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

MEETING MINUTES
July 2023

Type of meeting:	Monthly QIC Meeting		Date:	July 17 2023
Location:	Microsoft Teams		Start time:	9:00 AM
			End time:	10:50 AM
Recording:	https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=1098220			
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) introduces the speakers and provides a brief overview on the meeting's agenda items. The June 12, 2023, Countywide QIC Meeting Minutes were discussed and have been distributed, request for changes and/or recommendations can be emailed.	Dr. Taguchi
II. QI Updates	2023 Provider Feedback on SA QICs	Dr. Daiya Cunnane shared data from the 2023 Provider Feedback SA QIC Survey, from those that regularly attend the meeting QI received a 76.2% were satisfied to very satisfied with the meetings. The respondents provided positive comments and suggestions for improvement. The QI Unit gathered this information and created a list of	Dr. Cunnane

		helpful recommendations for QI and for QA to help the SA QIC Leadership and the providers. Please see attachment 2023 Provider Feedback pdf. for detailed information.	
III. ASL Consumer Satisfaction	Dr. Sandra Chang from the Anti-Racism, Diversity, and Inclusion (ARDI) Division provided updates on the American Sign Language Services Satisfaction Survey (ASL SSS) data.	ARDI received positive feedback for the ASL services from the vendors requesting the services. There was a low number of surveys received directly from the ASL service users, ARDI will try to increase the number in order to gather the data. In terms of the mode of the ASL delivery, 78% were virtual ASL services, and 21% ASL in person services. They are seeing a trend where more clinics are requesting in person services, the challenge is interpreters tend to gravitate more towards virtual meetings versus in person services. Zoom was the more widely used platform followed by VSee, Microsoft Teams, and ending with other options. Mr. Alex Elliot shared that there are some Federal shortages and an even bigger shortage of sign language interpreters with mental health specialty recommending we should increase our capacity there. The FCC just made a ruling that platforms have to be more accessible in the next year. Also, there is a new sign language view on Teams, making it almost as good as Zoom.	Dr. Chang
IV Interdisciplinary Collaboration and Cultural Transformational Model (ICCTM)	Learning Collaborative Updates Dr. Debbie Innes-Gomberg provided an overview on the Interdisciplinary Collaboration	Solano County changed their entire department and increased access to those populations through non urgent or non-emergent doors. They found those populations tended to land in the mental health system through the emergency department or through hospitalizations and at best also in	Dr. Innes-Gomberg Dr. Cunnane Mr. Elliot Dr. Lee

| | and Cultural Transformational Model (ICCTM) Solano County's 5-year Innovation Project to reduce disparities in the Asian Pacific Islander population, the LBGTQ population, and one third of the Filipino population. | urgent care centers or crisis stabilization units. They were able to increase access to care in the outpatient system for this group, so that they wouldn't have to go through the expensive and restrictive environments of the inpatient that were in the residential system. Los Angeles County (LAC) volunteered to get mentoring from Solano County and wanted to align their work with Dr. Chang and the Cultural Competency Plan. In addition to that LAC is getting training through the University of California-Davis on their Center for Reducing Disparities to apply the class standards, the culturally and linguistically appropriate standards. It's a quality improvement approach to reducing disparities and very much tied in with our QI Action Plan.

Dr. Daiya Cunnane discussed the data on the Asian Pacific Islander Community 2017 LACDMH GAP Analysis.

Mr. Alex Elliott shared the data on the number of persons with disabilities collected through IBHIS and MHSA for calendar year 2022.

Dr. Hyun Kyung Lee discussed details on the community engagement and planning on LACDMH Learning Collaborative Project.

Please see detailed information on attachment ICCTM Learning Collaborative PPT July 2023 pdf. | |
| **V. Quarterly Policy Updates** | Quarterly Policy Bulletin | Ms. Helena Ditko shared the deletion of three LACDMH Policies: | H. Ditko |

		Policy 312.02 the Opening and Closing of Episodes incorporating the Closing of Episodes	
		Policy CIP-013 Department of Mental Health Peer Advocates	
		Policy CIP -012 Service Relationships in a Recovery-Based Mental Health System	
		Please see attachment Q2-23 Policy Bulletin pdf.	
VI. QA Updates	Knowledge Assessment Survey #6	Ms. Nikki Collier discussed the QA Knowledge Assessment Survey # 6 this survey was sent to LE Contract Providers QA Contacts on May 24, 2023, through August 1,2023. Survey # 6 focuses on CaLAIM related documentation requirements. Survey # 6 responses and results will be discussed at the SA QICs. For more information on the QA Knowledge Assessment Survey process and/or to review previous surveys please visit the Knowledge Assessment Survey page on the QA Website. Please see attachment July 2023 Countywide QI Council -QA Knowledge Assessment Survey #6 pdf.	N. Collier
VII. Service Area Updates		SA 8 Michele Munde announced she will be stepping down as QI Council Co-Chair. Ann Lee and Courtney Stephens will continue as the SA 8 Co-Chairs. SA 1 Makesha Jones-Chambers on behalf of James Coomes shared they are continuing to recruit for a Co-Chair for SA 1. She is now on board for the Children and Adolescent Program. The official launch date for that program will be	Michele Munde Dr Jones-Chambers

		mid-September 2023, once it's built out they will have about 34 full time positions.	
Next Meeting:		August 21, 2023, from 9:00 to 10:50 a.m.	

NAME	AGENCY	DMH PROGRAM
Alex Elliot	DMH	Quality, Outcomes, and Training Division
Angelica Sanchez	DMH	SA 8
Anthony V. Allen	DMH	
Armen Yekyazarian	DMH	Quality Assurance
Brian Dow	DMH	Quality Assurance
Caesar Moreno	The Whole Child	SA7
Carmen Solis	Alma Family Services	SA 4
Courtney Stephens	MHALA.ORG	SA 8
Daiya Cunnane	DMH	Quality Improvement
Debbie Innes-Gomberg	DMH	Quality, Outcomes, and Training Division
Elaine Waldman	DMH	Anti -Racism, Diversity, and Inclusion Division
Elisabeth Gildamontes	DMH	Patients Right's Office
Emilia Ramos	DMH	SA 8
Gassia Ekizian	Foothill Family	SA 3
Greg Tchakmakjian	DMH	SA 7
Gwendolyn Davis	DMH	SA 5
Helena Ditko	DMH	Clinical Policy
Hyun Kyung Lee	DMH	Anti -Racism, Diversity, and Inclusion Division
James Coomes	DMH	SA 1
Kara Taguchi	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Ly Ngo	DMH	Clinical Risk Management
Makesha Jones-Chambers	DMH	SA 1
Marc Borkheim	DMH	Quality Assurance
Margaret Faye	Sycamore	SA 3
Maria Moreno	DMH	SA 3

Michael D. Olsen	Enki Health Services, Inc.	SA 3, SA4, and SA 7
Michele Munde	Star View Behavioral Health	SA 8
Michelle Rittel	DMH	SA 2
Misty Aronoff	Step Up on Second	SA 4-5
Myan Le	DMH	Quality Improvement
Nikki Collier	DMH	Quality Assurance
Patricia Lopez	DMH	Quality Assurance
Paul Arns	DMH	CIOB
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3
Sandra Chang	DMH	Anti-Racism, Diversity, and Inclusion Division
Shant Khachturian	DMH	Quality Assurance
Sidra Gifford	DMH	QOTD
Socorro Gertmenian	Wellnest LA	SA 4-7
Wanta Yu	DMH	Quality Assurance
Yvonne Phung	DMH	Quality Assurance

Respectfully Submitted,

Dr. Kara Taguchi,