

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

Type of Meeting	Departmental Quality Improvement Council	Date	January 12, 2009	
Place	695 S. Vermont Ave., 15th 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; Anahid Assatourian; Bertrand Levesque; Carol Eisen; Erica Melbourne; Gassia Ekizian; Janel Fleishman; Jessica Wilkins; Jeff Kohn; Kimberly Floyde; Kimber Salvaggio; Kimberly Spears; Kristina Chen; Luann Rollens; Lupe Ayala; Maria Gonzalez; Mary Ann O'Donnell; Monika Johnson; Peter DeGyarfas; Rebecca Hall; Richard Hoskins; Scott Hanada; Tara Yaralian; Terra Mulcahy; Vandana Joshi; Vivian Matsushige			
Excused Members	Susan Crimin			
Absent Members	Adele Kelso; Aelyen Yoon; Ann Lee; Cindy Coones; Day Sakeda; Eduardo Vega; Elizabeth Fitzgerald; Gerald Ko;; Jaime Nahman; Jerry Lubin; Jim Randall; Laquita Suggs; Larry Wicker; Lisa Delmas; Lori Dobbs; Margie Borjon; Marilene Campbell; Nancy Kless; Rocio Ortiz Gonzalez; Wayland Chan;			
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 of December 8, 2008 were reviewed and approved with the requested changes.	Corrections were made.		QIC Membership

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<p>SA QIC Liaison Reports</p> <p>Children's Countywide</p>	<p>SA 1: No Report</p> <p>SA 2: Children's Paul McIver presented on AB3632 on current documentation of the program. Meeting was well informed.</p> <p>SA 2: Adult is having their meeting next Thursday January 15, 2009.</p> <p>SA 3: Bertrand Levesque, SA 3 reported that last month QIC meeting was well attended. Paul McIver presented on AB3632 Audit.</p> <p>SA 4: Dark in December.</p>	<p>N/A</p> <p>Requesting direction concerning discussion at SA level. Advised that survey data is not complete. Annual aggregate data will be available at a later date. (May 2008 + November 2008 survey data collection, analysis and reliability/significance testing).</p> <p>N/A</p> <p>Joshua Ciszek will no longer attend Departmental QIC meetings. Replacements to be announced at a later date by e-mail.</p>	<p>K. Floyde</p> <p>P. DeGyarfas</p> <p>K. Salvaggio</p> <p>B. Levesque</p> <p>A. Assatourian</p>

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SA QIC Liaison Reports cont.	<p>SA 5: The members had a discussion on QI projects. They are focusing on coordination of care issues/continuity of care issues.</p> <p>SA 6: December was dark.</p> <p>SA 7: A Multi-disciplinary Assessment Team (MAT) presentation was provided at the recent SA VII meeting. 10 SA VII providers are receiving MAT funds. Presentation was informative and well received.</p> <p>SA 8: Dark in December.</p>	<p>Norma's staff will prepare training and handouts, on clinical documentation for SA V.</p> <p>Next meeting January 26, 2009.</p> <p>SA 7 is in the process of developing motivational quality improvement initiative including a survey to determine avenue for integrating consumers/families into service delivering functions at different programs.</p> <p>Office of the Auditor Controller will present at next meeting on January 21, 2009.</p>	<p>M. Johnson</p> <p>K. Spears</p> <p>L. Ayala</p> <p>S. Hanada</p>
PIPs Status Report	<p>Preliminary RC2 PIP Roadmap was submitted to the state (Ed Diksa) and APS/EQRO. An extension was requested for the submission of the EPSDT PIP.</p>	<p>Request was granted through January 30, 2009.</p>	<p>P. McIver M. Drinan</p>

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Patient Rights Office PIP	J. Kohn reported on the actual data. Database is being revised for improved accuracy and easy access in the use of the Change of Provider Form. This is resulting in a more meaningful process for clients and for tracking relevant data as well	Staff's activities are focused in retrieving more accurate data. Patient Rights Office will continue to collect data and information for this PIP.	J. Kohn
Cultural Competency	December meeting was cancelled. Cultural Competency Membership continue to meet on the second Wednesday of every month from 1:30 – 3:30 pm.	The Results of the Organizational Assessment Draft Report are being compiled and will be shared at next Departmental QIC meeting.	T. Yaralian/R. Hall
Beneficiary Grievances/Appeals : Request to Change Provider Forms	J. Kohn distributed Request to Change Provider Report 3 rd Quarter. Some providers are not submitting their Change of Provider Forms to the Patient Rights Office. QIC Chairs discussed and continued focus on this initiative in their SA meetings and also discussed some of the related challenges.	J. Kohn to contact Martie and QI Division staff to discuss baseline, data collection, and intervention(s).	J. Kohn
Service Delivery Capacity Access 24/7 Toll Free Number	M. Drinan distributed the Summary ACCESS 24/7 Toll Free Test Call Report. The 24/7 toll-free number ensures access and linguistic capabilities in the Threshold languages, including TDD/California Relay Services, spoken by consumers/families of the county.	A major challenge is that the new phone system cannot be implemented until 2010. Test calls will continue to occur and be reported to ACCESS management for action(s).	J. Valdez N. Kasarabada

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Announcement	V. Joshi gave a brief overview of the new 211 Info-line for Los Angeles County Services.	This Webpage is only for DMH employees and is located on the Intranet. http://gisintra.lacounty.gov/crg/	V. Joshi
Handouts	<ul style="list-style-type: none"> ➤ RC2 PIP Outline via Road Map & Memo to Ed Diksa ➤ Request to Change Provider Report 3rd Quarter Data for CY 2008 ➤ Summary Report of Accessibility Domain for Test Calls to 24/7 Toll Free Access Line 		
Adjournment	The meeting adjourned at 10:30 a.m.	N/A	N/A
Next Meeting	February 9, 2009 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 10 th Floor Conference Room Los Angeles, CA 90020	N/A	N/A

Respectfully Submitted,



Martha Drinan, RN, MN, APRN