



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

MEETING MINUTES
JULY 2022

Type of meeting:	Monthly QIC Meeting	Date:	July 18, 2022
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:50 AM
Recording:	http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10142		
Members Present:	See table below.		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and/or Scheduled Tasks	Person(s) Responsible
1. Review of Minutes	<p>QIC committee reviewed last month’s meeting minutes.</p> <p>Service Area 3 Announcements</p>	<p>The QIC committee approved the June 2022 meeting minutes.</p> <p>Dr. Gray will be out of the office on Maternity Leave effective mid-August. Upon her return she will transition into a new role within the SA 3 Administration team. Someone has been hired to fill the Quality Assurance (QA) Liaison position but will not join the team prior to her scheduled leave. In the interim, Dr. Rosalba Trias-Ruiz will support the QA Liaison duties.</p>	<p>Kalene Gilbert</p> <p>Kristin Gray</p>

<p>2. Helpline/Access Updates</p>	<p>Staffing at ACCESS Center</p>	<p>ACCESS wait times have increased due to a large volume of vacancies. In the beginning of the COVID-19 pandemic, 91% of calls were answered within one minute due to staff teleworking, minimal vacations/call outs, and minimal vacancies. In 2021, there was an increase in retirements which added to the already existing vacancies and the service level rate dropped to 79%. According to the 2022 first quarter data report, the rate has dropped to 61% which is also due to the hiring freeze. Management recently received approval to hire, and one nurse is currently in training, while four Social Workers are going through the Human Resources process. Recruitment continues to fill additional vacancies.</p>	<p>Naga Kasarabada</p>
	<p>American Sign Language (ASL) Interpreter Service</p>	<p>All directly operated program and contract clinics called ACCESS to schedule face-to-face sign language interpreter and even virtual appointments during the pandemic. In July 2021, the County joined a master agreement with the Department of Public Health which expands our access from three to six ASL interpreter vendors. Currently all sign language scheduling has gone to the Anti-Racism, Diversity, and Inclusion (ARDI) Cultural Competency Unit and requests should be directed to the following inbox ARDIaccessibility@dmh.lacounty.gov. Due to the nationwide interpreter shortage, request times have increased to a minimum of seven business days. See attached memorandum for details.</p>	<p>Naga Kasarabada/ Sandra Chang</p>
	<p>Ambulance Updates</p>	<p>There has been a major change in the way clinicians request an ambulance which has helped improve wait times. Now all requests are entered into an application called Roundtrip instead of having to contact multiple vendors for availability.</p>	<p>Naga Kasarabada</p>

		Be aware there could still be a 10 to 20 minute delay for an ambulance to be assigned.	
3. Upcoming Reviews	External Quality Review Organization (EQRO) Review Triennial Review	EQRO Review will take place from October 17-21, 2022 and will most likely focus on Service Areas 3 and 4 this year. As one of the requirements, the QIC Co-Chairs were informed that they will need to submit their QIC Service Area meeting minutes for the last 12 months. The Triennial Review will take place virtually from September 27-30, 2022. The State will conduct a review of the entire DMH system to ensure the Department meets their Medi-Cal contract which consists of eight specific categories with approximately 450 items.	Kalene Gilbert Jen Hallman
4. QI Workplan Update	Level of Care Tool for Adults	Martin and Kalene discussed the value of the Level of Care Tool. Committee provided feedback in support of the Level of Care Tool. Kalene noted discussions will continue and next steps would be a pilot once a tool is identified.	Kalene Gilbert/ Martin Jones
5. QIC Member Update	988 Hotline Roll Out	The Department has created a new office of Alternative Crisis Response which will be responsible for coordinating crisis response for mental health issues throughout the County. This includes the 988 Hotline which rolled out on Saturday, July 16, 2022. Any questions should be directed to Jen Hallman who oversees the project.	Jen Hallman
6. Quality Assurance	Q&A	CalAIM reminder that the next QA on the Air meeting is scheduled for July 27 th which will focus on all the recent updates.	Jen Hallman

		<p>QA team is focusing on distributing the updated manual and guide to procedure codes later this week.</p> <p>For Directly Operated clinics, QA is currently working through the pilot for the new consent forms.</p>	
Next Meeting:	August 15, 2022 at 9 AM		

NAME	AGENCY	DMH PROGRAM
Daiya Cunnane	DMH	Quality Improvement
Erica Melbourne	DMH	SA 6
Gassia Ekizian	Foothill Family	SA 3
Greg Tchakmakjian	DMH	SA 7
Helena Ditko	DMH	Clinical Policy – Covering for CPAS
Ilda Aharonian	DMH	Access Helpline
Jennifer Hallman	DMH	Quality Assurance
Jennifer Regan	DMH	Quality Improvement
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
Margaret Faye	Sycamores	SA 3
Marylune Im	DMH	SA 1
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
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3
Sandra Chang	DMH	ARDI Cultural Competency Unit
Socorro Gertmenian	Wellnest	SA 6
Veronica Quintana	DMH	Patients' Rights Office
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Kalene Gilbert, LCSW