



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 2 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

March 21, 2024
10 am-11:30 am

Type of mtg:	Virtual Microsoft TEAMS
Meeting Link:	https://teams.microsoft.com/l/meetup-join/19:meeting_MDM0Y2M5NzUtNmU2Yy00M2RILTk3Y2ltNmQwODEzNDIINzhi@thread.v2/0?context=%7B%22Tid%22:%2207597248-8a38-451b-8abe-a638eddbac81%22,%22Oid%22:%22d58ce716-744e-43bb-bc24-43fa428e2ab1%22%7D
Members Present:	Abigail Fonseca - DMH OVMHC Alexandria Johnston - Child & Family Ctr Annet Flores - Child & Family Ctr Arlin Adwani - TTC Armen Yekyazarian - DMH QA Azad Galustian - DMH SF Child Caesar Moreno - Didi Hirsch Cheryl Driscoll - Hillview MHC Claudia Morales - PACSLA Daiya Cunnane - MDH QI DiMascio, Leslie - SFVCMHC, INC. Dora Escalante - JFS Elidia Olmos - DMH SCVMHC Elisabeth Gildemontes- DMH PRO Evelyn Ramos - The Help Group Fernando Estrada Ortiz - TTC Gwen Thomas- Rancho San Antonio Heather Bowen - The Help Group

Ito Udoeyop - Didi Hirsch
Jaclyn Rivera - Counseling for Kids
Jasmine Salas - TTC
Jeanet Hernandez - Child Guidance
Jeanine Caro-Delvaille - Child and Family
Ctr
Jennifer Mitzner - OliveCrest
Julie Jones - Hillview MHC
Julie Jones - Hillview
Karry Friedman - TTC
Katy Ihrig - DMH SCVMHC
Kaylee Devine - TobinWorld
Laura Ramirez Rodriguez - TTC
Laurie Garza, ASC-TG
Lezly Zavala - Children's Bureau
Linda Martinez - ECDA
Lorena Pardo Perez - The Teen Project
Lynetta Shonibare - DMH OMHC
Mariana Ventura-Hamilton - PennyLane
Megan McDonald - Topanga West
Michele Burton - The Help Group
Mina Gerges - Counseling for Kids
Misty Farber - TTC
Rafael Santoya - Children's Bureau
Robert Swartz - Pacifica UC
Sherry Winston - TTC
Silva Hakopyan - DMH Certifications
Stacey Anne Smith - DMH QI
Stephanie Ochoa - Stars, Inc.
Sylvia Flores - Rancho San Antonio
Theodore W. Wilson - DMH PRO

<p>Tracie Andrews - DMH SF Child Valentina Murray - Phoenix House Victoria Shabanzadeh - Stirling Behavioral Xochitl Corona - Stars, Inc.</p>
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AGENDA ITEMS	DISCUSSIONS/RECOMMENDATIONS/ACTIONS OR SCHEDULED TASKS	RESPONSIBLE UNIT/STAFF
Welcome- Introductions & Agency Updates – Review of Agenda	<p>QUALITY IMPROVEMENT CPS Updates & Other Items of Interest - Dr. Cunnane PRO–Request for Change of Provider - Ted Wilson-PRO</p> <p>QUALITY ASSURANCE Certifications - QA Certifications 2024 QA/QI Report & Process Observations – Dr. Yekyazarian, QA QA on the Air EQRO Discussion Open Discussion from CW Central QI/QA Mtg</p>	<p>Daiya Cunnane, QI unit Provided by QI Staff (Provided by Kara Taguchi, Christine Tamura, Daiya Cunnane) – reported by Kimber</p> <p>Provided by QA Staff (Provided by Brad Bryant, Jen Hallman, Nikki Collier) – reported by Kimber</p>
QUALITY IMPROVEMENT	QUALITY IMPROVEMENT	QUALITY IMPROVEMENT
CHANGE OF PROVIDER	<p>Request to Change of Provider Policy and Procedure 200.05 Contact Info: PatientsRightsOffice@dmh.lacounty.gov DMHCOP@dmh.lacounty.gov Policy & Procedures, Forms, Reports were reviewed – preview of future application</p>	Ted Wilson-PRO
CPS Updates	Dr. Daiya presented the latest info on Consumer Perception Surveys	Daiya Cunnane, QI unit
QUALITY ASSURANCE	QUALITY ASSURANCE	QUALITY ASSURANCE
2024 QA/QI Report & Process Observations	Dr. Armen presented on the 2024 QA/QI Annual Report and Written Process	Armen Yekyazarian, QA
QA on the Air	March 22 9-10 am	QA Unit
EQRO Discussion	Summary of findings, focus groups reviewed. Strengths, opportunities for improvement, recommendations discussed	SA 2 QIC Membership
Open Discussion from CW Central QI/QA Mtg	All with questions were encouraged to contact Kimber via phone or email to forward questions to the appropriate staff members	SA 2 QIC Membership

Respectfully Submitted by:

Kimber Salvaggio

SA 2 Adult QIC Chair

NEXT MEETING: May 16, 2024 10 am