COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A
May 14, 2007
10:30 a.m.
12th Floor Executive Conference Room
550 S. Vermont Ave., Los Angeles, CA 90020

I	10:30 – 10:35	Introductions	
II	10:35 – 10:40	Review of Minutes	
III	10:40 – 10:45	SA QIC Liaison Reports	Ted
IV	10:45 – 10:50	SA/QIC Chairs Representative's Report	Kimber
V	10:50 – 11:10	Policy & Procedure 105.1 • QI Program Description • Formal QIC Name	Martie
VI	11:10 – 11:45	Quality Improvement Program • QI Work Plan Goals Tracking Form • QI Work Plan Report Quarterly & Annual • PMRT Memo & Irma's Response	Martie John Martie Julie
VII	11:45 – 11:50	Other	
VIII	11:50 – 12:00	Announcement	

Proposed Agenda Items for Next Meeting

Next Meeting

June 11, 2007
10:30 – 12:00 Noon
12th Floor Executive Conference Room

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC)
May 14, 2007 - Minutes

Type of Meeting	Departmental Quality Improvement Council	Date	May 14, 2007
Place	550 S. Vermont 12th Fl, LA 90020	Start Time	10:30 a.m.
Chairperson	Martha Drinan, RN, MN, APRN	End Time	12:00 noon
Members Present	Paul Arns; Gary Barnett; John Campbell; Carol Eisen; Naga Kasarabada; Kumar Menon; Mary Ann O'Donnell; Kimber Salvaggio; Julie Valdez; Chris Warren; Ted Wilson		
Absent Members	Bart Callender; Wayland Chan; Julia Chen; Nga Dang; Sylvia Guerrero; Gloria Lara; Jerry Lubin; Dennis Murata; Teresa Quijano; Ron Schraiber; Sheila Shima; Rob Ulrich; Larry Wicker		
Excused Members	Norma Fritsche; Nadim Karim;		
DMH Support	Ted Wilson; John Campbell; Teresa Quijano		

Agenda Item & Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/Due Date
Call to Order & Introductions	The meeting was called to order at 10:30 a.m.		
Review of Minutes	Minutes were approved as written.		QIC Membership
Membership Representation from the Los Angeles County Mental Health Commission	Jerry Lubin is not able to attend. He is attending the Stakeholders meetings which conflicts with the days and times of this meeting. He is going to send a designee: Mr. Frank Baron.	Send notice to Mr. Baron re: next meeting.	Maria Gonzalez

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/Due Date
SA QIC Liaison Reports	Ted – SA 1 is working towards a quality improvement project. SA 3 has a project that is in the planning stage. SA 5 does not have a project identified. SA 7 is working on improving the number of MHSIP surveys completed.	Ted to provide updates	Ted
	SA 4 meetings are held every other month. The next meeting is scheduled for May 15, 2007, from 10:00 – 11:30 am at Gateways. Kimber - SA 2 reported clients are completing the MHSIP Surveys, which now have increased items.	Martie to provide updates	Martie
24 Hour Access Phone Line	There is a problem with the automatic rollover line in SA 2. All calls are going directly to ACCESS. The problem needs to be brought to the attention of Admin. Support.	Kimber to follow-up with Admin. Support.	Kimber (by next month)

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/Due Date
Formal QIC Name	The membership voted to change the name from Performance Excellence and Quality Improvement Council (PEQIC) to LAC-DMH Quality Improvement Council (AKA DMH QIC). The rationale for this change is for consistency with the Statewide Quality Improvement Council. Also, because Performance Excellence which is the Employee Awards Program, was organizationally moved to the Office of the Director.	Martie to prepare memo for signature by Dennis Murata to notify EMT.	QIC Membership
Policy and Procedure 105.1	A Sub-committee will convene for revisions to the Policy and Procedure # 105.1. Members are: Naga, Mary Ann, Albert, and Gary. The first of meeting will be schedule in the first week of June.	Sub-Committee to present recommendations to DMH QIC.	Sub-Committee
First Quarter Work Plan Goals	Martie distributed a Draft of the first Quarterly Status Report. The membership reviewed the format/content. No revisions were recommended for the current format/content.	A final version will be available for review at the next meeting.	John/Ted/Teresa/ Martie

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/Due Date
Work Plan Goal #2 (2.1 and 2.2)	Julie Valdez and Naga Kasarabada reported on Monitoring Accessibility and discussed the ACCESS EOB Summary of After Hours PMRT Response Time-1 Hour Target Report and Abandoned Calls and Total Calls Received, Year to Date 2007 Report.		Julie/Naga
	The PMRT after hours response time rates are being adversely effected by the closure of the inpatient beds at Martin Luther King/Drew Medical Center. Interim adjustment procedures have been instituted, Irma Castaneda has been working to ensure PMRT response as appropriate when beds are unavailable and is monitoring this closely.	Distribute Tony Beliz memo dated December 20, 2006	Martie
	The National Benchmark of 5% for Abandoned Calls is not a reasonable benchmark for LA. County at this time because of the antiquated phone system and new upgrades being scheduled. ACCESS will continue to identify and resolve barriers.	ACCESS will continue to report the Abandoned Call Rate under the current system.	Julie/Naga

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/Due Date
Handouts	Draft DMH QIC Quarterly Status Report, First Quarter.		
Agenda Items Recommended for Next Meeting	The Work Plan Goal #2.3, Latino Access Study and Work Plan Goals 3.6 (Beneficiary Grievances/Appeals/Fair Hearings) and 3.7 (Beneficiary Change of Provider Requests) reporting will be discussed/presented at the next meeting.		Julia Chen
Next Meeting	Monday June 11, 2007 10:30 am Executive Conference Room, 12th Floor 550 S. Vermont Ave. Los Angeles, CA 90020		

Respectfully submitted,

Martha Drinan, RN, MN, APRN