounty.gov</a></li> <li>• ACCESS Center will still take requests that come in after business hours, on weekends and on holidays.</li> <li>• Developed a Consumer Satisfaction Form to capture information regarding the vendor providing ASL services for client satisfaction.</li> <li>• Working with ACCESS Center to update policy 200.2.</li> </ul>	<p>Kalene Gilbert</p>
<p><b>5. QIC Member Update</b></p>	<p>Access to Care Update on Timeliness</p> <p>QA Leads Update</p>	<ul style="list-style-type: none"> <li>• Refer to Access to Care Data Review PowerPoint presentation.</li> <li>• Clinical Policy and Standards program provided update regarding New Policy, Procedure, and Toolkit for Letters for Emotional Support Animals.</li> <li>• Patricia Lopez is back to covering Service Area 6 and Service Area 7.</li> </ul>	<p>Jennifer Hallman/ David Crain</p> <p>Kalene Gilbert</p> <p>Nikki Collier</p>

		<ul style="list-style-type: none"> <li>• Dr. Ilda Aharonian will be transitioning to a Supervisor Psychologist position.</li> <li>• This month QIC member leads will focus on QA Knowledge Assessment Survey #5.</li> </ul>	
<b>Next Meeting:</b>	June 27, 2022 at 9 AM		

NAME	AGENCY	DMH PROGRAM
Angelica Fuentes	DMH	Compliance
Ann Lee	DMH	SA 8 Administration
Anna Bruce	DMH	Patients' Rights
Bradley Bryant	DMH	Quality Assurance
Courtney Stephens	Mental Health America of Los Angeles	SA 1 and 8
Daiya Cunnane	DMH	Quality Improvement
Dara Vines	DMH	SA 5
David Crain	DMH	Quality Assurance
Debbie Innes-Gomberg	DMH	Quality, Outcomes and Training Division
Dennis Lam	DMH	Quality Assurance
Erica Melbourne	DMH	SA 6
Emilia Ramos	DMH	SA 8
Gassia Ekizian	Foothill Family	SA 3
Greg Tchakmakjian	DMH	SA 7
Ilda Aharonian	DMH	Quality Assurance
Jeannelli Acuna	DMH	SA 4
Jennifer Hallman	DMH	Quality Assurance
Jennifer Regan	DMH	Quality Improvement
Julie Valdez	DMH	ACCESS
Kalene Gilbert	DMH	Quality Improvement

Kimber Salvaggio	DMH	SA 2
Kristin Gray	DMH	SA 3
Ly Ngo	DMH	Clinical Risk Management
LyNetta Shonibare	DMH	Quality Improvement
Marc Borkheim	DMH	Quality Assurance
Margaret Faye	Sycamores	SA 1-4, 6-7
Marylune Im	DMH	SA 1
Michael D. Olsen	ENKI Health Services, Inc.	SA 4
Michelle Rittel	DMH	SA 2
Michelle Munde	Star View Behavioral Health	SA 8
Misty Aronoff	Step Up on Second	SA 4-5
Naga Kasarabada	DMH	ACCESS
Nicole Gutman	DMH	SA 4
Nikki Collier	DMH	Quality Assurance
Patricia Lopez	DMH	Quality Assurance
Randolph Faveau	DMH	Compliance
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3
Sandra Chang	DMH	ARDI Cultural Competency Unit
Socorro Gertmenian	Wellnest	SA 4-7
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Kalene Gilbert, LCSW