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

MEETING MINUTES
May 2024

Type of meeting:	Monthly QIC Meeting	Date:	May 20, 2024
Location:	Microsoft Teams	Start time:	9:30 AM
		End time:	10:50 AM
Recording:	Countywide QI Council Meeting-20240520_093041-Meeting Recording - May 22nd, 2024 (granicus.com)		
Members Present:	See table below		
Agenda Item	Presentation and Findings	Discussion, Recommendations, and/or Needed Actions	Person(s) Responsible
I. Welcome and Introductions	Dr. Taguchi shared last month's meeting minutes. Dr. Taguchi introduced Dr. Rosa Franco to DMH QI Team.	Please send any edits/corrections to the meeting minutes from last month to the DMH QI email.	Dr. Kara Taguchi
II. Quality Improvement Updates	Dr. Cunnane shared that during this week every day there are technical assistance calls in the morning and the afternoon for the Consumer Perception Surveys (CPS). Reminder that logging into electronic surveys may be slow. Please be patient.	For any electronic system issues with CPS, please reach out to your local IT and for any administrative issues regarding CPS please reach to QI.	Dr. Daiya Cunnane
III. Work Plan Goals 2024	Work Plan 2024 has been updated and posted on the QI website.	SA QICs to disseminate information.	Stacey Anne Smith
IV. GIA Pilot	Mirtala Parada Ward presented on the Gender Impact Assessment pilot that started in June 2023. There were 4 programs chosen to	It is highly encouraged for staff to start collecting SOGI data. Without data it is hard to argue	Mirtala Parada Ward and

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	<p>participate. Programs will be followed for five years in terms of SOGI (sexual orientation and gender identity) data through IBHIS records. There are monthly meetings with Men’s Community Reintegration and Women’s Community Reintegration who are participating. Alan Wu is responsible for working with all the Program Managers and providing updates on how they are doing.</p> <p>Alan Wu shared data results from November 2023 to May 2024. Based on the data, the four DMH programs in the first 6 months made significant progress with consistent trend of improvement in SOGI metrics data.</p> <p>Please refer to attachment title QI Council Slide Presentation.pdf</p>	<p>what we need with regards to funding and how programs can serve communities that are significantly undeserved by our system. Trainings are available for all County employees on Talent Works in regards to collecting SOGI data/ demographics.</p>	<p>Alan Chung Chiu Wu</p>
<p>V. HEDIS Measure</p>	<p>Dr. Sou presented on 5 mandated HEDIS measures for Mental Health plan in 2024. Data presented included how to improve outcomes for our clients and focusing on interventions to improve the outcomes for each quality measure. Data will be shared once it is available.</p> <p>Dr. Sou presented the following measures:</p> <ul style="list-style-type: none"> ➤ Antidepressant Medication Management (AMM) for 18 years old and older. This is DHCS mandated. ➤ Adherence to Antipsychotic for Individuals with Schizophrenia (SAA) for 18 years old and older. This is DHCS mandated. 	<p>Discussion took place on the important of submitting notes and claims timely.</p>	<p>Dr. Susana Ka Wai Sou</p>

	<ul style="list-style-type: none"> ➤ Use of First-Line Psychosocial Care for Children and Adolescent on Antipsychotics (APP) for 1 to 17 years old. This is DHCS and SB 1291 mandated. ➤ Emergency Department Visit for Mental Illness (FUM) for ages 6 and older. This is DHCS mandated. ➤ Follow-Up after Hospitalization for Mental Illness (FUH) for ages 6 and older. These are DHCS and SB 1291 mandated. ➤ Follow-Up Care for Children Prescribed Attention Deficit Hyperactivity Disorder Medication (ADD) for ages 6 to 12 years old. This is SB 1291 mandated only. ➤ Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM) for ages 1 to 17 years old. This is SB 1291 mandated only. ➤ Use of Multiple Concurrent Antipsychotics in Children and Adolescent (APC) for 1 to 17 years old. This is SB 1291 mandated only. <p>Please refer to attachment title DHCS Quality Measures-HEDIS and SB 1291 2024.5.15 FINAL.pdf</p>		
<p>VI. Policies, Procedures, and Parameters</p>	<p>Helena Ditko presented updates on policy number 300.08 titled Policy on Use of Parameters in Clinical Settings and described differences between parameters and policy. Another parameter mentioned was Emotional Support Animals. Policy ClinP-08 titled</p>	<p>For questions, please reach out to Helena Ditko.</p>	<p>Helena Ditko</p>

