



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

MEETING MINUTES
June 2023

Type of meeting:	Monthly QIC Meeting	Date:	June 12, 2023
Location:	Microsoft Teams	Start time:	9:30 AM
		End time:	10:30 AM
Recording:	https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=10913		
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) stating that due to the Juneteenth holiday, this meeting has been shortened and will be leading straight into the QA/QI meeting. Dr. Taguchi reviewed the May 15, 2023, Countywide QIC Meeting Minutes, reflecting on the topics and speakers who presented. Request for changes and/or recommendations on the minutes can be emailed, and they will be corrected.	Dr. Taguchi
II. QI Updates	Service Area QIC Satisfaction Reports	Dr. Daiya Cunnane provided the SA Chair Committee members with the 2023 Provider Feedback on SA QI Committee survey link. This survey will be open until Friday, June 30, 2023, feedback on this survey will be presented in the next QI/QA meeting.	Dr. Cunnane

<p>III. Consumer Perception Survey Debriefing</p>	<p>Initial Response Numbers</p> <p>What went well</p> <p>Dr. Le stated, to please note that these numbers may be inflated as LACDMH and UCLA are continuing to correct and scan the paper surveys.</p>	<p>Dr. Myan Le shared the preliminary Consumer Perception Survey (CPS) numbers with the QI Committee. The total surveys received from May's 2023 CPS week:</p> <ul style="list-style-type: none"> • UCLA Electronic Survey 1,519 surveys • LACDMH Electronic Survey 3,532 • Paper Survey 4, 857 (paper responses by providers) • Total 9,908 (from the three methods combined) <p>In comparison from 2021 to 2023, the total number of CPS 2023 surveys represents a 26.8% increase from 2022 in which we received 7,255 surveys last year. An increase of 45.7% from spring of 2021 which we received 5,382 total surveys.</p> <p>There were 19,000 plus surveys invitations that were sent out of which 3,532 surveys had responses.</p> <ul style="list-style-type: none"> • There was a 5% increase in electronic survey response rate from 2022 to 2023 using LACDMH portals, • There was a 29% decrease in the UCLA completed surveys response rate from 2023 to 2022. <p>The QI unit received lower numbers this year from UCLA link, the feedback we received from providers is that while the UCLA link is convenient with it being a link in the QR code, at times it presents a challenge for our consumers because then they then must input a lot of the information on their own client ID number and reporting unit,</p>	<p>Dr. Le</p>
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	Areas for Improvement	<p>which may be difficult for some. QI is also seeing an increase in the paper surveys with a return to in person services and for many of our providers as well as an increase in LA County DMH portals.</p> <p>Dr. Le stated that QI is planning strategies for CPS 2024 and is continuing to review the feedback survey data provided by providers regarding improvements and suggestions for the next survey period. QI is targeting client response rates after receiving a survey and wants to add the reminders text emails during survey week.</p> <p>Please see attachment CPS Spring Prelim Survey Response Statistics pdf.</p>	
		<p>Dr. Daiya Cunnane provided survey feedback on the CPS process, this 20-item questionnaire survey closed on Friday. QI received responses from 63 providers this year compared to 103 last year. One of the newest pieces of the survey this year was the very quick institution of a decline survey link provided by UCLA where we reported all the declined surveys into this specific link, no matter what format was used. Only 59 of the 63 respondents reported about the declined survey link. That might be that providers did not get any decline surveys, of the 59 that answered these questions, 76.3% reported having to use the decline link because of decline surveys and 42.4% were satisfied to very satisfied with the new UCLA link. That is less than half of the participants being pleased with it. QI will share this information with UCLA and will talk about our options for next year.</p>	D. Cunnane

		Please see attachment Provider Evaluation of 2023 Satisfaction Data Collection Brief Report pdf.	
IV. Reorganization of the Pharmacy Policies	Cross walk of policy numbering and crossover change	<p>Ms. Helena Ditko from Clinical Policy and Standards discussed the Policy Bulletin of Special Reorganization which provided changes on the LACDMH Policies, Procedures, and Parameters. This bulletin was posted on June 1, 2023. Pharmacy policies are now in subcategories starting at the 350s which is a new level for policies. Ms. Ditko also provided a crosswalk with the new Pharmacy Policy ID numbers, a link to the policies, and the old policy numbers.</p> <p>Please see attachment Special Policy Bulletin 06-01-2023 pdf.</p>	H. Ditko
V. QA Updates	General observations from recent LE Chart Reviews	<p>Ms. Nikki Collier stated that since the middle of last year the QA team has conducted chart reviews of 10 legal entity contract providers, which represents approximately 35 individual provider sites. There was a high quality of care being provided from some by some practitioners with some strong clinical skills in terms of their assessments being very comprehensive and thorough. The overall assessments covered those seven required global assessment domains and supported that clients met criteria to enter the LA County Specialty Mental Health system on and then with STRTPs, those programs are still required to have formal treatment plans. QA noticed that those treatment plans had all the elements that they needed to have and that those programs were providing ICCs and IHBS. Ms. Collier provided information on the observations and recommendations on</p>	N. Collier

		assessments, the problem list, Care/Treatment plans, progress notes, and medication consents Please see attachment June 2023 Countywide Council-LE Chart Reviews-Highlight of Observations 6.12.2023 pdf.	
VI. Service Area Updates		No updates.	SA QICs
Next Meeting:		July 17, 2023, from 9:00 to 10:50 a.m.	

NAME	AGENCY	DMH PROGRAM
Alicia Gonzalez	Foothill Family Org	
Angelica Fuentes	DMH	OCS South County Admin SA 5-8 & Countywide Specialty Programs.
Angelica Sanchez	DMH	SA 4
Ann Lee	DMH	SA 8
Armen Yekyazarian	DMH	Quality Assurance
Brian Dow	DMH	Quality Assurance
Caesar Moreno	The Whole Child	SA7
Carmen Solis	Alma Family Services	SA 4
Christina Nairn	DMH	SA 4
Daiya Cunnane	DMH	Quality Improvement
Elisabeth Gildamontes	DMH	Patient's Rights Office
Greg Tchakmakjian	DMH	SA 7
Helena Ditko	DMH	Clinical Policy
James Coomes	DMH	SA 1
John Sheehe	DMH	Outpatient
Kara Taguchi	DMH	Quality Improvement
Kimber Salvaggio	DMH	SA 2
Ly Ngo	DMH	CLRM

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
Mirna Firestone	DMH	SA 2
Misty Aronoff	Step Up on Second	SA 4-5
Myan Le	DMH	Quality Improvement
Nicole Gutman	DMH	SA 4
Nikki Collier	DMH	Quality Assurance
Patricia Lopez	DMH	Quality Assurance
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3
Shant Khachturian	DMH	Quality Assurance
Sidra Gifford	DMH	QOTD
Socorro Gertmenian	Wellnest LA	SA 4-7
Stephens Courtney	MHALA.ORG	
Theodore Wilson	DMH	Patients' Rights Office
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Dr. Kara Taguchi,