

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

Departmental Quality Improvement Council Meeting

A G E N D A

April 14, 2008

9:00 a.m.

550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

I	9:00 - 9:05	INTRODUCTIONS & REVIEW OF MINUTES	
II	9:05 - 9:15	SA QIC REPORTS	SA QIC Liaisons
III	9:15 - 9:30	EQRO <ul style="list-style-type: none"> ➤ Site Visit (May 5 - 8, 2008) ➤ Centralized Review Activities <ul style="list-style-type: none"> • PIPs • Performance Outcomes • Penetration / Retention Rates 	Martie Drinan Ted Wilson Ted Wilson Vandana Joshi
IV	9:30 - 9:40	CULTURAL COMPETENCY ADVISORY GROUP <ul style="list-style-type: none"> ➤ Ethnicity Data Sheets 	Martie Drinan
V	9:40 - 10:25	<ol style="list-style-type: none"> 1. Service Delivery Capacity/System 2. Service Accessibility <ul style="list-style-type: none"> • 24 Hr. ACCESS Phone Lines • PMRT 3. Beneficiary Satisfaction / Beneficiary Grievances (Handout) 4. Clinical Issues – TBS 5. Coordination / Continuity of Care 6. Provider Appeals 	QIC Membership Teresa Quijano Sylvia Guerrero Carol Eisen
VI	10:25 - 10:30	OTHER / ANNOUNCEMENTS	
Proposed Agenda Items for Next Meeting			

Next Meeting

May 12, 2008

9:00 a.m. – 10:30 a.m.

550 S. Vermont Ave.

10th Floor Conference Room

Los Angeles, CA 90020

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
 QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	Departmental Quality Improvement Council	Date	April 14, 2008
Place	550 S. Vermont Ave., 10 th Floor	Start Time:	9:00 a.m.
Chairperson	Martha Drinan, RN, MN, APRN	End Time:	10:30 a.m.
Members Present	Paul Arns; Anahid Assatourian; Lupe Ayala; Margie Borjon; Wayland Chan; Sharon Chiappe; Josh Ciszek; Peter DeGyartfas; Martha Drinan; Gassia Ekizian; Tina Flucas; Norma Fritsche; Belen Fuller; Sylvia Guerrero; Rebecca Hall; Robert Jaramillo; Monika Johnson; Vandana Joshi; Gerald Ko; Jeff Kohn; Gloria Lara-Vasquez; Bertrand Levesque; Esther Lee; Robert Levine; Jerry Lubin; Vivian Matsushige; Alex Medina; Kumar Menon; Terra Mulcahy; Teresa Quijano; Luann Rollens; Kimber Salvaggio; Mona Spaks; Laquita Suggs; Albert Thompson; Jessica Wilkins; Ted Wilson		
Excused Members	Dennis Murata; Susan Cimin; Mary Ann O'Donnell; Carol Eisen; Nancy Kiess; Nahed Gurguis; Michelle Hernandez; Wendy Turner		
Absent Members	Bart Callender; Marlene Campbell; Cindy Coons; Nancy Crosby; Lisa Delmas; Ann Lee; Nina Johnson; Adele Kalso; Jaime Nahman; John Ortega; Nathaniel Stone; Day Sukeda; Sue Sundareson; Julie Valdez; Eduardo Vega; Reina Vidaurri; Larry Wicker; Aelven Yoon		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 a. m.	Introductions were made.	M. Drinan
Review of Minutes	The minutes of March 10, 2008 were reviewed and approved.	Corrections were made.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>SA QIC Liaison Reports</p>	<p>SA 1 & Children's Countywide QIC: Belen Fuller, of Countywide Children's QIC, represented Service Area I. She will transfer to Specialized Foster Care on May 15th. Dianne Guillory will present on Psychologist Waivers. Esther Lee (who is also leaving) is currently the TBS (Therapeutic Behavioral Services) Liaison who will be presenting at QIC Meetings. They are working to inform people of TBS in regards to the Strategic Plan. Vivian distributed copies of a letter on the Provision of TBS in the L.A. Unified School District Classrooms and briefly discussed it.</p> <p>SA 2: Dianne Guillory, of Quality Assurance, presented on Psychologist Waivers. She trained them on hiring, codes, and provided written material necessary for the waiver process. SA 2 is also preparing for a training on State Performance Outcomes Surveys from the QI Division.</p> <p>SA 3: Dianne Guillory presented the Psychologist Waiver Training. Ted Wilson, of the Quality Improvement Division, will do a presentation on the Performance Outcomes Surveys next week.</p>	<p>Belen will email contact information before leaving. Program Head, Elizabeth Fitzgerald, will be the contact person until a replacement is hired. The TBS letter will be sent to all Children's Providers. The next TBS Provider Meeting will be held on April 21, 2008.</p> <p>Martie suggested that any Service Area that had not received the Waiver Training, but wanted to request it, should contact Norma Fritsche or Dianne Guillory.</p>	<p>B. Fuller</p> <p>K. Salvaggio</p> <p>B. Levesque</p>

