

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

Departmental Quality Improvement Council Meeting

A G E N D A

May 12, 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 ➤ Carol Eisen, M.D., Co-Chair	
II	9:05 – 9:15	SA QIC REPORTS & COUNTYWIDE CHILDREN'S QIC REPORT	SA QIC Chair/Co-Chair Elizabeth Fitzgerald
III	9:15 – 9:20	EQRO ➤ Summary of Wrap-Up Session	SA 6, SA 7 Martie Drinan
IV	9:20 – 9:40	CULTURAL COMPETENCY ADVISORY GROUP ➤ Ethnicity Data Sheets	Nahed Guirguis Vandana Joshi
V	9:40 – 9:50	PIP STATUS REPORT	
VI	9:50 – 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 Survey 4. Clinical Issues – TBS 5. Coordination/Continuity of Care 6. Provider Appeals 	QIC Membership Teresa Quijano Sylvia Guerrero Carol Eisen
VII	10:25 - 10:30	OTHER ➤ Mental Health Commission ANNOUNCEMENTS	Jerry Lubin, Commission Chairman
Proposed Agenda Items for Next Meeting			

Next Meeting

June 9, 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	May 12, 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 Ams; Lupe Ayala; Sharon Chiappe; Peter DeGyartfas; Martha Drinan; Carol Eisen; Gassia Ekizian; Tina Flucas; Sylvia Guerrero; Nahed Gurguis; Michelle Hernandez; Robert Jaramillo; Rashied Jibri; Monika Johnson; Vandana Joshi; Jeff Kohn; Gloria Lara-Vasquez; Jerry Lubin;; Bertrand Levesque; Alex Medina; Kumar Menon; Terra Mulcahy; Teresa Quijano; Kimber Salvaggio; Albert Thompson; Julie Valdez; Larry Wicker; Ted Wilson; Aelyen Yoon		
Excused Members	Wayland Chan; Susan Crimin; Mary Ann O'Donnell; Nancy Kiess; Wendy Turner; Norma Fritsche;		
Absent Members	Anahid Assatourian; Marjie Borjon; Marlene Campbell; Josh Ciszek; Cindy Coons; Nancy Crosby; Lisa Delmas; Rebecca Hall; Adele Kelso; Gerald Ko; Esther Lee; Robert Levine; Vivian Matsushige; Jaime Nahman; Luann Rollens; Mona Sparks; Nathaniel Stone; Laquita Suggs; Day Sukeda; Sue Sundareson; Eduardo Vega; Reina Vidaurri; Jessica Wilkins;		
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 April 14, 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>Announcement</p> <p>SA QIC Liaison Reports</p>	<p>District Chief, Martie Drinan announced that Dr. Carol Eisen, M.D., Regional Medical Director, has agreed to Co-Chair the QIC meetings.</p> <p>SA 1: No report.</p> <p>SA 2: They are working on their State Performance Outcomes Surveys. Kimber Salvaggio, SA 2 QIC Chair, asked for direction from the Department on appropriate use of consumers in the QIC. They want it to be meaningful and useful because they have contractors' representatives coming to the meetings.</p> <p>SA 3: They are working on their State Performance Outcomes Surveys. They had a QIC meeting that was well attended. Esther Lee, TBS Liaison, did an excellent presentation on Therapeutic Behavioral Services, (TBS). Martie asked if they ever have family members attending their QIC Meetings. Bertrand Levesque, SA 3 QIC Chair, said they had a family member who attended a couple of times. Martie inquired as to what is being done in regards to follow-up or contact with the family member who does not come back. Bertrand will follow-up on this to encourage engagement.</p>	<p>N/A</p> <p>N/A</p> <p>Martie said you want people that are there because they are interested and want to be there. Approaching and asking works best. Building working relationships and meaningful roles with them is important to the process.</p> <p>Martie said it certainly helps to encourage consumer participation by reaching out to those who have stopped attending the meetings. Martie offered to have this concern added to the agenda in the near future for further discussion and potential interventions/actions.</p>	<p>M. Drinan</p> <p>S. Crimin</p> <p>K. Salvaggio</p> <p>B. Levesque</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>SA QIC Liaison Reports Cont'd.</p>	<p>SA 4: No report.</p> <p>SA 5: Their QIC Meeting was held last week and was well-attended. The members were encouraged to come up with topics regarding their QIC Projects. There were several good topics presented by the members, and they maintain ongoing discussions on them. They were also inquiring about policies and procedures, and system-wide distribution.</p> <p>SA 6: In April, Ted Wilson, QI Division, provided SA 6 with two trainings on State Performance Outcomes Surveys. At their QIC Meeting in April, Sylvia Guerrero of Patient's Rights, presented on the "Change of Provider Forms". In May, they will have their Subcommittee Meeting on their QI Project. Tina thanked Teresa Quijano for her SA assistance.</p> <p>SA 7: In April, Sylvia Guerrero, of Patient's Rights, presented on the "Change of Provider Forms". Also, Dr. Irma Castaneda, District Chief of PMRT Administration, presented on Psychiatric Mobile Response Team (PMRT). Dr. Castaneda discussed the reorganization of the Emergency Outreach Bureau (EOB) and the Speciality Programs. Ted Wilson, QI Division, provided a training on the State Performance Outcomes Surveys with excellent attendance.</p>	<p>Marite passed around a draft on policy and procedures to be reviewed by the Service Areas (SA's). She suggested that the SA's take this information back to their own QIC Meeting for additional feedback, and then we can provide feedback as a QIC group.</p> <p>Michelle Hernandez, SA 7 Co-Chair, is working to recruit clients and family members for the SA QIC Meetings.</p>	<p>A. Assatourian</p> <p>M. Johnson</p> <p>T. Flucas</p> <p>L. Ayala</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Cultural Competency Advisory Group</p>	<p>Nahed Gurguis, Cultural Competence, reported that we only received two responses from people who want to join the Cultural Competency Advisory QIC Subcommittee. They need 3 or 4 more people to join. Martie suggested that members in the Service Area QIC Meetings be informed, as well.</p>	<p>Anyone who is interested in joining the QIC Cultural Competency Advisory Subcommittee, should call Nahed Gurguis at (213) 251- 6819.</p>	<p>N. Gurguis</p>
