

County of Los Angeles Department of Mental Health
Quality Improvement Work Plan Implementation Status Report
Dated 4/28/2010
Prepared by: Program Support Bureau, Quality Improvement Division

Name of Report

INCREASING FOCUS ON QUALITY IMPROVEMENT (QI) ISSUES IN SERVICE AREA (SA) QUALITY IMPROVEMENT COMMITTEES (QIC)

QI Implementation Status Report

Quality Improvement Program Policy/Procedure No. 105.1 (See attached.) identifies that Service Area (SA) QIC's shall maintain minutes that reflect all decision and actions, and that the minutes shall be signed, dated and maintained for 3 years. Currently the SA QIC minutes are posted on the DMH QI website.

An on-going process observed in some SA's QICs is a concentrated focus on compliance and Quality Assurance (QA) issues and a lack of Quality Improvement focused discussion.

In response to this observation, the QI Division conducted a review of the minutes submitted to the QI Division from DMH's 8 Service Area QIC's over the past 12 months. Following are the results from this informal review of Service Area QIC meeting minutes 5/2009 through 3/2010.

Findings

Of the 8 Service Areas in DMH, 5 Service Areas regularly submitted minutes from SA QIC meetings to the DMH QI Division for review and online posting. Three Service Areas did not submit minutes.

3 of 5 SAs - clearly separated QI topics from QA topics in the minutes
2 of 5 SAs - an equal focus on QI and QA topics was reflected in the minutes
2 of 5 SAs - no QI topics were documented in the minutes

The format for QIC minute taking varied among the Service Areas. When the format for minutes separated the discussion of QI and QA topics in a structured manner, the notes reflected more focus on QI topics. When the format used for taking minutes combined QA/QI topics, the minutes reflected less QI topics discussed.

Goal

Short-term goal: Increase focus on QI issues in SA QIC meetings where minutes reflect weak or not-present QI content

Long-term goal: Improve quantitative and qualitative QI content in SA QICs

Action Requested/Needed

1. QI Division recommends a unified approach to minute taking in all SA QICs. This proposed format for minutes separates QI discussion from QA discussion. This separated format may facilitate more specific note taking and provides a conceptual separation of the QA/QI content.
(Attached sample minutes format)
2. To support the use of technology in coordinating QI information and to ensure website posting of SA QIC minutes in a timely manner, the QI Division will develop and maintain a tracking flow sheet of SA QIC minutes. QIC chairs are responsible for electronically submitting minutes to the QI Division for review, approval and posting.