



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

MEETING MINUTES  
November 2022

<b>Type of meeting:</b>	Monthly QIC Meeting	<b>Date:</b>	November 28, 2022
<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=10411">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10411</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. Welcome and Introductions</b>	Welcoming, leadership update, and QIC Introductions	Dr. Kara Taguchi introduces herself announcing Dr. Kalene Gilbert has taken another position as Program Manager IV with MHSA. Unit. Dr. Taguchi has taken over responsibilities for the Quality Improvement Team.	Dr. Taguchi
	Review of Minutes	Quality Assurance Service Area Chair liaisons introduce themselves.  The Quality Improvement Committee (QIC) reviewed and approved the September 2022 meeting minutes.	QIC Committee Members  Mary Lune and Kimber Salvaggio
	QI Team changes and staff announcements.	Dr. Taguchi announced Dr. Jennifer Reagan has moved on from county service. Currently in the process of looking for a Clinical Psychologist to	Dr. Taguchi

	<p>QI Program Satisfaction Survey and QI Knowledge Assessment Survey</p>	<p>replace Jennifer Reagan. Dr. LyNetta Shonibare promoted to Program Manager over Olive View. Alicia Avelar, Secretary will be staying with Kalene Gilbert as her secretary. Alma Jimenez will be Dr. Taguchi's secretary.</p> <p>Bringing together QI and Outcomes will allow the QI team to have more resources to look at the data to identify problems and utilize that data in the Quality Improvement process.</p> <p>Dr. Cunnane announced they are bringing back the QI Program Satisfaction survey although it will be slightly different this time. This is specifically for Service Area QI Chairs and co-Chairs. They will also be sending out the QIC Knowledge Assessment Surveys requesting feedback focusing on the QIC Mtgs and QIC Meeting process. Getting both surveys out by the beginning of December 2022, hoping to receive responses for both surveys by January 2023.</p> <p>As in the previous years the QIC meeting will go dark during December 2022, due to the upcoming holiday season.</p>	<p>Dr. Cunnane</p> <p>Dr. Taguchi</p>
<p><b>2 •External Quality Review FY 21-22</b></p>	<p>External Quality Review Organization (EQRO) Update</p>	<p>Dr. Taguchi thanked and recognized everyone who participated with EQRO. In the exit meeting, EQRO expressed that everyone who participated from the Department was very knowledgeable and commended the services in the department being delivered despite staffing challenges.</p>	<p>Dr. Taguchi</p>

		<p>Much of the coordination of the EQRO annual visit will transition to Quality Assurance (QA), Jennifer Hallman’s Team who also coordinate the System Review. The System Review preceded EQRO and a lot of information requested and collected was similar. QI will continue to play a lead role in quality and performance measures sessions.</p> <p>There was an acknowledgement of the staff shortage not only with the Department but with the Contracted Providers which is affecting pieces of what we are trying to do, whether it be meeting timeliness markers or being able to get clients in and receive the amount of service like we would like to. EQRO recognizes all of the things that are affected by the staff shortage and recruitment. EQRO got to hear about the efforts made by the Department and Providers to bring Clinicians in and trying to remedy that problem.</p> <p>EQRO team commented on the Service Area visits and the need to increase the participation by consumers. There were some challenges with getting consumers groups going. This was despite great efforts made to rally up consumers and family members to get everybody there. The QI team was quick to strategize ideas as to what could have been done differently to help to strengthen that.</p>	<p>Dr. Taguchi</p>
<p><b>3.Capturing Consumer Participation</b></p>	<p>Discussion Piece</p>	<p>Dr. Cunnane discussed the Performance, Improvement Projects (PIPs) and consumer participation.</p>	<p>Dr. Cunnane</p>

	<p>How can consumer participation and attendance be captured?</p>	<p>EQRO changed the rating system slightly on the Performance Improvement Project (PIPs). now they are rating them as Active or just Not Active.</p> <p>Clinical PIP was focused on the eating disorder training for the clinicians.</p> <p>Non-Clinical PIP was focused on taking a look at improvements done with the updated Provider Directory, that QA is working really hard on.</p> <p>Both PIPs were rated as Active by EQRO we will hear more details on the final report which we are expecting later this month.</p> <p>Dr. Cunnane discussed the indications received from both EQRO and the state that they wanted to hear about consumers attending the meetings. Dr. Cunnane also stated the QIC meetings are supposed to be made public and the clients are welcomed to join.</p> <p>Dr. Cunnane asked the QIC Members their thoughts on the two items below:</p> <p>How can we increase consumer participation and attendance?</p> <p>How can we document participation?</p> <ul style="list-style-type: none"><li>• Suggestion to engage consumers in other service area meetings like Healthy Neighborhood and SALT meetings that they regularly attend.</li><li>• Consumers may want to know that their input at the QIC meetings will result in change.</li><li>• Bringing food</li></ul>	<p>QIC Members</p>
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	<p>Quality Assurance          Performance Improvement          Workplan Updates</p> <p>Beneficiary Satisfaction:</p>                       <p>Clinical Review Update</p>	<p>Dr. Cunnane continued to provide updates on QI 2022 work plans by section</p> <ul style="list-style-type: none"> <li>• Enhanced monitoring on participation rates for Spring 2022.</li> <li>• Analyzed preliminary SOGI data from Spring 2022-a significant amount of missing data (range: 10.9 % to 26.1%) across age groups on items, particularly sexual orientation. We will explore the placement of items on the survey as well as wording and client comfort.</li> <li>• Power BI dashboard in development (building master database of provider - level reports)</li> <li>• Will continue to implement the process of the manager's reports through Power BI dashboard.</li> <li>• CIOB still working on solution to develop to share CANS client level report with contractors.</li> </ul>	<p>Daiya Cunnane</p>

