



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

MEETING MINUTES
February 2023

Type of meeting:	Monthly QIC Meeting	Date:	February 13, 2023
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:30 AM
Recording:	Countywide QI Council Meeting-20230213_090108-Meeting Recording - Feb 14th, 2023		
Members Present:	See table below.		
Agenda Item	Discussion and Findings	Decisions, Recommendations, Actions, and/or Scheduled Tasks	Person(s) Responsible
I. Welcome and Introductions	Review of Minutes from the last meeting.	Dr. Kara Taguchi greets the Quality Improvement Committee (QIC) members and reviewed the Meeting Minutes. Minutes were tentatively approved by Members Michelle Rittel and Dr. Melbourne suggestions for changes and edits can be emailed. Dr. Taguchi introduces the speakers and provides a brief overview on the meeting's agenda items.	Dr. Taguchi Michelle Rittel and Dr. Melbourne
	CPS Survey Updates	Dr. Daiya Cunnane presents the 2023 Consumer Perception Survey (CPS) Updates Power Point. Quality, Training, and Outcomes Unit is currently working with CIOB Application Development Team making updates on the LACDMH electronic portal, and also working with Provider Advocacy Office	Dr. Cunnane

		<p>(PAO) in assisting the Contracted Providers with the application process so they can get approved into the system. General overview on the training will be a recording this year and the link will be coming out soon. Dr. Cunnane emphasized that when you are creating a record in the training environment to please use your own email address and phone numbers not the clients. The CPS survey period will be happening in May but there is no date yet. Dr. Taguchi informed everyone that My Health Point will not be a part of this year's survey only because of where they are with implementation and the limited amount of DMH clients that they have signed up at the moment. Hopes are that next year they will be part of this project.</p>	
<p>II.The New DMH Stakeholder Process</p>		<p>Kaylene Gilbert, MH Service Coordinator presented the Mental Health Service Act (MHSA) Administration Power Point discussing the overview of MHSA and core responsibilities. Ms. Gilbert stated, there is a planning process every three (3) years, the next planning process will take place next year, we are currently in an annual update year. They are focusing on relaunching the community planning process with regulation and the completion of a community needs assessment. They are currently working with Ms. Helena Ditko on putting MHSAAA regulation into policy. The DMH community and providers have started MHSA 101 Trainings on policy, which is required, with the Stakeholders. There will also be a training for providers coming out soon. For any questions please email: MHSADMIN@dmh,lacounty.gov</p>	<p>Kaylene Gilbert Dr. Darlesh Horn MHSA Administration</p>

		<p>Dr. Horn discussed the implementation of the formal MHSA Portal Proposal process for community members and Stakeholders to submit their ideas or proposals for the annual plan. Providers requesting additional funding for services are also being received through the link as well. Request for MHSA funding will undergo a formal internal review process. All proposals go through the Stakeholder review process understanding of discussion, interest building, and how to develop consensus with the Stakeholders. We've had a series of four (4) ADHOC meetings all the Stakeholder review and feedback will be towards developing our draft annual update, so all of the proposals are appropriate and ready for this process. We are set to have a meeting with the MH Commissioners to discuss what is the recommendation for the plan prior to seeking approval from the Board on the Annual Plan in our implementation.</p>	
<p>III.Change of Provider Request Forms</p>		<p>Mr. Wilson discussed and presented the Request to Change of Provider Policy and Procedure 200.05 (please see power point attachment), regarding notifying the beneficiary the process and time constraint on informing the beneficiaries on the outcome of their request. Mr. Wilson provided important details on the reporting the request of Change of Provider to PRO. Reporting request for Change of Providers can be submitted through the portal or via email. Mr. Wilson also recommended submitting the report on monthly basis even if there is no change to report.</p>	<p>T. Wilson Patient's Rights Office</p>

IV.CCC Annual Report	Language Assistance Services Consumer Satisfaction Forms	<p>Ms. Chang stated this is an ADHOC group that gets activated based on the progress that the division is making in terms of its own implementation. Ms. Chang also provided updates on ARDI Division which included creating their very first CCC article "What Works for Me for My Mental Health Can Work for You. "as well as coordinating different events such as commemorating BB Moore Campbell National Minority MH Awareness Month, and Juneteenth, Ms. Wilkerson discussed the Language Assistance Service (LAS) Satisfaction Services (SSS). Requesting language interpreter services for Stakeholder meetings and conferences, it doesn't specifically include clinical appointments trainings. Example LAS for the MHSAAA Community Planning Process, and a lot of times that requires language interpreters to be available and other services as well. We are trying to gather some basic information primarily our true goal with both is to gather feedback from the service users themselves. This includes LAS in Spanish or any other threshold language, people who are utilizing the interpreters for those that need those services either in person or virtually. We are just getting some basic information from the role of the person who is requesting the service and try and gather as much information as possible from the actual language users. The second survey this is for American Sign Language (ASL) this has already started being sent out to the target audience for both ASL users and clinicians or case managers or support staff that are requesting the ASL services. We want to know the name of the vendor, the name of the interpreter, about how the</p>	S. Chang Kelly Wilkerson Anti -Racism, Diversity, and Inclusion Division
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		<p>services were provided virtual or in person, was the interpretation accurate, were there any challenges if so please share to the best of your knowledge.</p>	
<p>V. Updates on Safety Intelligence</p>		<p>Ms. Ngo gave a brief overview of Safety Intelligence reminding everyone they need a C number in order to log into CC Intelligence. There have been challenges just again with the intelligence application. If you run into any issues, please contact them with their email address which is noted on all the pages of their power point. Also, just to remind all that when one of the fourteen (14) of has occurred which is like death or suicide and so forth it must be reported within two (2) business days so let it happen on a Friday it must be reported on a Monday. If you are having trouble submitting the report let them know so they can assist with the issue because there has been a lot of technical difficulties as well with that. Please see the three (3) Power points Access to Assign, How to Complete a Front-Line Report Form attached on the email and distribute to your front-line staff. The final Power Point is only for Managers or higher.</p>	<p>L. Ngo Clinical Risk Management</p>
<p>Next Meeting:</p>		<p>March: 20, 2023 at 9:00 to 10:50 a.m.</p>	

NAME	AGENCY	DMH PROGRAM
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,