<p>Ethnicity Data Sheets</p>	<p>Martie asked for an update on the Ethnicity Data Sheets. Vandana Joshi, MHSA Data Unit, reported that they are still working on gathering the necessary data for the report, and she should have the report completed in approximately two weeks.</p>	<p>Martie requested Ethnicity Data Sheets to be provided at the next meeting, together with a brief report.</p>	<p>V. Joshi</p>
<p>SharePoint Software</p>	<p>Vandana Joshi, MHSA Data Unit, reported that all of the ethnicity data is being downloaded into SharePoint where staff can create maps, reports, and charts. The data will be organized by ethnicity, age group, service area, language, city, zip code, etc. She is working with LSD, and her goal is to be done in approximately 2 months. We need to get the word out to people to <u>stop</u> using the old system and give us feedback on areas that need improvement, what information is needed, and areas that need more focus concerning service populations.</p>	<p>Vandana will do a demo on SharePoint at the next QIC meeting. We will come up with a plan for a discussion regarding Service Area QIC's. It was also suggested that the QIC Chairs take this information back to the QIC meetings for discussion.</p>	<p>V. Joshi</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>SharePoint Software Cont'd.</p>	<p>The directory is now on line, and we now have the updated Quadric Mandated Edition that just came out. It has all the updated provider information for use in service delivery. Vandana shared a hard copy of various maps and data and explained how they can benefit the Service Areas. The color-coded maps correspond with the lists. She provided her email address below to request the on-line version in color: www.gis.lacounty.gov/atmh</p> <p>Martie said if this system is to be used as a vehicle to get the information to the Service Areas, that is needed by the Service Area District Chiefs in order to be included in this process. Since this would be a living document, it would also have to be updated regularly. Martie added that we are moving towards a culture that uses data for accountability so that we will be a data driven system.</p>		<p>V. Joshi</p> <p>M. Drinan</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>24 Hour Access Phone Lines</p>	<p>Teresa Quijano, QI Division, was not able to complete the Final Draft ACCESS Report regarding the 24-Hour ACCESS Phone Lines due to illness.</p> <p>Julie Valdez, EOB/ACCESS, added that once we record the calls, we should be able to identify what the problem is. She suggested that all the calls coming through should be recorded so there would be no question as to what the problem is.</p>	<p>Teresa will present the Final Draft ACCESS Report on the 24/7 Phone Lines at the next meeting.</p> <p>Once the report is finalized, we will meet with the ACCESS staff to provide feedback from both parties so they can see the data and let them analyze how these problems occurred.</p>	<p>T. Quijano</p> <p>J. Valdez</p>
<p>PIP Status Report</p>	<p>Sylvia Guerrero, Patient's Rights, reported that they are in the process of using focus groups to see if they can improve the PIP process. EQRO asked for a better way to identify and resolve problems. Jeff Kohn reported that modification of the PIP data is being reviewed. One goal is to make the PIPs easier to use and meaningful. EQRO communicated that they are available for consultation. However, as a Mental Health Plan, they expect us to provide the support that is necessary to keep a PIP going.</p>	<p>Martie would like us to have more telephone consultations directly with EQRO. They have been very helpful.</p> <p>Martie suggested that at some point, we could form a QI/PIP Subcommittee that assists people in developing their QI projects.</p>	<p>M. Drinan, S. Guerrero, J. Kohn</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
PIP – Clinical Issues	<p>Dr. Carol Eisen stated that a huge concern, for a number of years, has been the use of psychotropics. The use of psychotropics has decreased, therefore we are looking at that data and combining it with lab data to see if we can demonstrate some improvement.</p>	<p>We will continue to work on our current plan as a pilot so the possibility of being two-tiered does not jeopardize our objective.</p>	<p>Dr. C. Eisen/ M. Drinan</p>
Mental Health Commission	<p>Jerry Lubin, Commission Chairman, felt that it is really important that we focus on consumers. His concern is to ensure that consumers are getting good medication and good therapy. Most of the members of the Mental Health Commission are only data- orientated in their own field. It is important that the data is useful and consistent. The goodness and the consistency of the data is what counts. We also have to depend on good and sophisticated staff.</p>	<p>N/A</p>	<p>Jerry Lubin</p>
Announcements	<p>Department of Mental Health Employees of the Year Awards - Hosted by Marvin J. Southard, DSW</p> <p>Descanso Gardens 1418 Descanso Drive LaCanada Flintridge June 10, 2008 1:00 p.m. – 3:00 p.m.</p>	<p>N/A</p>	<p>N/A</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, & Scheduled Tasks	Person Responsible & Due Date
Handouts	Department of Mental Health Policies & Procedures (Draft)	N/A	N/A
Next Meeting	June 9, 2008 9:00 a.m. – 10:30 a.m. 550 South Vermont Avenue 10 th Floor Conference Room	N/A	N/A

Respectfully Submitted,



Martha Drinan, RN., MN., APRN