	<p>Provider Level Improvement</p> <p>HealthCare Effectiveness Data and Information Set (HEDIS Elements)</p>	<ul style="list-style-type: none"> <li>• Actively trying to work on CANS aggregate report and Outcomes team estimates a few months before ready due to need for data cleaning.</li> <li>• Developed clinical utility training for CANS in collaboration with QA, starting with training on 10/4/2022 for DO supervisors and program managers, then will expand to contractors.</li> <li>• In October 2021, approx. 20% (100 of 500) of providers were participating in the QA Knowledge Assessment survey.</li> <li>• In March 2022, Training and Operations/QA Lead Standing Agenda Item at Service Area QIC Meetings</li> <li>• In May 2022, QA is implementing the QA Knowledge Assessment #5.</li> <li>• Psychiatrist Peer Review- incorporation of HEDIS measures adults and youth. Participation provided feedback to improve the process. Next year's goals included increasing response rate and working to include LE's.</li> </ul>	
<p>4. Quality Improvement Council Member Update</p>	<p>Introduction</p>	<p>Mr. Carlo Diaz, Service Area 4, introduced Michelle Michicoff as the new QIC chair council.</p>	<p>Carlo Diaz</p>
<p>Quality Assurance</p>		<p>Jennifer Hallman provided a reminder that Quality on the Air has been rescheduled to Wed, Nov 30, 2022, 9:00. QA is having some of their Managed Care Plan Partners present. Should be interesting given the upcoming screening and</p>	<p>Jennifer Hallman</p>

		<p>transitioning requirement. Ms. Hallman answered questions in the chat.</p> <p><i>Will QA on the Air be recorded?</i> Yes, QA on the Air will be recorded. Ms. Hallman provided the committee with the QA on the air link in the chat. Do we know yet how to handle clients without an HMO Plan? Do they still need the screening tool done? At this time if you enroll in Medi-cal you are required to enroll in a managed care plan. There are exceptions to that. The biggest one is child welfare population who will not have a managed care plan but the good news they are not referred to a managed care plan because they automatically meet our criteria. For others what we have been told there is a Fee for Service Network within Medi-cal, it is not our fee for Service network, because our fee for service is specialty Mental Health Services that's not who we want. Jennifer Hallman has another follow up meeting with the state and will bring this up again.</p> <p><i>For Child Welfare population we still have to do the Screening Tool even though there is no one to refer them too anyway?</i></p> <p>The latest version has a tool that has a question that will automatically meet our criteria and once you do that it automatically says qualify.</p> <p><i>We don't have to finish the screening tool if they don't qualify?</i></p>	
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If Child Welfare screens you out, you don't have to proceed but if you started the first couple of questions and you're already at six points, recommend to still do the other questions because it is good information to be passing forward to whoever is going to do the assessment.

*Who is the best person to direct LEs if they want assistance at DMH in developing new documentation for CalAIM?*

Send an email to:

[QualityAssurance@dmh.lacounty.gov](mailto:QualityAssurance@dmh.lacounty.gov)

QA on the air questions

*Will Managed Care talk about contact phone numbers? So, when we reach the Managed Care Plan for the best-case scenario the clients walk out with an appointment with a provider before they leave.*

*Will follow up with the manage care plan what does that look like on their end?*

Jennifer Hallman stated we need the Managed Care Plan to show us that they will follow up with the client. The goal is to build some trust with Managed Care Plan bringing them into QA on the Air. This webinar is to get the know the Managed Care Plans to see what they do. To try to start building trust. What is their process and the beneficiary whether the beneficiary is seen or not seen or not seen. Also, what will be most helpful to us.



		This is to help build infrastructure, which is very important, bringing everyone together working with Yvette Willock because she is the contact with Managed Care.	
<b>Next Meeting:</b>	January 23, 2023, at 9 AM		

NAME	AGENCY	DMH PROGRAM
Ann Lee	DMH	SA 8
Bradley Bryant	DMH	Quality Assurance
Carlo Diaz	DMH	SA 4
Christina Nairn	DMH	SA 4
Daiya Cunnane	DMH	Quality Improvement
Dennis Lam	DMH	Quality Assurance
Elisabeth Gildemontes	DMH	Patients' Rights
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
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

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
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,