



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

MEETING MINUTES
December 2023

Type of meeting:	Monthly QIC Meeting	Date:	December 18, 2023
Location:	Microsoft Teams	Start time:	9:30 AM
		End time:	10:50 AM
Recording:	Countywide QI Council Meeting-20231218_090114-Meeting Recording - Dec 20th, 2023 (granicus.com)		
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. Taguchi greets the Quality Improvement Council (QIC), introduces the speakers, and provides a brief overview on the meeting’s agenda items. The November 20, 2023 Countywide QIC Meeting Minutes were discussed and have been distributed. Request for changes and/or recommendations can be emailed. The next two Countywide QI meetings fall on holidays and will need to be rescheduled. January’s QIC will be rescheduled to January 29, 2024 from 9:00 AM to 10:50 AM.	Dr. Kara Taguchi
II. Quality Improvement Updates	Looking forward to 2024	Dr. Cunnane shared QI is incorporating all the feedback from providers and is hopeful to share the Consumer Perception Survey (CPS) 2023 data in the upcoming year. QI is also preparing to start	Dr. Kara Taguchi Dr. Daiya Cunnane Dr. Debbie Innes-Gomberg

		<p>planning for the 2024 CPS in January. The QI Team is requesting if everyone mark their calendars for the month of May for CPS 2024.</p> <p>Dr. Taguchi shared that they received a notice from UCLA that the CPS 2023 data is just about ready. QI will work on downloading the data and try getting the 2022 provider level reports out and possibly the 2023 along with it. QI will also be working with Quality Assurance (QA) in restructuring of the QIC sometime in 2024, using the feedback received earlier in the year. QI and QA will be discussing who should be involved, that they have the supporting information they need, and whether the current structure meets the needs with the changing nature of the department.</p> <p>Dr. Innes-Gomberg shared DMH had recently received notice that the Department of Health Care Services (DHCS) is moving forward with having Mental Health Plans collect 5 HEDIS measures, which are the following quality measures:</p> <ol style="list-style-type: none">1. Follow Up After Emergency Department Visit for a Mental Illness (FUM)2. Follow Up After Hospitalization for a Mental Illness (FUH)3. Antidepressant Medication Management4. The use of First Line Psychosocial Care for Children and Adolescents on Antipsychotics5. Adherence to Antipsychotic Medication for Individuals with Schizophrenia (SAA) <p>The state is setting up learning collaborative approaches, of which some are regional. DMH is</p>	
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		<p>grouped in with some of the larger Southern California Counties. DMH will meet with those counties starting sometime in 2024 to strategize on collecting information, improving our minimum performance level, achieve a maximum performance level, and things along those lines. The 2024 CAL QIC Conference will have a panel that hopefully will include CBHDA, DHCS, and some counties. The panel will discuss how counties are planning to implement and emerging best practices.</p>	
<p>V III. Peer Services in LACDMH</p>	<p>Introducing Dr. Tonica Robinson, Peer Chief</p>	<p>Dr. Robinson, DMH Peer Chief, shared Peer Services is working on restructuring the Peer support work in the department. Peer Services has been gathering feedback from various meetings that the Peers are involved in such as the Peer Resource Center Collaborative meeting and the DMH Staff Advisory Council meeting. DMH has peer worker roles in the Peer Resource Centers (PRC) and is looking to enhance these roles in the clinic settings, in other programs, and in project settings.</p> <p>Dr. Robinson discussed the income, salary inequity for Peer Specialists and the lack of career paths for people with lived experience. Peer Services is working on creating a career path for the Peers. Peer Services is also working on bonuses for Community Health Workers (CHW) who have gotten certified and on creating a job description or duty statement for Peer Workers. Peer Services is working with HR on a 9-month internship process for individuals who want to become CHWs or Peer</p>	<p>Dr. Tonica Robinson</p>

