

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

Type of Meeting	Departmental Quality Improvement Council	Date	July 12, 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	Alyssa Bray; Anahid Assatourian; Bertrand Levesque; Carol Eisen; DonnaKay Davis; Donald Gonzales; Erica Melbourne; Gassia Ekizian; Janet Fleishman; Jennifer Ruiz; Kimber Salvaggio; Kimberly Spears; Kumar Menon; Leah Carroll; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Mary Ann O'Donnell; Melody Taylor; Michelle Rittel; Monika Johnson; Nina Johnson; Norma Fritsche; Rashied Jibri; Sandra Chang Ptasinski; Seth Meyers; Susanne Birman; Sukeda Day; Sylvia Guerrero; Tammy Blair; Terra Mulcahy; Vandana Joshi; Yvette Willock; Quan Truong;			
WebEx Participants	Ann Lee; Susan Crimin; Kimberly Floyde			
Excused Members				
Absent Members	Albert Thompson; Gloria Lara Vasquez; Jeff Kohn; Jessica Wilkins; Leslie Shrager; Luann Rollens; Marilene Campbell; Naga Kasarabada; Norma Cano; Rebecca Hall; 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 a.m.	Introductions were made.	M. Drinan	
Review of Minutes	The minutes were reviewed and approved.	Minutes were approved with corrections requested.	QIC Membership	

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports	SA 1: Discussed feedback from CAEQRO at meeting.	Next meeting in July 6, 2010. Mary Ann O'Donnell will present on Risk Management.	S. Crimins
	SA 2: Adult: Vandana Joshi presented on Geo-Mapping & Data application. Meeting was well attended.	Next meeting June 17, 2010.	K. Salvaggio
	SA 2: Children: Discussion concerning feedback from CAEQRO.	Next meeting June 17, 2010.	M. Rittel
	SA 3: SA 3 requesting data presentation from QI Division and Data Unit that is being prepared specific to each SA.	Next meeting June 16, 2010. Navigators will present on overall delivery of services and the role of Navigators (i.e. Housing, patient discharge from acute psychiatric hospitalization, etc.)	S. Meyers
	SA 4: Working on QI project,	Next meeting June 16, 2010. J. Eberle will present on Adult and Children/Adolescent Assessment. Presentation on COD is also scheduled.	A. Bray
	SA 5: Dark in June.	Next meeting July 13, 2010.	M. Johnson
SA 6: Working on Documentation sharing among providers especially Assessment related documentation. Members are also reviewing information distributed on Cultural Competency and required implementation.	Next meeting June 16, 2010.	K. Spears	

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports cont.	<p>SA 7: Client Flow Care Survey completed. Survey to be mailed out from the office of the Service Area District Chief, Ana Suarez. Looking at move of patients from one program to another.</p> <p>SA 8: Members are gathering information for their project on client “No Shows” in a report. Working on increasing attendance for “No Shows”.</p>	<p>Next meeting June 20, 2010.</p> <p>Next meeting June 16, 2010. A presentation on Alcohol and Drug Abuse is scheduled.</p>	<p>L. Ayala</p> <p>J. Fleishman</p>
Countywide Children’s	<p>On May 13th, Kim Nguyen-Pierce presented on TBS and the Transformation Processes. Also Paul Mclver presented on AB3632 Assessment & Placement Units. John Sheehe and Ingrid Marchus presented on Co-Occurring Disorders, Revisiting Substance Abuse Use among Children/Adolescents and coordination of care. Doris Soghor shared documents, and discussed psychoactive medications, qualification of different medications for children & Adolescent.</p>	<p>Next meeting August 12, 2010. Ann O’Donnell announced Guidelines for Children – Adolescents to be posted on DMH Website (in August 2010), under tools for clinicians – Clinical Practice – Clinical Guidelines – Practice Parameters – Medications – Use of Psychoactive Medication in COD.</p>	<p>L. Harvey</p>
Clinical Issues	<p>Defer to next meeting.</p>		<p>C. Eisen</p>
Patient Rights Office QIC Issues	<p>Update/revision of Request For Change of Provider Policy 200.02 distributed. S. Guerrero mentioned the new form requires a signature of staff member from the clinic before is submission to PRO. Clients must receive a copy.</p>	<p>Reference Memo dated June 8, 2010. PRO will look into issue of e-mailing of form as concerns confidentiality. Spanish translations of form is also being requested. PRO will do in-service on new form by request.</p>	<p>J. Kohn S. Guerrero</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Increasing System Capacity and Client Flow	D. Innes-Gomberg, Ph.D. from LAC-DMH, and S. Escobar, Ph.D. from Didi Hirsch Mental Health Center gave a PowerPoint presentation on Increasing System Capacity and Client Flow. Project is in conjunction with LAC-DMH, CIMH, and CalMEND. Project will help to increase number of clients making significant progress in achieving their recovery goals. PDSA methodology is used to implement change and improve flow. SA 7 may want to look at this project for applicability. Engagement strategies that are effective are essential to success of this project.	Goal is to reach “successful” discharges from FSP programs and increase from baseline of 17% to 50% of consumers who reach their recovery goals, resulting in increased program and system capacity collaborative aim – by June 2011.	D. Innes-Gomberg/S. Escobar
Test Calls	S. Birman announced that QI staff is conducting Test Calls to ACCESS Center starting in June and ending in December. Method will conduct 4 calls per month, 2 English and 2 Spanish, total of 24 calls to be made.	If you are interested in participating by making test calls to Access Center please contact S. Birman at (213) 251-6880.	S. Birman
Quality Management Handbook	Quality Management Handbook was distributed to the QI Council members. The Handbook contains information on QI structure, functions, responsibilities, and a section on Performance Outcomes.	The QI Handbook has been posted on the website under Quality Management. Please see below. The link to the QI Handbook/website is: http://psbqi.dmh.lacounty.gov/QI.htm	M. Drinan

Dept. QIC Meeting

June 14, 2010

Page 6

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Handouts	<ul style="list-style-type: none">➤ Request For Change of Provider Policy 200.02 & Memo from Ellen Satkin to DMH Everyone dated June 8, 2010➤ Increasing System Capacity and Client Flow➤ Revised Screening and Assessment for Child/Adolescent Substance Abuse in Mental Health Settings➤ Quality Improvement Handbook		
Announcement			
Next Meeting	<p>July 12, 2010 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 10th Floor Conference Room Los Angeles, CA 90020</p>		

Respectfully Submitted,



Martha Drinan, RN, MN