



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

MEETING MINUTES  
April 2024

<b>Type of meeting:</b>	Monthly QIC Meeting	<b>Date:</b>	April 15, 2024
<b>Location:</b>	Microsoft Teams	<b>Start time:</b>	9:00 AM
		<b>End time:</b>	10:50 AM
<b>Recording:</b>	<a href="https://www.granicus.com/Countywide_QI_Council_Meeting-20240415_Apr_18th_2024">Countywide QI Council Meeting-20240415 - Apr 18th, 2024 (granicus.com)</a>		
<b>Members Present:</b>	See table below		
<b>Agenda Item</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, and/or Scheduled Tasks</b>	<b>Person(s) Responsible</b>
<b>I. Welcome and Introductions</b>	Review of Minutes from the last meeting	Dr. Taguchi greets the Quality Improvement Council (QIC), introduces speakers, and provides overview of the meeting agenda items. She also mentioned meeting minutes from March 2024 for review and requested edits/corrections to be sent via email.	Dr. Kara Taguchi Stacey Smith
<b>II. Quality Improvement Updates</b>	Introduce CPS Application Development Team	Stacey introduced CPS Application Development Team and expressed gratitude for all their hard work behind the scenes.	Stacey Smith
	CPS 2024 Update	Dr. Daiya Cunnane provided updates on CPS 2024. There will be morning and afternoon survey technical assistance calls if needed for the entire week. Trainings will be provided and will be recorded (refer to slides for dates and times). Reminder emails will be sent to distribution list and	Dr. Daiya Cunnane

	<p>CPS 2023 Update</p>	<p>chairs were asked to share training sessions as well. Rio Hondo's training for My Health Point 2.0 will be scheduled soon.</p> <p>Important reminder for Legal Entity providers:</p> <ul style="list-style-type: none"><li>• Friday 5-10-2024 is deadline to request new C numbers for the survey period.</li><li>• New staff need to have C-number and be sure all necessary paperwork is completed and submitted by the deadline date.</li><li>• CPS application is now available on the SAR system. Providers should request access.</li></ul> <p>Dr. Daiya Cunnane shared CPS data for 2023. Adults were biggest group to complete survey at 42.8%, followed by Family at 33.7%, Youth at 15%, and Older Adults at 8.5%. Total surveys received were 12,180 with 78.4% rate of completed surveys. Decrease in percentage of electronic surveys in all age groups except in Older Adults. English was the highest language used for surveys followed by Spanish at 15% and then Korean and Chinese.</p> <p>There was a discussion regarding needing to decrease errors in surveys completed for better data.</p> <p>Dr. Taguchi thanked everyone for their continued support and participation with the surveys.</p> <p>Please see attachments: CPS Application Developmental Team Thank You Slide.PDF</p>	
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<p><b>V III. Policy and Procedures 1100.01 Quality Improvement Program</b></p>	<p>Draft Policy and Procedures 1100.01 Quality Improvement Program</p>	<p>Stacey Smith presented proposal draft of Policy and Procedure 1100.01. All feedback and comments were welcomed. Links were updated in Policy.</p> <p>Changes include:</p> <ul style="list-style-type: none"> <li>• Change SA QIC to a Regional QIC based on provider feedback and so agencies in multiple SAs would be able to attend one QIC instead of multiple.</li> </ul> <p>Please see attachments: Policy and Procedures 1100.01 Quality Improvement Program Draft 2024.PDF</p>	<p>Stacey Smith</p>
<p><b>IV. QA Update</b></p>	<p>Utilizing the QA Knowledge Assessment Survey</p>	<p>Nikki Collier shared presentation on the purpose of QA Knowledge Assessment survey. This survey is anonymous and focused on contract providers to help identify training regarding specialty mental health services requirements related to documentation and claims. Providers can disseminate the link to as many staff as possible to determine training needs for their agency. This can be shared during staff meetings to go through the questions and use it as encouragement for discussion. Providers can come up with their own procedures that will work within their agency. Please share this slide on your upcoming SA QIC meetings.</p> <p>Please see attachment: April Countywide QI Council-Utilizing the QA Knowledge Assessment Survey.PDF</p>	<p>Nikki Collier</p>

