

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

Type of Meeting	Departmental Quality Improvement Council	Date	April 13, 2009	
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	Carol Eisen, M.D.			
Members Present	Albert Thompson; Alex Medina; Anahid Assatourian; Bertrand Levesque; Carol Eisen; Gassia Ekizian; George Holbrook; Jeff Kohn; Kimber Salvaggio; Kimberly Spears; Kumar Menon; Lisa Harvey; Luann Rollens; Lupe Ayala; Maria Gonzalez; Mary Ann O'Donnell; Mary Cifuentes; Monika Johnson; Peter DeGyrfas; Rashied Jibri; Rebecca Hall; Richard Hoskins; Scott Hanada; Susan Crimin; Theresia Choi; Terra Mulcahy; Nyja Tapscott; Quan Truong; Greta Oducayen; Dorina Rocha			
Excused Members				
Absent Members	Erica Melbourne; Aelyen Yoon; Alyssa Bray; Ann Lee; Day Sukeda; Elizabeth Fitzgerald; Gerald Ko; Janel Fleishman; Janel Jones; Jessica Wilkins; Gloria Lara Vasquez; Julie Valdez; Kimberly Floyde; Sylvia Guerrero; Jerry Lubin; Laquita Suggs; Leslie Shrager; Lisa Delmas; Marcel Mendoza; Naga Kasarabada; Nina Johnson; Norma Fritsche; Tara Yaralian; Margie Borjon; Marilene Campbell; Paul Arns; Robert Levine; Vandana Joshi; Wendy Turner.			
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.	With corrections requested	QIC Membership	

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>SA QIC Liaison Reports</p>	<p>SA 1: S. Crimin reported on APS/EQRO site visit conducted on March 31, 2009. APS/EQRO were interested in connections, communication, information systems and access. Latino Focus Groups were conducted. Also, CCCP training is schedule for March 24, 2009.</p>	<p>M. Drinan suggested that it is very important for SA's participating in the Site Review to attend the EQRO exit meeting to secure feedback relevant to their SA's. Noted from EQRO issue of No Shows. Also State Review is anticipated after June 30th 2009. No date set yet. M. Drinan discussed requirements of State Review "Protocols"</p>	<p>S. Crimin K. Floyde</p>
	<p>SA 2: Dark in April. K. Salvaggio announced that Performance Outcomes Survey is schedule towards the end of April.</p>	<p>Next month for Adult SA QIC meeting Auditor Controller Office representatives will be sharing materials and information concerning their program review protocols including their Quality Improvement oversight and common findings.</p>	<p>K. Salvaggio</p>
	<p>SA 3: Dark in March.</p>	<p>A Client Care Coordination Plan (CCCP) training is schedule for April 15, 2009. Large response noted for CCCP Training. Performance Outcomes Survey training is scheduled for April 23, 2009.</p>	<p>B. Levesque</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>SA QIC Liaison Reports cont.</p>	<p>SA 4: A. Assatourian reported that a Client Care Coordination Plan (CCCP) training was offered on March 30, 2009.</p> <p>SA 5: Dark in April.</p> <p>SA 6: K Spears reported QI meetings are every month. Each agency taking turns presenting their QI/QA work plan process/ Binders. Yolanda Whittington presented on a Documentation training held on 3/25/09. Also Client Care Coordination Plan (CCCP) and SFPR training was held on 04/01/09. Training was well attended.</p> <p>SA 7: Client Care Coordination Plan (CCCP) training was held on 3/24/09. Training was well attended. SA QIC project is working on increasing client/family members to participate in all SA programs. Project continues to be increasing survey response rate.</p>	<p>Next month Mary Ann O'Donnell, Risk Management will present on Risk Management. If any other SA's are interested in a Risk Management or General Risk Management presentation, please contact her.</p> <p>The Performance Outcomes Survey training is scheduled for next Monday April 20, 2009.</p> <p>Next meeting to be held April 15, 2009. Also, Performance Outcomes Survey training is scheduled for April 17, 2009. Martie encouraged looking at penetration and retention data with own work plans in Service Area.</p> <p>The Performance Outcomes Survey training is scheduled for April 28, 2009.</p>	<p>A. Assatourian</p> <p>M. Johnson</p> <p>K. Spears</p> <p>L. Ayala</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
SA QIC Liaison Reports cont.	SA 8: S. Guerrero presented at SA QIC meeting. A barrier/challenge continues to be provider's not participating/providing reports as required.	Next meeting April 15, 2009 at Childnet working on finalizing our QIC Project. Survey training is scheduled for April 23, 2009.	S. Hanada
Cultural Competency	No report.	N/A	R. Hall
EQRO Findings	M. Drinan reported on EQRO findings and needed improvement issues from the exit of the APS/EQRO Site Visit Review. Focus groups were poorly attended as were Latino Client Coalition and Homeless sessions. Problems with interpreters schedule and not arriving at meetings or very late. No Shows identified as a problem: no formal tracking data, interventions. Also noted was the need to develop discharge criteria for clients moving from one level to next.	M. Drinan suggests that SA Co-Chairs may attend the APS/EQRO exit meetings to learn from feedback. Reviewers are very informative and provide information on important issues. Also, M. Drinan announced EQRO will return next year, April 12 -15, 2010.	M. Drinan
PIPs Status Report	M. Drinan distributed the Rehospitalization Cohort 2 (RC2) Outline via Road Map for Co-Chairs to note Roadmap questions and PIP process. Multifunctional Team is working on clarifying interventions. EQRO suggested that face to face contact is preferable.	Multifunctional Team Membership will meet on April 21, 2009. Continue to bring PIP issues to QIC, especially as related to interventions.	M. Drinan C. Eisen
Patients Rights	Provided and discussed Change of Provider Report 4 th Quarter. Also, discussed Change of Provider form that is not yet approved.	M. Drinan encouraged members to review Annual State Protocol including Beneficiary Protection Section, Change of Provider Section and needed SA/QI documents.	J. Kohn

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Service Delivery Capacity Access 24/7 Toll Free Number	No Report	N/A	
Handouts	<ul style="list-style-type: none"> ➤ Request to Change of Provider Report 4th Quarter ➤ CAEQRO RC2 PIP via Road Map 		
Announcement	Email went out regarding the Performance Outcome May data on the SIFT.		M. Drinan
Next Meeting	May 11, 2009 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, APRN