

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

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>February 9, 2009</b>	
<b>Place</b>	<b>550 S. Vermont Ave., 10<sup>th</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>	
<b>Chairperson</b>	<b>Martha Drinan, RN, MN, APRN</b>	<b>End Time:</b>	<b>10:30 a.m.</b>	
<b>Co-Chair</b>	<b>Carol Eisen, M.D.</b>			
<b>Members Present</b>	Alex Medina; Bertrand Levesque; Carol Eisen; Christine Williamson; Erica Melbourne; Gassia Ekizian; Gloria Lara Vasquez; Janel Fleishman; Jannelle Gonzales; Jeff Kohn; Jessica Wilkins; Julie Valdez; Kimberly Floyde; Kimber Salvaggio; Kimberly Spears; Lupe Ayala; Maria Gonzalez; Mary Ann O'Donnell; Mary Cifuentes; Monika Johnson; Paul Arns; Peter DeGyarfas; Philip Levin; Rashied Jibri; Richard Hoskins; Scott Hanada; Sylvia Guerrero; Tara Yaralian; Terra Mulcahy; Vandana Joshi;			
<b>Excused Members</b>				
<b>Absent Members</b>	Albert Thompson; Anahid Assatourian; Adele Kelso; Aelyen Yoon; Ann Lee; Cindy Coones; Day Sukeda; Eduardo Vega; Elizabeth Fitzgerald; Gerald Ko; Jaime Nahman; Jerry Lubin; Jim Randall; Laquita Suggs; Larry Wicker; Lisa Delmas; Lori Dobbs; Luann Rollens; Margie Borjon; Marilene Campbell; Nancy Kless; Rebecca Hall; Rocio Ortiz Gonzalez; Wayland Chan;			
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>		<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 am.	Introductions were made.		M. Drinan
<b>Review of Minutes</b>	The minutes of February 9, 2009 were reviewed and approved.	No corrections were requested		QIC Membership

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<p><b>SA QIC Liaison Reports</b></p>	<p><b>SA 1:</b> Meetings are held every two months. Martie and Vandana met with JoEllen and Marjorie to review pertinent demographic, penetration, retention and other data/reports in preparation for the APS/EQRO Site Visit, for the March 30, - April 2, 2009. Issue seems to be on Demographic Data smaller communities need to be identified through other methods.</p> <p><b>SA 2: Children's</b> Dark in January. Child and Adult QIC meetings are combined only for February. A Client Community Coordination Plan (CCCP) training will be conducted at the next meeting.</p> <p><b>SA 2: Adult</b> Dark in January. Adult and Child QIC meetings are combined only for February. S. Guerrero presented at SA QIC meeting. A barrier/challenge continues to be providers not participating/providing reports as required.</p> <p><b>SA 3:</b> Dark in January.</p>	<p>APS/EQRO Conference Call, for both SA 1, and 4, is schedule for February 10, at 1:00 pm. Vandana to follow-up re: smaller communities and related demographics.</p> <p>V. Matsushige is leaving SA 2 Children's QIC. Theresa Choi will replace her.</p> <p>A idea for the Change of Provider Request Form is being developed as part of this Quality Improvement Project, which is being managed Countywide by the Patient Rights Office.</p> <p>Jennifer Eberle will present a training and T/A on the new Co-Occurring best practices and new related forms at the next meeting.</p>	<p>K. Floyde</p> <p>P. DeGyarfas</p> <p>K. Salvaggio</p> <p>B. Levesque</p>

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<p><b>SA QIC Liaison Reports cont.</b></p>	<p><b>SA 4:</b> The QI Project concerns the Case Manager Resource Manual. A SA QIC subcommittee is responsible for this activity. At the next meeting, Jennifer Eberle will present a training and T/A on the new Co-Occurring best practices and new related forms. Joshua will present on SA 4 Satisfaction Survey.</p>	<p>Next meeting: February 17, 2009.</p>	<p>J. Gonzalez</p>
	<p><b>SA 5:</b> Dark in February.</p>	<p>Next meeting first week in March. a Client Care Coordination Plan (CCCP) training will be conducted.</p>	<p>M. Johnson</p>
	<p><b>SA 6:</b> The SA QI Project was the focus of discussion at the last SA QIC meeting.</p>	<p>Next meeting: February 18, 2009. A Client Care Coordination Plan (CCCP) training for improved integrated service delivery is scheduled for the next meeting.</p>	<p>K. Spears</p>
	<p><b>SA 7:</b> Dark in January.</p>	<p>Next meeting: Jennifer Eberle will present a training and T/A on the new Co-Occurring best practices and new related forms, and CCCP training for improved integrated service delivery.</p>	<p>L. Ayala</p>