<b>V. 2024 Work Plan Goals</b>	Draft 2024 Work Plan Goals	<p>Stacey Smith presented on Annual Work Plan Goals for 2024. The Work Plan was submitted to the State on April 1<sup>st</sup>. A revision will be submitted to the State once additional goals and edits to ones presented are completed. The Work Plan is a living document and can be updated at any time. We will continue to work on reducing 7 and 30 days rehospitalization rates. Non-clinical PIP will be working with GENESIS this year on Mental Health services after ER visit for mental illness. Once we have all the goals and revisions are finalized, it will be shared on the QI site.</p> <p>Please see attachment: 2024 Work Plan Goals.PDF</p>	Stacey Smith
<b>VI. Service Area Updates</b>	SA1	No update at this time. Our next meeting will be Monday at 1pm.	Jennifer Mize
	SA2	We have a meeting this Thursday. We discussed information from the EQRO report and making sure providers inform clients about who to contact during a crisis.	Kimber Salvaggio
	SA3	No updates at this time. Our next meeting will be in May 2024.	Rosalba Trias-Ruiz
	SA4	We have new staff from downtown Mental Health Dr. Susanna Lutz. Our next meeting will be tomorrow.	Nicole Gutman
	SA5	No updates at this time. We will be having our quarterly meeting next month.	Gwendolyn Davis
	SA6	We have a new chair. We had a conversation about access to care and how people are managing it.	Socorro Gertmenian

		<p>Dr. Debbie Innes-Gomberg commented we cannot continue without guidance from a level of care tool.</p> <p>Dr. Kara Taguchi shared that these are important pieces to connect clients to services and serving them on an ongoing basis.</p>	
	SA7	No updates at this time. Our next meeting will be in May 2024.	Greg Tchakmakjian
	SA8	No updates at this time. Our next meeting will be this Wednesday.	Ann Lee
<b>VII. Patients' Rights Update</b>	Change of provider update	<p>Theodore W. Wilson shared information regarding the new change of provider app. Getting closer to roll out. Please submit a list of staff with their employee number who will be accessing this app. Submitting PDF file is ok until you feel comfortable using new app. Send an email if you would like a prototype presentation.</p> <p>Please see attachment: Access to the New Change of Provider App - 2024-04-15.PDF</p>	Theodore W. Wilson

<b>Next Meeting:</b>	May 20, 2024, from 9:30 AM to 10:50 AM
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NAME	AGENCY	DMH PROGRAM
Kara Taguchi	DMH	Outcomes & Quality Improvement
Stacey Anne Smith	DMH	QI
Daiya Cunnane	DMH	QI
Moses Adegbola	DMH	QI
Laarnih De La Cruz	DMH	QI
Volga Hovelian	DMH	Outcomes & Quality Improvement
Debbie Innes-Gomberg	DMH	QOTD
Socorro Gertmenian	Wellness LA	SA 6

Gwendolyn Davis	DMH	SA 5
Jennifer Mize	DMH	SA 1
Nikki Collier	DMH	Quality Assurance
Greg Tchakmakjian	DMH	SA 7
Bradley Bryant	DMH	Quality Assurance
Kimber Salvaggio	DMH	SA 2
Nicole Gutman	DMH	SA 4
Robin Washington	DMH	Quality Assurance
Rosalba Trias-Ruiz	DMH	SA 3
Courtney Stephen	MHALA.ORG	SA 8
Susana Lutz	DMH	SA 4
Wanta Yu	DMH	Quality Assurance
Ly Ngo	DMH	Clinical Risk Management
Theodore W. Wilson	DMH	Patients' Rights
Ann Lee	DMH	SA 8
Brian Dow	DMH	QA
Yvonne Phung	DMH	QA
Armen Yekyazarian	DMH	Quality Assurance
Misty Aronoff	Step Up on Second	SA 4-5
Alicia Gonzalez	Foothill Family	SA 3
Margaret Faye	Sycamore	SA 3
Michelle Rittel	DMH	SA 2
Jennifer Hallman	DMH	QA
Maria Moreno	DMH	SA 3
Linda Nakamura	Masada Homes	SA 8
Andre Clinton	DMH	CIOB
Odre Miller	DMH	CIOB
Sylvia Liu	DMH	CIOB
Martin Corral	DMH	CIOB
Herbie Germany	DMH	CIOB

Respectfully Submitted,

Dr. Kara Taguchi