		<p>Support Specialists. Their goal is to start the internship process in March 2024.</p> <p>Peer Services is working with UCLA to help us create some of these trainings and has a very strong point that in every section there is a Wellness and self-care component so that individuals know how to deal with triggering situations and handle high risk situations. Please see attachment PAC INFO Used for Peer Services Presentation pdf.</p>	
<p>IV. Quality Assurance Updates</p>	<p>Annual QA QI Reports and Written QA QI Process</p>	<p>Ms. Collier presented on the Annual QA QI Reports and Written QA QI process. QI recommends that the SA QIC leads spend time discussing the QA QI report and written process in their December QIC meetings. The annual QA and QI report is used to monitor and support Legal Entity contract providers in meeting LACDMH QA and QI related standards and requirements. Requirements are based on Federal, State, and local regulations. Contract providers are required to submit a QA QI report and an updated written QI process by the end of January or at an extended date that is set by the QA unit.</p> <p>Ms. Collier shared that QA has been internally testing out a MS Forms Survey electronic version of the annual QA QI Report. If any contract providers are interested in helping QA test out that electronic version, please contact Ms. Collier. If QA receives good feedback, QA will transition to the electronic version and have all Legal Entities submit the electronic version report in 2025.</p>	<p>Nikki Collier</p>

		Please see attachment December 2023 Countywide QI Council Annual QA/QI Report & Written QA/QI Process.pdf	
V. Update on CANS	Update on Use of CANS to recommend a Level of Care for children and youth.	<p>Dr. George Eckart shared that in February 2023, DMH Outcomes was sent a copy of a new type of analysis applied to Child and Adolescent Needs and Strengths (CANS) implementation. It was entitled Latent Class Analysis (LCA). Latent Class Analysis seeks to identify hidden groups of individuals within a population. The characteristics of each group could then be used to facilitate placement and/or treatment. Mr. Eckart discussed detailed information on the basics of LCA, CANS scoring, identifying hidden groups within the population, and how LCA might help DMH in developing their own new decision-making tool.</p> <p>Please see attachment 15 Min Presentation-LOC Year in Review v2.1.pdf.</p>	Dr. George Eckart Dr. Kara Taguchi
VI. Service Area Updates	<p>SA 1</p> <p>SA 2</p> <p>SA 3</p> <p>SA 4</p>	<p>Ms. Jennifer Mize is waiting for a Co-Chair. They have not gotten any volunteers , but no other updates.</p> <p>Ms. Kimber Salvaggio shared there were no updates.</p> <p>Ms. Maria Moreno shared there were no updates.</p> <p>Ms. Carmen Solis shared there were no updates.</p>	SA QIC Chairs and co-chairs

Gassia Ekizian	Foothill Family	SA 3
Theodore W. Wilson	DMH	Patients' Rights Office
Daiya Cunnane	DMH	Quality Improvement
Gwendolyn Davis	DMH	SA 5
Caesar Moreno	The Whole Child	SA 7
Maria Moreno (CLESGV)	DMH	SA 3
Linda Nakamura	Masada Homes	SA 8
Angelica Sanchez	DMH	SA 4
Sandra Chang	DMH	Cultural Competency Unit
Michelle Rittel	DMH	SA 2
Venezia Mojarro	DMH	Compliance Program
Yvonne Phung	DMH	Quality Assurance
Helena Ditko	DMH	Clinical Policy
Rosalba Trias-Ruiz	DMH	SA 3
Socorro Gertmenian	Wellnest LA	SA 6
Carmen Solis	Alma Family Services	SA 4
George Eckart	DMH	QOTD
Tonica Robinson	DMH	Peer Services
Nikki Collier	DMH	Quality Assurance
Greg Tchakmakjian	DMH	SA 7
Shant Khachturian	DMH	Quality Assurance
Armen Yekyazarian	DMH	Quality Assurance
Ly Ngo	DMH	Clinical Risk Management
Debbie Innes-Gomberg	DMH	QOTD
Marc Borkheim	DMH	Quality Assurance
Jennifer Mize	DMH	SA 1
Bradley Bryant	DMH	Quality Assurance
Kimber Salvaggio	DMH	SA 2
Christina Nairn	DMH	SA 4
Margaret Faye	Sycamore	SA 3
Mayra Gonzalez	DMH	

Michael Olsen	Enki Health Services, Inc.	SA 3, SA 4, and SA 7
Misty Aronoff	Step Up on Second	SA 4-5
Nikki Collier	DMH	Quality Assurance
Robin Washington	DMH	Quality Assurance
Stacey Anne Smith	DMH	
Courtney Stephen	MHALA.ORG	SA 8
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Dr. Kara Taguchi