	Culturally Sensitive Services was deleted due to overlaps with others.		
VII. QA Update	<p>Nikki Collier presented QA Knowledge Assessment Survey #8 that opened 3-26-2024 and closed 4-22-2024. There were 208 participants. Data was shared for each question and results. Full results are available for contract providers. They can locate by their agency identifier codes used when survey was taken.</p> <p>Please refer to attachment title May 2024 Countywide QI Council-QA Knowledge Assessment Survey #8 Results.pdf</p>	Contact information provided for questions, please reach out to Mark Borkheim	Nikki Collier
VIII. Patients' Rights Office	<p>Ted shared Change of Provider Update. Go Live date is 6-1-2024.</p> <p>Please refer to attachment title Change of Provider (COP) application Go Live INFO.pdf</p>	<p>Email was sent out to all Directly Operated Clinic program heads of list of to identify two employees (full name and employee number) who will be entering information to the application. Names are to be sent to</p> <p>PatientsRightsOffice@dmh.lacounty.gov or Ted directly twwilson@dmh.lacounty.gov.</p> <p>Reminder after June 1st it must be submitted through service catalog. For Legal Entities, access form is available by emailing the email above or contacting the Patients' Rights Office. Form is to be completed by your DMH Contract</p>	Theodore Wilson

		Liaison and will be sent to CIOB Provider Advocacy Office (PAO).	
IX. Service Area Updates (below):			
SA 1	No major update. We went dark due to the holiday. We also have CPS surveys started and we chose to do paper format.	We will have our next meeting 6-22-2024.	Jennifer Mize
SA 2	Our last meeting was 5-16-2024 where we discussed information shared by Olga regarding minors and including parents in treatment. Surveys are taking place and receiving good feedback of surveys being turned in.	Next meeting will be held 6-20-2024.	Michelle Rittel
SA 3	Our last meeting was 5-15-2024. Discussed questions about Payment Reform and for CPS surveys we are doing paper drop off at East San Gabriel Valley clinic on 6-6-2024.	Our next meeting will be 7-17-2024.	Maria Moreno
SA 4	We will be covering CPS surveys that are happening this week in our meeting this week.	Our next meeting will be tomorrow Tuesday 5-21-2024.	Carmen Solis
SA 5	CPS surveys have started.	Our quarterly meeting will be held next Tuesday 5-28-2024.	Gwendolyn Davis
SA 6	We had our meeting last month. Daiya and I sent out our plans for survey collection, Stacey and I will be meeting to review surveys for errors.	Our next meeting will be next week.	Socorro Gertmenian
SA 7	We have a QIC Chair and her name is Ana Galindo.	Our next meeting will be held tomorrow.	Greg Tchakmakian
SA 8	We had our meeting last week 5-15-2024. We will not have meeting for June since it lands on a holiday.		Linda Nakamura

Announcement:	CPS Survey drop off	Reminder to schedule your 2024 CPS paper Surveys drop off with Laarnih.	Stacey Smith
Next Meeting:		MONTH and YEAR from 9:00 AM to 10:50 AM	
NAME	AGENCY	DMH PROGRAM	
Kara Taguchi	DMH	Outcomes & Quality Improvement	
Alma Jimenez (DMHCDD)	DMH	Outcomes	
Angelica Fuentes	DMH	OCS South County Admin SA 5-8 & Countywide Specialty Programs	
Gassia Ekizian	Foothill Family	SA 3	
Theodore W. Wilson	DMH	Patients' Rights Office	
Daiya Cunnane	DMH	Quality Improvement	
Gwendolyn Davis	DMH	SA 5	
Caesar Moreno	The Whole Child	SA 7	
Maria Moreno (CLESGV)	DMH	SA 3	
Linda Nakamura	Masada Homes	SA 8	
Angelica Sanchez	DMH	SA 4	
Sandra Chang	DMH	Cultural Competency Unit	
Michelle Rittel	DMH	SA 2	
Venezia Mojarro	DMH	Compliance Program	
Yvonne Phung	DMH	Quality Assurance	
Helena Ditko	DMH	Clinical Policy	
Rosalba Trias-Ruiz	DMH	SA 3	
Socorro Gertmenian	Wellnest LA	SA 6	
Carmen Solis	Alma Family Services	SA 4	
George Eckart	DMH	QOTD	
Tonica Robinson	DMH	Peer Services	
Nikki Collier	DMH	Quality Assurance	
Greg Tchakmakjian	DMH	SA 7	

Shant Khachturian	DMH	Quality Assurance
Armen Yekyazarian	DMH	Quality Assurance
Ly Ngo	DMH	Clinical Risk Management
Debbie Innes-Gomberg	DMH	QOTD
Marc Borkheim	DMH	Quality Assurance
Jennifer Mize	DMH	SA 1
Bradley Bryant	DMH	Quality Assurance
Kimber Salvaggio	DMH	SA 2
Christina Nairn	DMH	SA 4
Margaret Faye	Sycamore	SA 3
Mayra Gonzalez	DMH	
Michael Olsen	Enki Health Services, Inc.	SA 3, SA 4, and SA 7
Misty Aronoff	Step Up on Second	SA 4-5
Nikki Collier	DMH	Quality Assurance
Robin Washington	DMH	Quality Assurance
Stacey Anne Smith	DMH	Quality Improvement
Courtney Stephen	MHALA.ORG	SA 8
Wanta Yu	DMH	Quality Assurance

Respectfully Submitted,

Dr. Kara Taguchi