

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

Type of Meeting	Departmental Quality Improvement Council	Date	January 11, 2010	
Place	550 S. Vermont Ave., 10th Floor	Start Time:	9:00 a.m.	
Chairperson	Martha Drinan, RN, MN, APRN	End Time:	10:30 a.m.	
Co-Chair Person	Carol Eisen, M.D.			
Recorder:	Maria Gonzalez			
Members Present	Albert Thompson; Alyssa Bray; Anahid Assatourian; DonnaKay Davis; Erica Melbourne; Gassia Ekizian; Gloria Lara Vasquez; Janet Fleishman; Jeff Kohn; Jessica Wilkins; Kimberly Floyd; Kimber Salvaggio; Kimberly Spears; Lisa Harvey; Maria Gonzalez; Mary Ann O'Donnell; Mary Cifuentes; Michelle Rittel; Monika Johnson; Norma Cano; Norma Fritsche; Rashied Jibri; Sally Ng; Sandra Chang Ptasiniski; Susan Crimin; Terra Mulcahy; Vandana Joshi; Yvette Willock;			
Excused Members	Carol Eisen; Lupe Ayala			
Absent Members	Ann Lee; Alex Medina; Ann Marie Stephenson; Bertrand Levesque; George Holbrook; Julie Valdez; Kumar Menon; Leslie Shrager; Lisa Delmas; Luann Rollens; Lupe Ayala; Marcel Mendoza; Marilene Campbell; Nina Johnson; Naga Kasarabada; Sylvia Guerrero; Paul Arns; Robert Levine			
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 am.	Introductions were made.	M. Drinan	
Review of Minutes	The minutes were reviewed and approved.	Minutes were approved.	QIC Membership	

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SA QIC Liaison Reports	<p>SA 1 Diane Guillory presented on State System Review Material.</p> <p>SA 2: Adult:</p> <p>SA 2: Children: Dark in December. S. Ng introduced Michelle Rittel, new Co-Chair for Children's QIC SA II.</p> <p>SA 3: No Report</p> <p>SA 4: Diane Guillory presented on State System Review Materials. Meeting was informative.</p> <p>SA 5: Two presentations were conducted at the SA QIC meeting. 1). Mary Ann O'Donnell presented on Clinical Risk Management, 2). J. Kohn from Patient Rights Office (PRO) presented at last meeting.</p> <p>SA 6: Diane Guillory presented on State System Review Materials. Meeting was well attended.</p>	<p>Next meeting is scheduled for April. Meetings will be Quarterly.</p> <p>Next meeting: January 21, 2010. A presentation on Compliance will be presented by DMH Compliance Office Staff.</p> <p>Next meeting will be on Thursday January 14, 2010.</p> <p>Rob Ulrich from DMH Compliance Office will present at next meeting. Meeting will focus on SA QI Project.</p> <p>Concerning e-mails to consumers, Mary Ann O'Donnell referenced existing Policies and Procedures including Clinical Parameters on Relationships.</p> <p>Next meeting will be January 13, 2010.</p>	<p>S. Crimins</p> <p>K. Salvaggio</p> <p>S. Ng</p> <p>G. Ekizian</p> <p>A. Bray</p> <p>M. Johnson</p> <p>K. Spears</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports cont.	<p>SA 7: No report</p> <p>SA 8: Dark in December</p>	<p>At next meeting members will focus on “No Shows” for the QI Project. Departmental QI Program to provide support as requested.</p>	<p>N. Cano</p>
Countywide Children’s	<p>Diane Guillory presented on State System Review Materials. Rob Ulrich, DMH Compliance Program Office provided an overview of the Compliance Program.</p>	<p>Next Meeting February 11, 2010. Meeting to be held at 550 2nd fl. Conf. Room.</p>	<p>T. Mulcahy</p>
Cultural Competency Subcommittee	<p>S. Chang discussed those forms that will be translated into threshold languages. If you need a consent form to be translated, please contact Sandra by e-mail at schang@dmh.lacounty.gov.</p>	<p>Sub-Committee members will meet next Wednesday at 1:30 pm. Meeting to be held at 695 15th Floor.</p>	<p>S. Chang</p>
Patient Rights Office QIC Issues Focus Work Group for Electronic Tracking of Complaints, Grievances, and Appeals	<p>J. Kohn presented an update on the Focus Work Group for the Electronic System for complaints, grievances, appeals. The group is working closely with CIOB developing electronic tracking of data including MHSA. There are some issues in Patient Rights Office such as Landlord issues, Residential issues and Provider Request issues.</p>	<p>Ms. DonnaKay Davis is working on how to improve the process and initiate the SOW.</p>	<p>J. Kohn</p>
APS/EQRO	<p>APS/EQRO Site Review occurs Annually. Since LA County is such a large county they will continue to review every year.</p>	<p>APS/EQRO will be here April 12 – April 15, 2010. Service Areas to be reviewed have not yet been announced.</p>	<p>M. Drinan</p>
State System Review	<p>State System Review occurs every three years. This review includes consumer chart review from provider sites. A random small sample is identified for review.</p>	<p>State Review will be here the week of February 8 - 10, 2010.</p>	

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Dissemination of Reports/Data/ Information to SA QIC's	Ms. Joshi announced that if you need to get information or have questions on data there will be a Webinar/WebEx which will be used to answer any data questions online. The Provider Directory is sorted by each SA Population, Ethnicity, Prevalence, Penetration, and Retention Rates. Also listed are the threshold languages spoken by Service Area staff.	If you need assistance re: data or prefer to schedule a Web Ex meeting please contact Ms. Joshi at (213) 251-6886. Provider Directory will be online as soon as is finalized in the near future.	V. Joshi
Clinical Issues QI Implementation Status Report-COD	No report.	Refer to next meeting.	J. Sheehe
QI Work Plan Goals	R. Jibri is completing the Annual QI Evaluation Report (2009) and QI Work Plan (2010). We are converting calendar year goals to fiscal year goals whenever possible. The LA County QI Work Plan goals are currently completed for Calendar Year 2010.	R. Jibri will be contacting staff responsible for your SA 2010 goals. Final report to be available at next meeting for further discussion.	M. Drinan

Handouts	➤ Quality Improvement Work Plan Implementation Status Report Co-Occurring Disorders (Substance Use) (COD) #09.IV.1.3		
Announcement	None		
Next Meeting	February 8, 2010 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 10 th Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,


Martha Drinan, RN, MN