

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5

QUALITY IMPROVEMENT COMMITTEE
March 6, 2007

AGENDA

- | | |
|---|-----------------|
| I. Welcome and Introductions | Patrice/Jessica |
| II. Review of Minutes | All |
| III. Program Announcements | All |
| IV. SA 5 QIC Project | Jessica/Patrice |
| V. DMH Updates | Ted |
| VI. QI Work plan for Calendar Year
2006 and 2007 | Jessica/Patrice |
| VII. DMH Policy and Procedures <ul style="list-style-type: none">○ New DMH Website○ National Provider Identification○ Policy # 105.1○ CCPlans – Job Titles/Degrees | |
| VIII. Next QIC Meeting | Jessica/Patrice |

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 1, 2007 at Didi Hirsch Community Mental Health Center located at 4760 S. Sepulveda Blvd. Culver City, CA from 9:00AM -11:00AM.

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March 6, 2007

Minutes

In Attendance:

Patrice Grant, DMH
Jessica Wilkins, Alcott Center
Kim Fuller, The HELP Group
Nancy Nowlin-Finch, Edelman (Adult)
Jasmina Moore, Kayne-Eras
Elizabeth Harris, Kayne-Eras
Stacey Pachter, Didi Hirsch
Nicole Ryan, The HELP Group
Ted Wilson, DMH-PEQIC
John Campbell, DMH
David Kneip, Exodus Recovery
Eloisa Ramos-Robles, UCLA Ties for Adoption
Loretta Herndon, St. Joseph Center
Dorothy Berndt, St Joseph Center

Review of Minutes:

Participants reviewed and approved minutes for January 2007. Patrice distributed final approved minutes for November 2006.

Program Announcements:

Kim Fuller from The Help Group announced that Nicole Ryan will be the new QI rep replacing Windy Gaston. Patrice will bring the "Trouble Shooter" roster to the next QIC meeting so agencies can provide updates regarding changes within their agencies.

SA5 QIC Project:

Patrice requested that all agencies who participated in the Older Adult Training submit logs in preparation for the EQRO visit during the week of April 2 – 5, 2007. Ted Wilson asked that all logs be submitted by April 2, 2007, in order to allow him to analyze the data for the EQRO visit.

DMH Updates:

Karen announced that the California External Quality Review Organization (CAEQRO) will be in Los Angeles County the first week in April. They will focus on two service areas (SA5 & 2). Karen gave an overview of the particular areas of interest for the visit. They also want to visit two of the contracted providers in each of these service areas. Karen informed providers that they will be notified if their agency site had been selected.

Karen noted that a new CPA firm will be taking over to manage the fiscal audits that were once conducted by MR Grant and temporarily by the Auditor Controller.

QI Work plan 2006-2007:

John Campbell reviewed the document and highlighted expectations for Quality Improvement. Providers will distribute this document to all staff at their agency.

DHM Policy and Procedures:

Patrice informed providers about the newly designed DMH Website. This new design claims to be more "user friendly" with fewer categories to choose from once you are on website. There are only five (5) hyperlinks to choose from which are *Home, About Us, Services, News & Resources, and Provider Tools*. Providers should be able to access the DMH website the same way they have done so in the past, via the internet.

Patrice noted the approaching deadline for the National Provider Identification. An informational sheet was distributed on how to access this website in order to obtain your NPI.

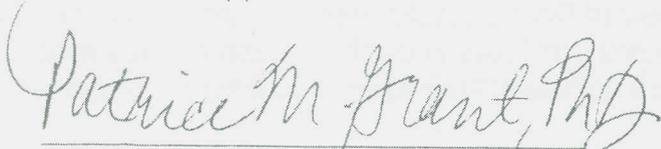
Jessica reminded the group that registered staff must note their registration status when signing notes/documents in the chart. For example, Master's level clinicians should have registered MFT or ASW after their name on all documents instead of MA or MSW. However, all of the directly operated clinics can list their job titles after their name (e.g., PSW I or PSW II).

Patrice distributed the DMH Policy/Procedure regarding the Quality Improvement Program (No. 105.1). John Campbell highlighted the policy that may be revised and asked for feedback from the group.

The group discussed ways to encourage an increase in consumer and/or family participation in the QIC. Some of the challenges noted by these groups in the past have been that the QIC meetings are held during the day which conflicted with their schedules; the process to be a part of the QIC meetings is too cumbersome; that some of the issues discussed were not relevant to them; and that the meetings were "boring". The group discussed how to increase outreach to potential consumer/family representatives or to continue using input from the SAAC or Client Coalition. Karen offered to bring the options to consumers and families at the SAAC, and planned to add this announcement to the SAAC 5 agenda.

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, May 1, 2007 at the WLA GI 11388 W. Olympic Blvd. Los Angeles, CA from 9:00AM -11:00AM.

Noted and Approved:



Patrice M. Grant, PhD, QIC Co-Chair



Jessica Wilkins, MFT, QIC Co-Chair