



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

MEETING MINUTES  
January 2023

<b>Type of meeting:</b>	Monthly QIC Meeting	<b>Date:</b>	January 23, 2023
<b>Location:</b>	Microsoft Teams	<b>Start time:</b>	9:00 AM
		<b>End time:</b>	10:50 AM
<b>Recording:</b>	<a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10555">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10555</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>I. Welcome and Introductions</b>	Welcoming Review of Minutes from last meeting.	Dr. Kara Taguchi greets the Quality Improvement Committee (QIC) members. Dr. Taguchi shares the November 28, 2022, Countywide QIC Mtg. Minutes reviewing each of the agenda items and the updates discussed at during that meeting. Minutes will be distributed via email after the meeting.	Dr. Taguchi
		The QIC Committee members approve the November 28, 2022 meeting minutes. Recommendations suggestions on the minutes can be emailed.	Helena Ditko and Marylune Im
		Dr. Taguchi gives a brief overview of the agenda topics and the speakers who will be presenting.	Dr. Taguchi



<p><b>III. Preparing for Consumer Perception Survey (CPS) 2023</b></p>		<p>Stakeholder process that is being revitalized to get input for MHSA.</p> <p>Kalene Gilbert and Darlesh Horn will be presenting next month to get more of the awareness where the consumers and community members are naturally gathering and ways that we can tap into the input there to help improve overall system.</p> <p>Helena Ditko commends Ann Lee, she had been able to incorporate feedback from Peers and Pacific Clinics on a great job in the past. There needs to be a distinction, and maybe this is a way that peer specialist can help. We need to differentiate in the department between a Peer Specialist supporter and a Stakeholder, an employee, and a person from the community. A peer support specialist has a responsibility to be a worker, that may be a good bridge to incorporate a Stakeholder because peer support specialists have that firsthand knowledge of community members and people they are assisting, and it would be a good idea initially and have them recommend Stakeholders that might be appropriate for meetings and particular topics.</p> <p>Consumer Perception Survey is our annual, Client Satisfaction Survey. It is State and Federally mandated. As of right now, the State is asking, that we have a hundred percent of our Providers with a couple of exceptions participate. Los Angeles County provides about a third of the state's data so it is really important we collect as much data as possible, and that is why they are</p>	<p>QIC Council Member</p> <p>Dr. Cunnane</p>
--	--	--	--

		<p>asking we do a hundred percent rather than the portion that we use to do. So, we are going to get more details as that rolls in. It's been confirmed that the survey period will be in May, as usual but we don't have the exact dates yet. Dr. Cunnane will provide dates as soon as they come in.</p> <p>Dr. Cunnane presents and discusses the Maintaining C Numbers for Consumer Perception Survey (CPS) Electronic Application Access Power Point to the QIC Chair Members.</p> <p>Dr. Cunnane announced the following information is not for Directly Operated Sites (DOs).</p>	
<p><b>IV. Updates to Annual QA Reports and Written QA Process Reports</b></p>		<p>Nikki Collier presented and discussed revisions to the Annual QA/QI Reports and Written QA/QI Processes Powerpoint. Reminder for contract providers that Annual QA/QI Reports and Written QA/QI Processes Forms due date has been extended to Feb 15, 2023. QA provides a reminder to contract providers that there is just one report and one process for their Legal Entity not multiple. Also please do not use old forms, new forms should be available this week. The Department is no longer working with MR Grant and are not aware of any other agency of doing external audits. The external audit and reviews section was removed from the report.</p>	<p>Nikki Collier Quality Assurance</p>
<p><b>V. Change of Provider Request Forms</b></p>		<p>Due to technical issues the Patients' Rights Office speaker will be presenting at the next Countywide QIC Mtg. Mr. Wilson provided the</p>	<p>Theodore Wilson</p>

		<p>QIC Committee members the Patients' Rights Office email address:</p> <p><a href="mailto:PatientsRightsOffice@dmh.lacounty.gov">PatientsRightsOffice@dmh.lacounty.gov</a></p>	
<p><b>VI. Quality Improvement Council Member Update</b></p>	<p>SA 2 Updates</p>	<p>Discussed their January's 2023 meeting one of the conversation topics Payment Reform wants to reiterate that if anybody needs specific questions or help let them know.</p>	<p>Kimber Salvaggio and Michelle Rittel</p>
	<p>SA 3 Updates</p>	<p>Met last week and tried to do break out groups to have small group discussions and that centered around best practices, implementation, how to keep your staff treatment planning without the structure of CTP, what people are doing, and how the problem list implementation has gone. They're trying to keep the breakout groups because they are trying to make the meeting different than the county one so that they can use it as a form of support and best practices and discussion.</p>	<p>Gassia Ekizian</p>
	<p>SA 4 Updates</p>	<p>They had their January meeting members discussed the QA QI Report at their Presentation it was very well received.</p> <p>Ms. Ditko shared that the calendar year of last year there were twelve (12) Administrative Policies and thirty (30) Clinical policies that were updated and for QI there are 12 Clinical Parameters which are brand new. Ms. Ditko will provide an overview at a future QIC meeting and will send information regarding policy changes to be distributed to the group.</p>	<p>Helena Ditko</p>

<b>VII. QA Updates</b>		<p>Ms. Cozolino presented and discussed the Screeners and Transition Tools Powerpoint.</p> <p>If there are any questions, they can send an email to:</p> <p><a href="mailto:AccessToCare@dmh.lacounty.gov">AccessToCare@dmh.lacounty.gov</a></p>	Ms. Cozolino Quality Assurance
<b>Next Meeting:</b>	February 13, 2023, at 9 AM		

<b>NAME</b>	<b>AGENCY</b>	<b>DMH PROGRAM</b>
Ann Lee	DMH	SA 8
Bradley Bryant	DMH	Quality Assurance
Carlo Diaz	DMH	SA 4
Christina Nairn	DMH	SA 4
Caesar Moreno	DMH	SA 7
Daiya Cunnane	DMH	Quality Improvement
Dennis Lam	DMH	Quality Assurance
Elisabeth Gildemontes	DMH	Patients' Rights
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
Ilda Aharonian	DMH	ACCESS Center
Jennifer Hallman	DMH	Quality Assurance
Jennifer Regan	DMH	Quality Improvement
John Sheehe	DMH	Outpatient
Kalene Gilbert	DMH	Quality Improvement
Kara Taguchi	DMH	Quality Improvement

Kimber Salvaggio	DMH	SA 2
Ly Ngo	DMH	CLRM
LyNetta Shonibare	DMH	Quality Improvement
Marc Borkheim	DMH	Quality Assurance
Margaret Faye	Sycamores	SA 3
Maria Moreno	DMH	SA 3
Marylune Im	DMH	SA 1
Michael D. Olsen	Enki Health Services, Inc.	SA 3, SA4, and SA 7
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 Help Line
Nicole Gutman	DMH	SA 4
Nikki Collier	DMH	Quality Assurance
Patricia Lopez	DMH	Quality Assurance
Paul Arns	DMH	Quality Assurance
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3
Sandra Chang	DMH	ARDI Cultural Competency Unit
Sandra Spector	All4kids	Not Applicable
Socorro Gertmenian	Wellnest	SA 4-7
Tora Miller	DMH	SA 5
Veronica Quintana	DMH	Patients' Rights
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Dr. Kara Taguchi,