

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

Departmental Quality Improvement Council Meeting

A G E N D A

March 9, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:15	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
III	9:15 – 9:20	PRO	M. Hernandez
IV	9:20 – 9:25	Policy Update – Office of Compliance	R. Faveau
V	9:25 – 9:35	Cultural Competency Updates	S. Chang Ptasinski
VI	9:35 – 10:05	SA QIC Reports & Countywide Children’s QIC Report	QIC Members
VII	10:05 – 10:20	Provider Directory QI Project Findings, QI Work Plan & Evaluation Report	N. Kasarabada V. Joshi
VIII	10:20 – 10:25	MHSIP Survey	V. Joshi
IX	10:25 – 10:30	Announcements:	

Next Meeting

April 13, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

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

Type of Meeting	Departmental Quality Improvement Council	Date:	March 9, 2015	
Place	550 S. Vermont Ave., 10th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alan Lert; Alyssa Bray; Anahid Assatourian; Aprill Baker; Barbara Engleman; Barbara Paradise; Bertrand Levesque; Caesar Moreno; David Crain; Debra Mahoney; Elisabeth Gildemontes; Elizabeth Owens; Emilia Ramos; Gassia Ekizian; Jessica Wilkins; Jonathan Pattow; Karen Lee; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Michael Boroff; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Randolph Faveau; Sandra Chang-Ptasinski; Vandana Joshi;			
Excused/Absent Members	Ann Lee; Carol Eisen; Debi Berzon-Leitelt; Helena Ditko; Pamela Inaba			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.		N. Kasarabada
Review of Minutes	The February minutes were reviewed.	Minutes were reviewed and approved as noted.		QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>Clinical Quality Improvement OMD Report</p>	<p>Dr. Lee stated that blood pressure is to be taken at DMH clinics starting in the Meaningful Use Pilot period. Blood pressure can be taken by staff when it is within their scope of practice. Treatment Authorization for antipsychotic medication for minors under 18 is still in place. Specific information needs to be provided in order to do the TARs.</p> <p>Ms. O'Donnell and Mr. Crain distributed a handout with the Clarification on User Roles for Safety Intelligence (SI). The following user roles were discussed:</p> <p>Reporter: The optional role can be assigned to any staff in an agency whom the agency determines should report a clinical event in addition to the manager.</p> <p>Manager: The manager, who most often is also the reporter, begins the managerial review section of event reports entered into the system by reporters within 3 business days and will have 30 calendar days from the date of the event to complete the report.</p> <p>Designee: The Designee is assigned by the manager to review and complete IS reports in the managers absence and should be at the same level as the manager or higher.</p> <p>Consultant: The Consultant accesses submitted reports for review when requested by the manager or designee.</p>	<p>However every reporter must have an RSA token to access the SI system on the DMH internet.</p> <p>Managers must have an RSA token to access the SI system on the DMH internet website and be listed on the User Role Spreadsheet for the Legal Entity submitted to DMH.</p> <p>Ideally, to maintain the integrity of the review process, there should only be one designee per manager.</p> <p>This role could be assigned to a Medical Director, QI officer or others who review events for clinical and/or quality issues.</p>	<p>K. Lee</p> <p>M. O'Donnell D. Crain</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>PRO</p> <p>Policy Update-Office of Compliance</p> <p>Cultural Competency Updates</p>	<p>Mr. Hernandez announced that PRO received more Local Mental Health Plan posters and are ready for distribution. NOA's "A" and "E" are translated into Spanish. Mr. Theodore Cannady is the new contact for the Change of Provider Report Log.</p> <p>Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.</p> <p>Dr. Chang Ptasinski informed the QIC membership that she reviews the content of the Cultural Competency updates being provided at the SA QIC's based on current CCU, CCC and cultural competency projects taking place at the state level. The main purpose of the CC updates at the SA QIC meetings is consistent access to CC-related information. SA QIC Chairs/Co-chairs are welcome to contact Dr. Chang Ptasinski when they have special requests for CC updates. They were respectfully asked to first contact Dr. Chang Ptasinski for prior review of content/topics before they are presented at SA QIC meetings.</p> <p>For this month of March 2015, the CC content selected for dissemination includes: the CCC 2015 workgroups, and the California Reduction Disparities Project (CRDP) Strategic Plan. A brief synopsis of the CRDP Strategic Plan was provided.</p>	<p>Spanish NOA' "A and E" will be uploaded on the DMH website.</p> <p>Dr. Kasarabada updated QIC members that the revised QI policy is in the final approval phase for signature.</p> <p>Dr. Kasarabada stated that the Cultural Competence Plan requirements from the State will be available around fall this year. They will allow up to six months once the requirements for the updated plan are released.</p> <p>The link to the CRDP Strategic Plan will be sent electronically.</p>	<p>M. Hernandez</p> <p>R. Faveau</p> <p>S. Chang Ptasinski</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Reports & Countywide Children's QIC Report	SA 1: Dr. Borkheim presented on Cultural Competency updates. PMRT team lead presented on how members of the Service Area accessing PMRT can liaison more effectively to help improve client access to PMRT and how to prioritize the use of PMRT/ACCESS staff.	Next meeting: May 5, 2015.	B. Paradise
	SA 2: Dark in February.	Next meeting: March 17, 2015.	K. Salvaggio
	SA 2: Children's: Dr. Borkheim presented on Cultural Competency updates.	Next meeting: April 16, 2015.	M. Rittel
	SA 3: Dr. Sharron Tan provided a brief presentation on 0-5, this was an excellent presentation. Dr. Borkheim presented on Cultural Competency updates. Dr. Levesque announced that Ms. Elizabeth Owens, SA 3 QIC Co-Chair got promoted to Clinical Director of Tri City Mental Health.	Next meeting: March 18, 2015.	B. Levesque
	SA 4: Ms. Bray presented on the Departmental QIC updates.	Next meeting: March 17, 2015. Alan Lert will present on Cal Medi-Connect at next meeting.	A. Bray
	SA 5: SA QIC members reviewed the Cal Medi-Connect to find out what the expectations are. The difference between QA/QI was also discussed.	Next meeting: May 5, 2015.	J. Wilkins

