



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

MEETING MINUTES
AUGUST 2022

Type of meeting:	Monthly QIC Meeting	Date:	August 15, 2022
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:50 AM
Recording:	http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10183		
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.	Dr. Kasarabada requested changes be made to last month’s minutes. Besides the pending changes, the QIC committee approved the July 2022 meeting minutes.	LyNetta Shonibare
	External Quality Review Organization (EQRO)	EQRO Review is a Quality Improvement statewide review of all mental health plans which focuses on access, timeliness, and quality of care and the impact on clients. The virtual review will take place on October 17-21, 2022 and will cover Service Areas 3 and 4.	LyNetta Shonibare

<p>2. Cultural Competency Committee (CCC) Update</p>	<p>Dr. Chang provided an update on the CCC activities and accomplishments which included the development of the Virtual Code of Conduct, Cultural Traditions and Connections Project, staff trainings, and multiple feature presentations.</p> <p>Engaged the QIC members in a dialogue regarding 1) new ARDI-CCU approach to provide mid-year CCC reports and 2) communication strategy to disseminate CCC related meeting, special events and Cultural Traditions and Connections flyers via the QI management and the SA QIC leads.</p>	<p>See attached <i>ARDI-CCC Annual Report</i> PowerPoint presentation for additional details.</p>	<p>Sandra Chang</p>
<p>3. Enhancing Staff Well-Being</p>	<p>Dr. Shonibare reviewed a summary of best practices concerning staff well-being and team morale provided by program managers of directly-operated clinics. Staff appreciation, thoughtful team building, united front, and offering safe spaces, were among the highlighted themes.</p> <p>Dr. Cunnane provided an example of a MS Form targeting wellbeing and team morale from the clinic staff's perspective. The survey items were created collaboratively between the program manager and her clinic's wellness committee.</p>	<p>Dr. Shonibare reviewed a summary of best practices provided by program managers of directly-operated clinics. In the following month, SA QIC members will be prompted to share: a) What strategies have you used to lift and strengthen employee well-being? and b) Which of your best practices helped you enhance motivation and team morale during challenging times?</p> <p>Dr. Cunnane gave a brief overview of the employee survey conducted at Roybal Family Mental Health Services.</p>	<p>LyNetta Shonibare</p> <p>Daiya Cunnane</p>

<p>4. Quality Improvement Workplan Update</p>	<p>Develop a CANS-50 and PSC-35 Aggregate Report</p>	<p>Dr. Taguchi provided an update on the monitoring clinical care goals and the development of the input on report elements from providers and consolidating the CANS-50 and PSC-35 data sets for reporting.</p> <p>Dr. Tanimura shared the details, milestones, and plans for the launching of the Clinical Utility Training for the CANS and PSC in collaboration with the Quality Assurance team. This training will initially be offered to DMH directly operated Supervisors and Program Managers.</p>	<p>Kara Taguchi</p> <p>Christine Tanimura</p>
<p>5. QIC Member Update</p>	<p>Policy Update</p> <p>Incoming Committee Members</p> <p>October QIC Meeting</p>	<p>Helena Ditko shared that the Emotional Support Animal Letter policy has been posted and the department is currently working on a toolkit to provide specific guidelines.</p> <p>Dr. Maria Moreno introduced herself as the new Service Area 3 Quality Improvement Liaison. As well as Tammy Lofton who is the Service Area 4 Peer Resource Center. It was also announced that Tora Miller will serve as the new Service Area 4 Quality Improvement Liaison.</p> <p>Dr. Shonibare announced that the meeting will go dark in October due to the EQRO Review.</p>	<p>Helena Ditko</p> <p>Committee Members</p> <p>LyNetta Shonibare</p>
<p>6. Quality Assurance (QA)</p>	<p>Q&A</p>	<p>The Spanish translation for the consent forms have been finalized will disseminate later this week.</p>	<p>Jen Hallman</p>

		The QA team is working on finalizing the updates to the Org Manual and will distribute within the next couple of weeks.	
Next Meeting:	September 19, 2022 at 9 AM		

NAME	AGENCY	DMH PROGRAM
Catherine Clay	DMH	SA 4 Peer Resource Center
Daiya Cunnane	DMH	Quality Improvement
Debbie Innes-Gomberg	DMH	Quality, Outcomes, and Training Division
Dennis Lam	DMH	Quality Assurance
Erica Melbourne	DMH	SA 6
Fatima Baldizon	DMH	Family and Community Partnerships
Greg Tchakmakjian	DMH	SA 7
Helena Ditko	DMH	Clinical Policy
Ilda Aharonian	DMH	Access Helpline
Jennifer Hallman	DMH	Quality Assurance
Jennifer Regan	DMH	Quality Improvement
Kara Taguchi	DMH	Outcomes Unit
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
Michael D. Olsen	ENKI Health Services, Inc.	SA 4
Michele Munde	Star View Behavioral Health	SA 8
Michelle Rittel	DMH	SA 2
Misty Aronoff	Step Up on Second	SA 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
Sandra Chang	DMH	ARDI Division – Cultural Competency Unit
Tammy Lofton	DMH	SA 4
Veronica Quintana	DMH	Patients' Rights Office
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Kalene Gilbert, LCSW