

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH**  
**SA 2 Children’s QIC Meeting**  
**June 17, 2009 Minutes**  
**DRAFT**

Type of Meeting	SA 2 Children’s QIC	Date	June 17, 2009
Place	SFVCMHC, Inc.	Start Time	1:00 p.m.
Chairpersons	Lisa Delmas & Alexis Medina	Adjournment	3:00 p.m.
	Sally Ng; James Randall; Marilou Jougilon; Hosun Kwon; Angeline Baez; Lisa Delmas; Alex Medina; Cathi Collins; Michael Marx; Nicole Ryan; Madrid Jacobs-Brown; Dominique Eugene; Lisa Lansing; Ruchika Puri; Patricia Tyler; Romer Herrera’ Frank Sanchez; Mike Alba; Angela Kahn; Michelle Riester; Marylou Gottlieb; Theresia Choi; Victoria Shabanzadeh; Stewart Sokol; Dennis Brotman; Marina Geozalyan; Kelly Yonan; Darwin Puno; Maria Chavarria; Juanita Cummings		
Absent Members	El Centro de Amistad; Hathaway-Sycamores; Valley Coordinated Children’s Services		
<b>Agenda Item &amp; Presenter</b>	<b>Findings and Discussion</b>	<b>Decisions/ and Recommendations Actions/Scheduled Task</b>	<b>Person Responsible/Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 1:00 p.m.		Alex Medina & Lisa Delmas
<b>Review of Minutes and Handouts</b>	The minutes from April were approved.		
<b>Quality Improvement Project: Presentation</b>	<p>Two presentations on the implementation of quality improvement projects by SFVCMHC, Inc. and Tarzana Treatment Center were provided.</p> <ul style="list-style-type: none"> <li>- SFVCMHC, Inc. <ul style="list-style-type: none"> <li>o Outpatient program <ul style="list-style-type: none"> <li>▪ Project: Increasing parental involvement with treatment planning <ul style="list-style-type: none"> <li>• Baseline: Surveyed clinicians and families. Used survey tools in Spanish and English for families.</li> <li>• Intervention: Provided ongoing supervision and family-focused training. Created family friendly environment.</li> </ul> </li> </ul> </li> </ul> </li> </ul>		

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<p><b>Quality Improvement Project: Presentation</b></p>	<ul style="list-style-type: none"> <li>• Outcome: Increased family focused treatment and increased home visits. Paradigm shift: how clinicians see families as experts in their MH issues. When reviewed reason for discharge, there was increased number of successful graduation.</li> <li>○ Parent Run Family Center           <ul style="list-style-type: none"> <li>▪ Project: Fostering parent leadership               <ul style="list-style-type: none"> <li>• Baseline: Use of questionnaires. Asking parents what they want.</li> <li>• Intervention: Provided parent support group, family friendly and safe environment and childcare. Group run by parent partners in either Spanish or English depending on the needs of the participating parents.</li> <li>• Outcome: Successful parents' participation, increased social connections among family members.</li> </ul> </li> </ul> </li> <li>- Tarzana Treatment Center (Process Improvement Planning)           <ul style="list-style-type: none"> <li>○ 6 Month Project: Increase the number of new patients that attend at least one individual session each calendar week (26% to 33%)               <ul style="list-style-type: none"> <li>▪ Baseline: Review admission reports, service logs, patient activity log</li> <li>▪ Intervention: Provide reminder calls the evening before the next session, create schedule binders and call log, create 4-week appointment cards, engage families more, enhance incentives/rewards</li> <li>▪ Outcome: At the end of 6 months, the number increased from 26% to 64%</li> </ul> </li> </ul> </li> </ul>		

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<p><b>Quality Improvement Project : Discussion</b></p> <p><b>State Outcome Survey</b></p> <p><b>Reports from the DMH QA</b></p> <p><b>Implementation of MAT</b></p>	<p>As for the topic for the project, members agreed to work on "Increasing parent engagement." Discussed the ways to measure the baseline and the changes. One of the suggestions was to keep track of the usage of 90847 and 90887 against the total unit of services.</p> <p>Survey response rate from children's programs has increased.</p> <p>Distributed the copies of Welfare and Institutions Code and Quality Assurance Bulletins (Clinical Audits by State DMH, Revision Organizational Provider's Manual Chapter 1 – Client Care Coordination Plan)</p> <p>SA2 MAT Program will be implemented from July 1, 2009.</p>	<p>Providers will check the usage ratio of 90847 and 90887 to measure parent engagement for the period from Jan, 09 to Jun, 09.</p>	<p>Providers / Next QIC meeting (August 20, 2009)</p>

Respectfully submitted,

Theresia Choi, LCSW

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