



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

MEETING MINUTES  
August 2023

<b>Type of meeting:</b>	Monthly QIC Meeting	<b>Date:</b>	August 21, 2023
<b>Location:</b>	Microsoft Teams	<b>Start time:</b>	9:30 AM
		<b>End time:</b>	10:50 AM
<b>Recording:</b>	<a href="https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=11084">https://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=11084</a>		
<b>Members Present:</b>	See table below.		
<b>Agenda Item</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, and/or Scheduled Tasks</b>	<b>Person(s) Responsible</b>
<b>I. Welcome and Introductions</b>	Review of Minutes from the last meeting.	Dr. Kara Taguchi greets the Quality Improvement Council (QIC) introduces the speakers and provides a brief overview on the meeting’s agenda items.  The July 17, 2023, Countywide QIC Meeting Minutes were discussed and have been distributed, request for changes and/or recommendations can be emailed.	Dr. Taguchi
<b>II. QI Updates</b>	<ul style="list-style-type: none"> <li>EQRO 2023</li> </ul>	Dr. Taguchi shared that the upcoming External Quality Review Organization (EQRO) visit to SA 6 and SA 8 on Oct 16-18, 23. EQRO comes to evaluate the LACDMH programs and meet with providers and beneficiaries. The DMH leads for EQRO will be transitioned from QI to Quality Assurance (QA) with Jennifer Hallman, Susan	Dr. Taguchi

	<ul style="list-style-type: none"><li>• BHQIP FUM (Non-Clinical PIP)</li></ul>	<p>Cozolino, and David Crane as contacts, the QI Team will also be involved with coordinating SA visits and as SMEs for some sessions. Preview documents are due to QA Sept 1, 23 and will be due to EQRO shortly after. Dr. Cunnane kindly reminded the SA Chairs to please email her their meeting agendas and minutes for Fiscal Year (FY) 20 to 23.</p> <p>Dr. Cunnane presented on the Behavioral Health Quality Improvement Project (BHQIP) Follow Up Emergency Dept. for Mental Illness (FUM). QI's focus on this project is a data exchange to assist clients in getting linked to services after a visit to the ER.</p> <p>Dr. Cunnane provided the data from the Community Health Needs Assessment, 2022 which is from one of the pilot hospitals located in SA 3. QI is assisting hospital staff in checking referrals in the Los Angeles Network for Enhanced Services (LANES), this is a data exchange connected to our region. This project is to connect Enhanced Care Management Team Outreach and linked services to these hospital emergency departments to help the emergency department staff including California Bridge navigation staff. As a result of this connection hopefully referral workflows will be changed to include ECM to help connect clients to MHS. Bridge navigators are staff that the hospitals received grants to hire specifically to help link patients to largely substance abuse services, they are also linking for mental health. DMH wants to use this staff to increase the percent of linkage to seven and thirty day follow up appointments for</p>	<p>Dr. Cunnane</p>
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		<p>medical beneficiaries that present with mental health symptoms.</p> <p>Please see attachment BHQIP FUM PIP Updates 08.21.23.pdf.</p> <p>Dr. Cunnane also discussed the Rehospitalization project a non-clinical PIP which Dr. Myan Lee has been working on. The aim is to reduce the factors that lead to those repetitive hospitalizations by increasing support from DMH and other programs for the hospitals. Also, in terms of discharging, planning, DMH is following those clients who have had four hospitalizations within the year or had been hospitalized twice within thirty days.</p> <p>Please see attachment Rehospitalization PIP start overview.pdf.</p>	
<p><b>III. Patient's Rights Office Updates</b></p>	<p>Change of Provider Requests for Quarter 4</p>	<p>Mr. Wilson from the Patient's Rights Office (PRO) discussed the Change of Provider Report to the QI Council, the deadline was July 31, 23, change of provider reports received after that date will be placed on next month's report. There has been a 58% decrease in the number of providers sending their Change of Provider Reports, the highest level was 69% percent. PRO is hoping the number increases.</p> <p>The State has requested demographic information, PRO is updating a report to gather and provide this information. PRO will be working with CIOB in making the Change of Provider report available to Legal Entities. DOs access a</p>	<p>T. Wilson</p>