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<p>SA QIC Liaison Reports Cont'd.</p>	<p>SA 4: They will request Dianne Gullory to present on Psychologist Waivers at their next meeting. Ted Wilson will do the Performance Outcomes Surveys Training on April 21, 2008. A Leadership Training will be conducted on April 22, 2008.</p> <p>Update on the Quality Improvement Project: They will take information from their internal job satisfaction survey and do two trainings: 1) Supervisory Skills, and 2) Clinical Documentation. Some of the providers disagreed on issues regarding the survey, therefore, they will discuss this next week.</p> <p>SA 5: Ted Wilson, QI Division, will do a training on State Performance Outcomes Surveys on Thursday, therefore, Jeff Kohn will Co-chair the QIC meeting. Dianne Gullory presented on Psychologist Waivers. County Policies were distributed. Question: Do providers have to go for policy review and how is posting to occur? They discussed the LPS policy, procedural changes, and changes regarding (FCCS), Field Capable Clinical Services. They worked on a way for people to know when policy changes are made. They agreed that an MOU, (Memorandum of Understanding) is needed between each hospital/clinic and the County.</p>	<p>A Quality Improvement Project will be presented at a future QIC meeting.</p> <p>Robert Levine of the Compliance Unit will follow up with clarification of notification of P & P changes and how notices are to be approved and distributed. Mary Ann O'Donnell, OMD, Risk Management, will present on the LPS MOU Boiler Plate at the next Departmental QIC Meeting.</p>	<p>A. Assatourian</p> <p>M. Johnson/ J. Wilkins/ R. Levine</p>

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<p>SA QIC Liaison Reports Cont'd.</p>	<p>SA 6: They have scheduled two trainings with Ted Wilson, QI Division, to make sure all providers are trained on State Performance Outcomes Surveys. Sylvia Guerrero of Patients' Rights will present on Change of Provider Forms on Wednesday. Since they have only received seven questionnaires regarding their QI Project, they have extended their deadline to allow more time for submission. Their QIC is still asking for participation from consumers and family members. Dianne Guillory will present on Psychologist Waivers in June.</p> <p>SA 7: The State Performance Outcomes Surveys were discussed. They stressed that the providers are to participate 100%. They discussed how to integrate consumers and family members into Service Area 7 QIC, and how to keep them interested and participating. Also discussed were changes in the Emergency Outreach Bureau. Concerns addressed were: 1) Procedures should be developed and followed in the event of an emergency, and, 2) What to do when there is no PMRT (Psychiatric Mobile Response Team) available to provide services. Dr. Irma Castaneda spoke at their QIC Meeting concerning PMRT issues/challenges. Dianne Guillory presented on Psychologist Waivers.</p> <p>SA 8: No Report.</p>	<p>Continue to recruit consumers and family members for QIC.</p>	<p>T. Fucas</p> <p>L. Ayala</p>

