



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

MEETING MINUTES
January 29, 2024

Type of meeting:	Monthly QIC Meeting	Date:	January 29, 2024
Location:	Microsoft Teams	Start time:	9:00 AM
		End time:	10:50 AM
Recording:	Countywide QI Council Meeting-20240129_090708-Meeting Recording - Feb 8th, 2024 (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. Request for changes and /or recommendations can be emailed.	Dr. Kara Taguchi
II. Quality Improvement Updates	Introducing Stacey Anne Smith	Dr. Taguchi introduced Stacey Anne Smith as the new QI Program Manager I	Dr. Kara Taguchi
	Update on BHQIP FUM	Dr. Cunnane shared there was a change with the Behavioral Health Quality Improvement Project (BHQIP) Follow Up After Emergency Department Visit for Mental Illness (FUM) Non-Clinical Performance Improvement Project (PIP).	Dr. Daiya Cunnane

		<p>Last year, the QI Team worked on getting the Enhanced Care Management (ECM) Team into the emergency department to connect with clients as they're arriving and being provided services. The QI Team is hoping to share the data at the next meeting. The ECM discovered the amount of engagement that was needed was starting to fall outside what they could be reimbursed for so they are going to exit the PIP. However, ECM will still be involved and can be available to provide any service. The PIP Committee is exploring the potential of other interventions and trying to connect with the GENISIS Program. If that does not work out, they will explore other programs. QI may be able to share a potential draft aim statement and intervention at the next meeting.</p> <p>Dr. Taguchi shared that the QI Team let External Quality Review Organization (EQRO) know that the intervention with ECM has changed and is finishing up. The next report to Department of Health Care Services (DHCS) will be in March 2024. Dr. Cunnane has secured all the incentives for BHQIP FUM and QI are still going through the Non-Clinical PIP for EQRO.</p>	
<p>III. Consumer Perception Survey 2022</p>	<p>Service Area Data</p>	<p>Dr. Cunnane shared QI received the 2023 data from UCLA in Dec 2023. QI will be working on fitting the data to the Power BI Dashboard. Dr. Cunnane reviewed the Provider Level 2022 Data Reports as an example to see how providers have done and what information is useful.</p> <p>Dr. Cunnane provided detailed information regarding the 2024 Consumer Perception Survey</p>	<p>Dr. Daiya Cunnane</p>

		(CPS). Please see attachments CPS Updates 2024 Updates 01.16.24 REV.pdf	
IV. Quality Assurance Updates		<p>Nikki Collier shared the Quality Assurance (QA) Knowledge Assessment Survey # 7 that was open through December 8, 2023. The survey was five questions focused on California Advancing and Innovating Medi-Cal (CalAIM) Payment Reform. QA is developing the next survey and plans to have that come out in March 2024.</p> <p>Please see attachment January 2024 Countywide QI Council pdf.</p>	Nikki Collier
V. Update on Cultural Competency Plan		<p>Dr. Chang shared DHCS will not be updating the Cultural Competency (CC) Plan requirements, as as previously reported. The Anti Racism Diversion and Inclusion (ARDI) Division will develop the Annual CC Plan and report using the current DHCS requirements.</p> <p>Please see attachment CC Plan Integration by Criterion (CR) pdf.</p>	Dr. Sandra Chang
VI. Updates from Clinical Standards	<p>2023 4th Quarter Policy Bulletin</p> <p>Training for Clinical Standards</p>	<p>Helena Ditko shared detailed information on the Department of Mental Health's (DMH) new 4th Quarter Policy bulletin.</p> <p>Helena Ditko announced she will be conducting the upcoming Clinical Standards Within Trauma Informed Services Training. Clinical Standards is offering 4 Continuing Education Units (CEUs) for this training.</p> <p>Please see attachments Policy Bulletin 4th Quarter 2023 pdf. and Bulletin- Clinical Standards with Trauma Informed Services.pdf.</p>	Helena Ditko

