

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT PROGRAM

DMH Support to Local Mental Health Quality Improvement Program

Support to local mental health providers' Quality Improvement Programs is available from two primary sources, the service area staff and QIC Chairs Committee. The Performance Excellence and Quality Improvement Committee (PEQIC) staff attend all Service Area Quality Improvement Committee (QIC) meetings and provide updates on Departmental quality improvement activities, assist with local problem solving, arrange quality awareness training, etc. As a shared responsibility with community providers, PEQIC holds a continuing commitment to maintain and improve the quality of the service delivery system. It is the function of the Quality Improvement (QI) Program to support this commitment by establishing processes for continuous improvement of services. This includes processes for resolving service and system issues through systematic evaluation and implementation of feedback loops

Service Area Quality Improvement Committee: All agencies in a given service area have membership on the service area QIC. Service Area management teams provide administrative assistance in the form of meeting coordination, preparation and distribution of minutes, access to needed data and/or DMH resource information. Staffing for the Service Area management teams is variable; therefore, the amount of available support differs from one QIC to another. In some instances, contract providers in the service area have taken on the administrative coordination responsibility.

Questions that arise in the meetings may be directed to PEQIC staff attending the meeting, by telephone or e-mail.

QIC Chairs Committee: The QIC Chairs meeting is scheduled quarterly; and PEQIC staff coordinate this activity. At this meeting, common issues for local mental health provider's quality improvement programs are discussed, information is shared, presentations and updates by DMH units are given, and resource information is made available. Minutes are distributed to QIC chairs and DMH administration.