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<p>EQRO Site Visit</p>	<p>The EQRO held a telephone conference with SA 6 & SA 7. They are going to Service Area's 6 & 7 to review services to focal populations. Interpreters will be provided for the Consumer and Family Member Focus Groups. EQRO looks at last year's review findings and monitors areas such as: 1) Cultural Competency, 2) Access 3) Performance Outcomes; 4) Penetration Rates; 5) Retention Rates; 6) Prevalence; 7) To what extent other languages are offered, if needed; 8) Is the reception area welcoming; 9) Timeliness of Services, as well as other areas.</p>	<p>A report will be generated by EQRO and provided to the MHP. QIC members will receive copies when available.</p>	<p>M. Drinan</p>
<p>Access & Ethnic Data</p>	<p>Vandana Joshi provided a brief report and circulated Ethnicity Data Sheets which are updated quarterly. Included is a chart that reflects the breakdown of percentage of client ethnicity served by LAC-DMH in each Service Area. One chart showed the Primary Language of Clients served by LAC-DMH by Service Area. Three additional charts reflected penetration rates for the Serious Mental Illness by Service Area for the total population and the Federal Poverty Levels.</p>	<p>Vivian requested additional reports by age, ethnicity, & language. Vandana broke it down into four age groups. There is a breakdown for all ethnics except Filipinos. Updated data from the 2000 Census Reports will be presented and discussed at the next meeting.</p>	<p>V. Joshi</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Cultural Competency Interpreter Study -- Final Report</p>	<p>Rebecca Hall presented on behalf of Nahed Gurguis. She provided hand outs (including four documents) for the QIC Membership. The Interpreter Study was completed last December. This study presents potential ideas and specific recommendations that may improve the overall effectiveness and quality of the interpreter services we provide as a Department. Lidia Gamulin, Training Division, partnered with Dr. Aranda for this study. Currently, interpreter positions are being used by some Counties. Documents are attached to the Interpreter Study pertaining to the Quality Improvement Evaluation and Work Plan. They outline topics such as: 1) Results of three-month follow-up interviews; 2) Future Steps and Recommendations in more focused trainings; 3) Planned activities/goals for 2008; and, Cultural Competency. Rebecca also discussed issues pertaining to Cultural Competency such as an overview of the Latino Access Codes, the Interpreter Study - Final Report, and goals and plans for 2008. Martie informed us that the data provided in the hand-outs regarding the Interpreter Study are available on line for easy access.</p>	<p>We need a committee to work on two selected recommendations from the Latino Access Study. Martie reminded the QIC members that all data given out in these meetings should be taken back to the SA QIC meetings for review and follow-up as appropriate.</p>	<p>Rebecca Hall</p>

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Cultural Competency & Ethnicity Sub-Committee Recruitment	Martie stated that Nahed Guirguis is seeking volunteers interested in Cultural Competency and Ethnicity issues. A Subcommittee will meet about once per month to work on SA issues and Interpreter Study Recommendations.	Martie suggested that people who are interested should see her following the Dept. QIC Meeting.	M. Drinan & N. Guirguis
Announcements	Martie announced that during the CAEQRO Site Visit, on May 5 th , from 10:00 a.m. to 12:30 p.m., there will be a session on QIC issues such as: Access, Timeliness, Outcomes, and Quality. This CAEQRO session will be held in the 7 th Floor Conference Room at 695 South Vermont.	QIC Chairs/Co-Chairs are invited to attend.	M. Drinan
24-Hour Access Phone Lines	Teresa Quijano gave an update on the draft report regarding the 24-hour Access Phone Lines. Efforts are being made to improve the rate of responsiveness of the 24-hour, toll free number. One area noted to be problematic is calls lost while connecting non-English-speaking calls to Interpreter Services. The National benchmark on dropped calls is approximately 5%. Our average was considerably higher last year.	Access Management has asked that we meet with them and provide feedback so they can see how they can improve their services. The final draft report will be provided for review at the next Departmental QIC Meeting.	M. Drinan & T. Quijano

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<p>State Performance Outcomes Surveys</p>	<p>A PowerPoint Presentation has been developed by the QI Division to streamline the survey process and integrate the new Performance Based Contracting requirements. A PBC Internal Workgroup has been developed. During this past year, the Board of Supervisors has required L.A. County to do Performance-Based contracting. Gurubanda Singh Khalsa has provided guidance and linkage with the PBC Steering Committee and the QI Division.</p>	<p>The survey trainings will be held during the next two weeks beginning April 15th and Ted Wilson, QI Division, will coordinate and conduct the trainings.</p>	<p>PBC Internal Work Group & PBC Steering Committee</p>
<p>Handouts</p>	<ul style="list-style-type: none"> > Ethnicity Data Sheets > Provision of TBS in L.A. Unified School District Classrooms > Interpreter Study – Final Report > CAEQRO Site Review Schedule (Draft) 	<p>N/A</p>	<p>N/A</p>
<p>Next Meeting</p>	<p>May 12, 2008 9:00 a.m. – 10:30 a.m. 550 South Vermont Avenue 10th Floor Conference Room</p>	<p>N/A</p>	<p>N/A</p>

Respectfully Submitted,



Martha Drinan, RN., MN., APRN