



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

Date:01.25.2024  
 Time: 11am-12:30pm

<b>Type of meeting:</b>	Virtual meeting
<b>Meeting Link:</b>	Join Microsoft Teams Meeting
<b>Members Present:</b>	<i>Socorro Gertmenian, GERALYN La Fleur, Starlight Garcia, Paul Schafer, Annie Jackson, Lizbeth Alvarado, Shantele Blackmon, Courtney Olsen, Julie Elder, Sira, Patty Melendrez, Jocelyn Bush Spurlin, Dr. Brooke McLean, Erika Castillo, Ria Rodrick, Tiffany Harvey, Carl Levinger, Caitlyn O'Hara, Dorshonda, Cynthia Sarmiento, Laura Aquino, Jamie Campos, Ito Udoeyop, Stephanie Castillo, Armen Yekyazarian, Martin McDermott, Stuart Jackson, Alejandra Munoz, Stacey Anne Smith, Daiya Cunnane, Satoko Luce, Dr. Farrah – HOPICS, Ana Gomez-Rodriguez, Shawnta Lee, Shaun Allen, Colette Harley, Sacha Dovick, Lauren Lang, Brandon Becker, Aisha Black, Colette James, Bosco Ho, Sherlyn Johnson, Sara van Koningsveld, Karla Cano</i>

<b>AGENDA ITEMS</b>	<b>DECISIONS AND ACTIONS</b>	<b>RESPONSIBLE UNIT/STAFF</b>	<b>DUE DATE</b>
<b>Welcome &amp; Introductions</b>	Dr. Gertmenian welcomed everyone and asked that members enter their name and organization into the chat.		
<b>Minutes review and approval</b>	Minutes from the September 2023 QIC meeting were emailed to QIC members by Dr. Gertmenian. Jocelyn Bush Spurlin approved.		
<b>QA Updates</b>  ➤ <b>CANs and Outcome Support</b>	<ul style="list-style-type: none"> <li>• Dr. Gertmenian highlighted the importance of getting emails from LACDMH and show-cased one such email. Reminded members to reach out if they are not on the mailing list.</li> <li>• Dr. Gertmenian provided new CANS coupon code: <b>QxfcDkPsIA</b></li> </ul>		



<p>➤ <b>QA Knowledge Assessment Survey 7, results</b></p> <p>➤ <b>QI Updates Dr. Daiya Cunnane</b></p>	<ul style="list-style-type: none"> <li>• Dr. Armen Yekyazarian reviewed the 7<sup>th</sup> survey results. Slides were provided in an email to members.</li> </ul> <p>Dr. Daiya Cunnane from the Quality Improvement Unit reviewed the 2024 Consumer Perception Survey coming in May. She introduced new names to the QI team: Dr. Moses Adegbola and Stacy Smith. Changes to the 2024 CPS will include Sexual Orientation and Gender Identity questions. Possibly DO site pilot of the CPS through the MyHealth2.0 patient portal. QI Unit CPS Distribution List → To be added complete this Forms survey: <a href="https://forms.office.com/g/era148M3sw">https://forms.office.com/g/era148M3sw</a> For Legal Entities (LE)/Contracted providers, there is no change to the Contracted (C) Number process. As a reminder, please check that your C Numbers are active. Work with your Provider Advocacy Office (PAO) Liaison at your site to confirm your paperwork is up-to-date. More resources will follow. Spanish LACDMH electronic survey version is being reviewed. Working to get the announcement flyers out early. Slides were provided in an email to members.</p>		
<p><b>Questions/ Announcements</b></p>	<p>If you're having any trouble locating information, please email: <a href="mailto:Socorrog@wellnestla.org">Socorrog@wellnestla.org</a></p> <p>Quality Assurance Mailbox: ▶ <a href="mailto:QualityAssurance@dmh.lacounty.gov">QualityAssurance@dmh.lacounty.gov</a></p> <p>General Policy &amp; Technical Development: ▶ <a href="mailto:QAPolicy@dmh.lacounty.gov">QAPolicy@dmh.lacounty.gov</a></p> <p>▶ IBHIS Error Connection: <a href="mailto:IBHISErrorCorrection@dmh.lacounty.gov">IBHISErrorCorrection@dmh.lacounty.gov</a></p> <p>▶ Training Inquiries for Directly Operated Programs: <a href="mailto:QADOTraining@dmh.lacounty.gov">QADOTraining@dmh.lacounty.gov</a></p>		

	<p>▶ Network Adequacy &amp; Access to Care: <a href="mailto:NetworkAdequacy@dmh.lacounty.gov">NetworkAdequacy@dmh.lacounty.gov</a></p> <p>▶ Professional Waivers: <a href="mailto:Waivers@dmh.lacounty.gov">Waivers@dmh.lacounty.gov</a></p> <p>▶ Service Request Tracking System: <a href="mailto:SRTS@dmh.lacounty.gov">SRTS@dmh.lacounty.gov</a></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. <a href="mailto:socorro@wellnestla.org">socorro@wellnestla.org</a></p> <p>NEXT MEETING: Date: Thursday, February 22, 2023, Time: 11am-12:30pm, via Microsoft Teams</p>		
--	---	--	--