



**LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 1 QUALITY IMPROVEMENT COUNCIL (QIC) MEETING**

Date 04/22/24
Time: 1:00-2:00 pm

Type of meeting:	Virtual Microsoft TEAMS
Meeting Link:	https://teams.microsoft.com/l/meetup-join/19%3ameeting_NDAwNTdhM2UtMDQ2MC00YTvmLWEyMjYtZmY1Y2YyYWNjNjky%40thread.v2/0?context=%7b%22Tid%22%3a%2207597248-ea38-451b-8abe-a638eddbac81%22%2c%22Oid%22%3a%224e6a9690-3822-4660-a219-e811568691e3%22%7d https://lacounty-my.sharepoint.com/:v/g/personal/jimize_dmh_lacounty_gov/EeO5OGtBGXJOmIP_bI4fNRwBidmGCM0jheGd3MD3QVt38g?referrer=Teams.TEAMS-ELECTRON&referrerScenario=MeetingChicletGetLink.view.view
Members Present:	<p>See table below</p> <p>Jennifer Mize Service Area 1 QIC Chair , Daiya Cunnane DMH QI, Sara Klausner, Child and Family Guidance Center, Amber Anderson-AVMHC- 1904, Vi Nguyen – Sycamores, Cindy Ferguson SA1 Administration, Quenia Gonzalez, Star View , Jaime Nunnenkamp, MHALA, Marta Colocho SFC Lancaster, Lauren Schoenemann-Penny Lane Centers, Misty Furbush and Maria Cruz Mental Health Clinical Supervisors for AV Kidz Connection., Nicole Tracy- Tarzana Treatment Centers Lancaster, Armen Yekyazarian - DMH QA, Belinda Williams - Tessie Cleveland Community Services, Elizabeth Marsh, Antelope Vally MH clinic, DMH, Brittany White - Personal Involvement Center, Inc., Keshia Humphrey, Children's Center of AV, Jeree McClellan -Alafia Mental Health Institute, Anna Morreale-Childrens Center of the AV, Lilia Siordia - Project 180 North, Carrie Valentine Tarzana Treatment Centers, Rejeana Jones McKinley Children Services, James Coomes, Chrysten Piert Star View,</p>

AGENDA ITEMS	DISCUSSIONS/RECOMMENDATIONS/ACTIONS OR SCHEDULED TASKS	RESPONSIBLE UNIT/STAFF	DUE DATE
Introductions	Attendance: Name and Name of organization, Minutes approval.	All providers	
QI updates	<ul style="list-style-type: none"> • 2024 Consumer Perception Survey period that's coming up in May • LA county provides 1/3 of the state's data looking for 100 percent participation. • Dates: Monday, May 20th through Friday, May 24th. • Deadline to request brand new C numbers is going to be May 10th. • Upcoming trainings on CPS with dates and times and links • Resources are available for providers on the LACDMH Quality Improvement website: https://dmh.lacounty.gov/qid/cps/for-providers-and-staff/cps-2024/ Please uses only these resources and surveys. They have been tailored for LACDMH. • 2023 CPC DATA • We consistently get majority of our surveys completed in English. • We are up a little bit last year slightly lower for Spanish and we do have a breakdown of some of our other languages. • Last year, Korean was the highest, followed by Chinese, and then we had a good showing for the Armenian community. • Reminder to and make sure we're sending getting surveys to folks that maybe speak language other than English. • We want to make sure we're including that feedback as well and make sure that the communities know that we have the have the survey for them in a in a language that supports them. 	QI /Daiya Cunnane	May 20ththrough Friday, May 24th.

- We are seeing a good number particularly of adults and older adults who are involved and longer period of services and that might have something to do with maybe time limited services being involved in child and family.
- Looking at social connectedness, Improve functioning perception of outcomes, Participation in treatment planning, quality and appropriateness, which also includes questions about culture and ethnicity and then we have access and general satisfaction.
- DMH tends to score pretty high, we're usually up in the high 80s to mid 90s in general satisfaction and that doesn't really change a whole lot.
- Youth has tended to be on the lower side for the last couple of survey periods example: 2022 and that it was 86.8.
- We did see it increase this last survey period, but they are lower on some of these scales.
- Participation and treatment planning youth might not feel like they're participating as much, and then perception of outcomes. And perception of outcomes and improved functioning can sometimes be a subjective cause. This is based on the client's perception.
- We can take a look at some of the items that feed into that and our manager care, Taguchi said that it tends to be one item that tends to push this down lower, so we're going to be hearing more about that as we take a look at the items that are loading into this.
- This is going to be, you know, the great piece that we can do with the data, the new things that they're organizing.
- So we'll pay attention to these items and they're here for you to reference.
- So youth and family survey items are the same, and here you can see them divided up into each of their domains and then our adult and older adult uh survey domains are the same and you can see the questions that where they funnel to.
- We did a great job of increasing our surveys from last year.

	<ul style="list-style-type: none"> We want to keep going and keep working to increase those surveys and look at some of the some of the things that are happening with our age groups. Hopefully we'll be getting the provider level reports out to you soon and so we'll keep talking about this information. 		
QA updates	<p>QA knowledge assessment Survey process and how the data is being used in each of the programs</p> <p>Spoke about the distribution list and how the information gathered would be valuable in each of the programs.</p>	QA/ Armen Yekyazarian	Ongoing
QA on the Air Recap	<ul style="list-style-type: none"> QA on the Air Meeting RECAP 3/27/24 Next Meeting is 4/24/24 Student Claiming Professional Services Observation By QA for DO Add On Codes Direct Care 	QIC Chair / Jennifer Mize	Ongoing
County-Wide QI Meeting RECAP 4/15/24	<p>QI Updates –CPS Application</p> <p>-Policy and Procedures</p> <p>-QA Updates</p> <p>-Workplan Goals 2024</p> <p>-Possibility of changing the attendance of the QIC Meetings</p>	QIC Chair/ Jennifer Mize	Ongoing

<ul style="list-style-type: none"> • QA/QI Meeting recap 4/8/24 	<ul style="list-style-type: none"> • Outcomes and Quality Improvement • Client Perception Survey • CANS/PSC • Q/A • New QA Process • Policies and Technical Development • Provider Support & Reviews 	<p>QIC Chair/ Jennifer Mize</p>	<p>Ongoing</p>
<p>Open Discussion For QIC Members</p>	<p>Open discussion about CANS training</p>	<p>All Providers</p>	<p>Ongoing</p>

Respectfully Submitted by:

Jennifer Mize RN
SA 1 Adult QIC Chair

NEXT MEETING: Date June 24th Time 1:00 pm-2:00pm