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Reports & Countywide Children's QIC Report continued	<p>SA 6: There was a presentation from the Westside Regional Center. SA 6 is currently working on a grant project with training on EBPs. They are doing actual trainings on EBPs. EQRO review was discussed as well. Dr. Boroff provided an update on the work plan results from last year, and the QI work plan goals for this year. Dr. Borkheim presented on Cultural Competency updates. The difference between QI/QA was also discussed.</p>	<p>Next meeting: March 26, 2015.</p>	<p>A. Baker</p>
	<p>SA 7: Test calls and the experience around test calls was discussed. Dr. Borkheim presented on Cultural Competency updates. EQRO was discussed as well, as being selected for a SA level review.</p>	<p>Next meeting: March 17, 2015.</p>	<p>L. Ayala</p>
	<p>SA 8: EQRO preparations were discussed. The locations for having focus groups are at San Pedro MHC and ChildNet. There is a possibility of having a focus group in the morning at MHA-The Village. Members also discussed the Cal Medi-Connect, and they talked about the guidelines for MHSIP data. Questions were raised about the 2014 data. Dr. Borkheim presented on Cultural Competency updates.</p>	<p>Next meeting: March 18, 2015.</p>	<p>M. Munde</p>
	<p>Countywide Children's: Dr. Joshi presented on the Provider Directory.</p>	<p>Next meeting: May 14, 2015. Alyssa Bray from Five Acres will present on QI at next meeting.</p>	<p>D. Mahoney</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p>Provider Directory (PD) QI Project Findings, QI Work Plan & Evaluation Report</p>	<p>Dr. Kasarabada explained that PD updates moving forward will be data driven per the recommendation from Mr. Murata, PSB Deputy Director. Based on claims data, only active providers will be included. All formal changes in provider information related to Provider File Adjustment Request (PFAR) such as changes in type of services, address, provider name, has to be processed via the Chief Information Office Bureau (CIOB). SA QIC Chairs & Co-Chairs can provide QID updates related to changes in days of operation, and cultural/language related information.</p> <p>Dr. Kasarabada distributed a Draft handout on the SA QI Project - Family Engagement and Inclusion. Dr. Kasarabada went over the Family Engagement matched pair evaluation summary, survey results from the SA QI project.</p> <p>Dr. Kasarabada stated that there was a small glitch related to the ACCESS Language Line data on the QI Work Plan and Evaluation Report.</p>	<p>Dr. Pisca will update any changes on the PSB-QI website. Dr. Joshi will send the link to all QIC members. A webinar to be scheduled with the SA QIC Chairs and members for the Provider Directory data review.</p> <p>It will be corrected and QIC members will be notified posted when it's uploaded on the PSB-QID website.</p>	<p>N. Kasarabada</p> <p>N. Kasarabada</p> <p>N. Kasarabada</p>
<p>MHSIP Survey</p>	<p>Dr. Joshi presented a sample table for examining MHSIP data by Provider Number and Service Areas. The sample table showed data for a few providers in each Service Area.</p>		<p>V. Joshi</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
MHSIP Survey continued	The table showed Percent Clients that Agreed or Strongly Agreed with the County Performance Outcome Measures and highlighted which provider numbers were below the County average for that indicator. SA Liaisons were encouraged to use this table as a sample for providers to conduct their own MHSIP analysis. Dr. Kasarabada mentioned that QID will try and provide such provider level tables for the November 2014 MHSIP data.		V. Joshi
Announcements:	Dr. Kasarabada gave a friendly reminder to all QIC Chairs/Co-Chairs to please submit the SA QIC minutes to be posted to the PSB-QID website for submission for EQRO review.		
Handouts:	<ul style="list-style-type: none"> ➤ Clarification on User Roles for Safety Intelligence ➤ SA QI Project Family Engagement and Inclusion ➤ Comparison of County Measures by Provider Number and Service Area April 2014 MHSIP Surveys ➤ Policy/Procedure Update March 9, 2015 		
Next Meeting:	April 13, 2015		

Respectfully Submitted,

Naga Kasarabada, Ph.D.