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<b>Countywide Childrens</b>	<p><b>SA 8:</b> The discussion/presentation focused on Auditor Controller Office representatives sharing an overall materials and information concerning their program review protocols including their Quality Improvement oversight and common findings.</p> <p>Dark in January.</p>	<p>Next meeting: February 18, 2009. Jennifer Eberle will present a training and T/A on the new Co-Occurring best practices and new related forms, and CCCP training for improved integrated service delivery.</p> <p>Next Meeting: February 12, 2009. Paul Mclver, EPSDT Co-chair, to present an update on TBS (Therapeutic Behavioral Services) EPSDT PIP for Child Services. Nina Johnson from Auditor Controller Office will present on common findings.</p>	<p>S. Hanada</p> <p>A. Medina</p>
<b>PIPs Status Report</b>	<p>An extension was requested for the submission of the EPSDT PIP Roadmap and related documents. The statewide RC2 PIP teleconference with CIMH has been discontinued due to funding shortfalls.</p>	<p>EPSDT is being submitted at the end of January. M. Drinan will follow up on statewide RC2 teleconference with CIMH/Ed Diksa. Notices of future RC2 PIP teleconferences to be announced at a later date.</p>	<p>P. Mclver M. Drinan</p>
<b>Patient Rights Office PIP</b>	<p>J. Kohn distributed the Request to Change Provider Report for the 3<sup>rd</sup> Quarter based on last month's discussion. QIC member requested to sort differently for the ease of review of data/information in the report.</p>	<p>J. Kohn to contact Rashied re: updates to Patient Rights Quality Improvement Project.</p>	<p>J. Kohn</p>

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<b>Cultural Competency</b>	<p>The Cultural Competency Unit, in conjunction with the Training Division planned, designed and implemented curriculum for courses recommended as “Next Steps” for Interpreter Training Outcomes. Ms. Drinan presented a very brief description of the Latino Access Study &amp; Report which began three years ago and is incorporated into the Cultural Competency Plan. The purpose of this initiative was to use models and methods for staff serving as interpreters or using interpreters for all cultural groups.</p>	<p>Cultural Competency Membership continues to meet on the second Wednesday of every month from 1:30 – 3:30 pm. The Cultural Competency Organizational Assessment is completed and the report is being developed. The report will be brought to the next meeting for distribution.</p>	<p>T. Yaralian/R. Hall</p>
<b>QI Work Plan Evaluation Report</b>	<p>R. Jibri distributed the DMH Website Announcement for accessing the Annual QI Evaluation and Work Plan. The QI Evaluation findings were discussed including the fact that in 2008 we show general improvement in penetration and retention rates.</p>	<p>Areas remaining as challenges were also discussed and these areas will be brought forth as needed. Annual QI Evaluation and Work Plan for 2009 Report to be distributed and discussed at SA QIC's.</p>	<p>R. Jibri</p>
<b>Service Delivery Capacity Access 24/7 Toll Free Number</b>	<p>One of the findings of the QI Work Plan Evaluation pertains to abandoned calls. J. Valdez reported that abandoned calls continue to be a problem. The telephone upgrade has been delayed tentatively to 2010. There has been a big increase for incoming crisis calls especially as related to the poor economy and its direct effect on consumers and the public in general. This problem is affecting clinics as well.</p>	<p>The decision was to determine the feasibility of a workgroup. J. Valdez will meet with Mary Ann O'Donnell regarding related Risk Management issues. An update to be provided at next meeting.</p>	<p>J. Valdez</p>

