



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
 SERVICE AREA 6 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date:03.28.2024
 Time: 11am-12:30pm

Type of meeting:	Virtual meeting
Meeting Link:	Join Microsoft Teams Meeting
Members Present:	<i>Dr. Socorro Gertmenian, Jasmine Boyden, Angel Cardenas, Antonio Swallowhorn, Armen Yekyazarian, Bosco Ho, Dr. Brooke McLean, Carl Levinger, Courtney Olsen, Daiya Cunnane, Edith Cruz, Elizabeth Echeverria, Estefania Orelo, Evelyn Zarabia, Dr. Farrah Mirzaee, Irma Vazquez-Perez, itoro Udoeyop, Jackie Cleaver, Jamie Campos, Jamie Chess, Jocelyn Bush Spurlin, Julie Elder, Karla Cano, Kristen Tanji, Laura Aquino, Martin McDermott, Michael Bray, Paul Schafer, Dr. Raquel Junious, Robin Moten, Sacha Dovick, Sira Solomona, Satoko "Coco" Luce, Shaun Allen, Stacy Smith, Stuart Jackson, Tania Pineda, Dr. Tiffany Harvey, Trinity Flores</i>

AGENDA ITEMS	DECISIONS AND ACTIONS	RESPONSIBLE UNIT/STAFF	DUE DATE
Welcome & Introductions	Dr. Gertmenian welcomed everyone and asked that members enter their name and organization into the chat to sign-in.		
Minutes review and approval	Minutes from the January 2024 QIC meeting were emailed to QIC members by Dr. Gertmenian. Members were asked to approve the minutes in the chat. (February meeting: Dark)		

<p>➤ QI Updates / CPS, Dr. Daiya Cunnane</p>	<ul style="list-style-type: none">• Dr. Gertmenian mentioned she emailed the PowerPoint to members.• Dr. Gertmenian shared that her team attended QA on the Air and will follow up with Armen Yekyazarian and the QA unit regarding any questions or confusion. <p>Dr. Daiya Cunnane from the Quality Improvement Unit reviewed the 2024 Consumer Perception Survey changes.</p> <ul style="list-style-type: none">• Formatting: Mental Health Services and arrest history are reformatted into columns, surveys are now 3-4 pages, Adults/Older Ault have 36 satisfaction questions, Family/Youth have 27 questions (2 less than the previous versions of the survey).• Youth Services Survey Spring 2024: Combined and decreased the number of questions on form. (Circles should be filled in by client with a pen.• All Paper Forms: New Gender selections and 3 new Telehealth questions added to the form.• A Sexual Orientation question has been added to the Youth, Adult, and Older Adult surveys.• Removed question regarding primary reason the client is involved in the program for Older Adults.• Reminder: fill out the paper survey completely. There will be more information to come once the paper training is released towards the end of April.		
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➤ **QA Updates**

- Dr. Gertmenian mentioned that the CPS 2024 is scheduled for Monday, May 20th to Friday, May 24th, 2024 for all outpatient providers.
- Dr. Gertmenian shared information on CANS and what to do with Assessments with the same assessment date.
- Dr. Gertmenian highlighted PEI/EPSTDT Support Virtual Drop in Learning Lab.
- Dr. Gertmenian briefly shared the EQRO Consumer/Family feedback as well as the recommendations for improvement.
- Conversation with attendees regarding, how agencies are successfully meeting the benchmark of 80% or higher of timely access for all types of requests as well as the struggles and barriers to meeting this benchmark.
- Dr. Gertmenian reminded attendees about NAPPA, and to add the QA Contact.
- The Student Claiming updates for Directly Operated and Legal Entity Providers were shared with attendees.
- Dr. Gertmenian reminded attendees about Payment Reform/ CPT Code Resources as well as the updated Discipline Specific Activity Sheets.

<p>➤ 2024 QA/QI Report and Written Process</p>	<ul style="list-style-type: none"> • Dr. Armen Yekyazarian reviewed the 2024 QA/QI Report and Process Observations. Please email the QA unit for any additional questions: QualityAssurance@dmh.lacounty.gov • Dr. Armen Yekyazarian mentioned that all questions during the meeting will be sent to Nina and answered during the next meeting. 		
<p>Questions/Announcements</p>	<p>If you're having any trouble locating information, please email: SocorroG@wellnestla.org</p> <p>Quality Assurance Mailbox: ▶ QualityAssurance@dmh.lacounty.gov</p> <p>General Policy & Technical Development: ▶ QAPolicy@dmh.lacounty.gov</p> <p>▶ IBHIS Error Connection: IBHISErrorCorrection@dmh.lacounty.gov</p> <p>▶ Training Inquiries for Directly Operated Programs: QADOTraining@dmh.lacounty.gov</p> <p>▶ Network Adequacy & Access to Care: NetworkAdequacy@dmh.lacounty.gov</p> <p>▶ Professional Waivers: Waivers@dmh.lacounty.gov</p> <p>▶ Service Request Tracking System: SRTS@dmh.lacounty.gov</p> <p>For any questions that may come up before the next meeting, please send an email for a timely response. Dr. Socorro Gertmenian, Co-Chair. socorroG@wellnestla.org</p>		

	NEXT MEETING: Date: Thursday, May 23, 2024, Time: 11am-12:30pm, via Microsoft Teams		
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