VII. Service Area Updates	SA 1	No response.	SA QIC Chairs and co-chairs
SA 2	Kimber Salvaggio reported on behalf of herself and Michell Rittel that the Legal Entities (LEs) are interested in learning about the credentialing process and the 90-day rule which has since been resolved. Feedback on the QA Annual report was great but there seemed to be an issue with the online QA Annual report. Nikki Collier shared QA is trying to find a work around to fix the issue.		
SA 3	Maria Moreno shared some providers wanted more clarification on record review. They're working with providers on that. There are no other updates.		
SA 4	No response.		
SA 5	Gwendolyn Davis shared there are no updates.		
SA 6	Socorro Gertmenian shared their first QIC at the new date and time went fine. Their next QIC will be in February.		
SA 7	Dr. Greg Tchakmakjian shared the next QIC will be held Feb 20, 2024, from 1:30 to 3:30. There are no other updates.		
SA 8	Courtney Stephens shared Dr. Cunnane conducted a CPS Survey presentation at their last meeting. There are no other updates.		
Patients' Rights Office	Theodore W. Wilson shared the Change of Provider roll out will be March 1, 2024.		

VIII. ARDI Division		Mirtala Parada Ward lead manager over the ARDI Division provided an overview of the Division goals, Programs, and their strategies to reduce MH Disparities. Please see attachment ARDI Division. Presentation.QIC.1.29.24 pdf.	Mirtala Parada Ward
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Next Meeting:	February 26, 2024, from 9:00 AM to 10:50 AM
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NAME	AGENCY	DMH PROGRAM
Alma Jimenez (DMHCDD)	DMH	Compliance Office
Armen Yekyazarian	DMH	Quality Assurance
Bradley Bryant	DMH	Quality Assurance
Brian Dow	DMH	Quality Assurance
Caesar Moreno	The Whole Child	SA 7
Carmen Solis	Alma Family Services	SA 4
Christina Nairn	DMH	SA 3
Courtney Stephens	MHLA Org	SA 8
Daiya Cunnane	DMH	Quality Improvement
Debbie Innes-Gomberg	DMH	Quality Outcomes and Training Division
Elisabeth Gildemontes	DMH	Patients' Rights Office
Emilia Ramos	DMH	SA 8
Gassia Ekizian	Foothill Family	SA3
Greg Tchakmakjian	DMH	SA 7
Gwendolyn Davis	DMH	SA 5
Helena Ditko	DMH	Clinical Policy
Irma Martinez	DMH	
Jeanne Travis	Enki Health	
Jennifer Hallman	DMH	Quality Assurance
Jennifer Mize	DMH	SA 1
Kara Taguchi	DMH	Outcomes & Quality Improvement

Kimber Salvaggio	DMH	SA 2
Linda Nakamura	Masada Homes	SA 8
Ly Ngo	DMH	Clinical Risk Management
Lynette Shonibare	DMH	
Marc Borkheim	DMH	Quality Assurance
Margaret Faye	Sycamores Org.	
Maria Moreno (CLESGV)	DMH	SA 3
Miguel A. Velasco-Ceja	CAL State ELA EDU	
Mirna Firestone	DMH	Contract Management and Monitoring Division
Mirtala Parada Ward	DMH	ARDI Division
Misty Aronoff	Step Up on Second	SA 4 and SA 5
Moses Adegbola	DMH	Outcomes and Quality Improvement
Nikki Collier	DMH	Quality Assurance
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3
Sandra Chang	DMH	Cultural Competency Unit
Shant Khachturian	DMH	Quality Assurance
Socorro Gertmenian	Wellnest LA	SA 6
Stacey Anne Smith	DMH	Quality Improvement
Theodore W. Wilson	DMH	Patients' Rights Office
Tonica Robinson	DMH	Peer Services
Venezia Mojarro	DMH	Compliance Program
Volga Hovelian	DMH	Patients' Rights Office
Wanta Yu	DMH	Quality Assurance
Yvonne Phung	DMH	Quality Assurance

Respectfully Submitted,

Dr. Kara Taguchi