		<p>different system which they would like to make it more user friendly.</p> <p>Mr. Wilson shared PRO received a letter from ACLU wanting to know the number of people who are homeless, and other demographic information regarding 51/50s. PRO currently does not have that information; they were not required to collect it. This information may be requested to be reported in the future.</p>	
<p><b>IV. Quality Assurance Updates</b></p>	<p>Knowledge Assessment Results</p>	<p>Ms. Collier discussed the responses and results of the Quality Assurance (QA) Knowledge Assessment Survey #6. This survey was focused and distributed to Legal Entity Contract Providers and open from May 24, 23 through Aug 1, 2023. The survey was focused on CalAim documentation requirements related to assessments, the problem list, care planning, and progress notes. The survey and the results were distributed to participants through emails and made available to Directly Operated providers and the public via the LACDMH Website's QA Webpage.</p> <p>Please see attachment August 2023 Countywide QI -QA Knowledge Assessment Survey # 6 Responses &amp; Results.pdf</p>	<p>N. Collier</p>
<p><b>V. Discussion Countywide QIC Meetings Focus Moving Forward</b></p>		<p>Dr. Taguchi discussed the recommendations based on feedback from 2022 and the QI Satisfaction surveys. One of the common themes from the feedback is to provide structure or guidance for the SA QICs in a way that would also help us at a county wide level advance thing. Dr. Taguchi also shared with the new SA chairs</p>	<p>Dr. K. Taguchi</p>

		<p>and Co-chairs QI's responsibilities and the goals of the Countywide QI Council meetings as in DMH's contract with DHCS.</p> <p>QI will continue with the Countywide QI focusing on our annual QI work plan updates and any modification to the QI work plan.</p> <p>Please see detailed information on attachment, QI Council 8_21_23.pdf</p>	
<b>VI. Service Area Updates</b>	Special Policy Bulletin Distribution	<p>Ms. Ditko provided the Policy Bulletin Level Changes 08-03-2023 which outlines the 41 parameters of practice.</p> <p>Special Policy Bulletin-Distribution Level Changes.pdf</p>	H. Ditko
	SA 1	<p>Ms. Jennifer Mize a nursing supervisor from Antelope Valley Mental Health, introduced herself as the new Co chair for the Service Area (SA) 1 QIC.</p>	J. Mize
	SA 8	<p>Dr. Ann Lee shared that are currently looking for someone to replace Michelle Munde as SA 8's Provider Co Chair. Courtney Stephens will continue as the SA 8's DMH Co chair, they would like to continue having two Co chairs.</p>	A. Lee
<b>Next Meeting:</b>		Nov 20, 2023, from 9:00 to 10:50 a.m.	

NAME	AGENCY	DMH PROGRAM
Kara Taguchi	DMH	Quality Improvement
Alma Jimenez (DMHCDD)	DMH	Outcomes
Theodore W. Wilson	DMH	Patients' Rights Office

Patricia Lopez	DMH	Quality Assurance
Daiya Cunnane	DMH	Quality Improvement
Maria Moreno (CLESGV)	DMH	SA 3
Angelica Sanchez	DMH	SA 4
Kimber Salvaggio	DMH	SA 2
Sandra Chang	DMH	Cultural Competency Unit
Michelle Rittel	DMH	SA 2
Nicole Gutman	DMH	SA 4
Yvonne Phung	DMH	Quality Assurance
Helena Ditko	DMH	Clinical Policy
Rosalba Trias-Ruiz	DMH	SA 3
Mirna Firestone	DMH	CMMD
Socorro Gertmenian	Wellnest LA	SA 6
Wanta Yu	DMH	Quality Assurance
Carmen Solis	Alma Family Services	SA 4
Courtney Stephens	MHALA	SA 8
Nikki Collier	DMH	Quality Assurance
Greg Tchakmakjian	DMH	SA 7
Paul Arns	DMH	Chief Information Office Bureau
Makesha Jones-Chambers	DMH	SA 1
Shant Khachturian	DMH	Quality Assurance
Margaret Faye	Sycamores	SA 3
Ann Lee - DMH	DMH	SA 8
Michael Olsen	ENKI	SA 7
Armen Yekyazarian	DMH	Quality Assurance
Ly Ngo	DMH	Clinical Risk
Debbie Innes-Gomberg	DMH	QOTD
Brian Dow	DMH	Quality Assurance
Marc Borkheim	DMH	Quality Assurance
Jennifer Mize	DMH	SA 1
Robin Washington	DMH	Quality Assurance

Alicia Gonzalez	Foothill Family Services	
Sidra Gifford	DMH	Outcomes
Jennifer Hallman	DMH	Quality Assurance
Bradley Bryant	DMH	Quality Assurance
Misty Aronoff	DMH	SA 5

Respectfully Submitted,

Dr. Kara Taguchi,