



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

MEETING MINUTES
SEPTEMBER 2022

Type of meeting:	Monthly QIC Meeting	Date:	September 19, 2022
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:50 AM
Recording:	https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10373		
Members Present:	See table below.		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and/or Scheduled Tasks	Person(s) Responsible
1. Welcome and Introductions	QIC committee members reviewed last month’s meeting minutes.	Dr. Sandra Chang from the Anti-Racism, Diversity, and Inclusion (ARDI) Cultural Competency Unit requested changes be made to last month’s minutes. Besides the pending changes, the QIC committee approved the August 2022 meeting minutes.	Kalene Gilbert
	Leadership Changes	Kalene Gilbert reminded Services Area leads of the importance of their meeting minutes, the details that should be included, and explained the yearly record submission process to the External Quality Review Organization (EQRO) team. Kalene Gilbert has accepted a position with another Division and will no longer hold the role	

		<p>of QIC Chair. She will be replaced by either Dr. LyNetta Shonibare or Dr. Kara Taguchi.</p> <p>The October QIC meeting will go dark in October due to the Annual EQRO Review. The committee agreed to move the November meeting to the 4th Monday of the month due to the Thanksgiving holiday and will now take place on November 28th.</p>	<p>Committee Members</p>
<p>2. Patients' Rights Office</p>	<p>Managed Care Program Annual Report (MCPAR) Data and Trends</p>	<p>Elisabeth "Lisa" Gildemontes announced her role as the new acting Patients' Rights manager and along with Veronica Quintana presented the MCPAR Data and Trends FY 2021-22 Annual Report findings.</p>	<p>Elisabeth Gildemontes/ Veronica Quintana</p>
<p>3. QI Workplan Update</p>	<p>Year to Date</p>	<p>The QI team members presented on the Quality Assurance and Performance Improvement (QAPI) Work Plan: Year to Date Review.</p> <p>Provided an update on the Department's capacity to deliver culturally specific services and the ARDI Cultural Competency Unit who began scheduling American Sign Language (ASL) appointments for interpretation during business hours, established a mailbox to receive requests, are working with the ACCESS Center to develop policy, and discussed the ASL videoconferencing pilot; the project was presented to executive management.</p> <p>Discussed telehealth services and the barriers to maintaining the number of clients receiving these services like client and staff related issues with video platforms, client access to technology, and client survey delivery preference.</p>	<p>QI Team</p>

		QAPI Work Plan 2023 will be discussed in future meetings with a focus on Clinical Care and Performance Improvement Projects during next month's meeting.	
4. QIC Member Update	Procedures for Adult and Elder Abuse Reporting	The Adult Protective Services (APS) unit has moved within the Workforce Development, Aging and Community Services (WDACS) department to a new Aging and Disabilities sub-unit which requires mandated electronic reporting for all non-emergency issues. The committee was informed that APS staff who are answering calls are not Social Workers and are only there to collect information and cannot provide consultation services. New procedure links and telephone numbers have been updated on their website.	Helena Ditko
Next Meeting:	November 28, 2022 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
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
Nicole Gutman	DMH	SA 4
Nikki Collier	DMH	Quality Assurance
Patricia Lopez	DMH	Quality Assurance
Paul Arns	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
Tora Miller	DMH	SA 5
Veronica Quintana	DMH	Patients' Rights
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Kalene Gilbert, LCSW