

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

Type of Meeting	Departmental Quality Improvement Council	Date	June 8, 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.	
Recorder	Maria Gonzalez			
Members Present	Albert Thompson; Alex Medina; Alyssa Bray; Anahid Assatourian; Bertrand Levesque; Carol Eisen; Gassia Ekizian; George Holbrook; Gloria Lara Vasquez; Jeff Kohn; Jessica Wilkins; Kimberly Floyde; Kimber Salvaggio; Kimberly Spears; Lisa Harvey; Mary Cifuentes; Maria Gonzalez; Marcel Mendoza; Monika Johnson; Norma Fritsche; Rashied Jibri; Rebecca Hall; Richard Hoskins; Scott Hanada; Susan Crimin; Terra Mulcahy; Vandana Joshi;			
Excused Members				
Absent Members	Ann Lee; Dorina Rocha; Erica Melbourne;; Janel Jones; Janet Fleishman; Julie Valdez; Kumar Menon; Leslie Shrager; Lisa Delmas; Luann Rollens; Lupe Ayala; Marilene Campbell; Mary Ann O'Donnell; Naga Kasarabada; Nina Johnson; Paul Arns; Peter DeGyarfas; Robert Levine; Sylvia Guerrero; Tara Yaralian; Theresia Choi;			
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 with the corrections requested.	QIC Membership	

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<p>SA QIC Liaison Reports</p>	<p>SA 1: Mary Ann O'Donnell visited Antelope Valley MHC and completed a presentation on Clinical Risk Management on May 19th. The Change of Provider Request Form was reviewed. SA QIC members posed questions on the Change of Provider Request Form and Jeff Kohn (from Pt. Rts.) responded to and addressed specific questions.</p> <p>SA 2: Auditor Controller Office presented an overall program audit and review portions of their materials including the Quality Improvement oversight. Common findings were shared. Information was well received and program was well attended.</p> <p>SA 3: QI information was reviewed and shared. QI and QA are both part of our discussions at the meetings. Meeting was well informed, and well attended.</p> <p>SA 4: Last meeting was held on May 19, 2009. A discussion occurred on Outcomes, changes, and Child Abuse Reporting.</p>	<p>Working on increasing attendance & participation to SA QIC meetings.</p> <p>Next month Mary Ann O'Donnell will present on Clinical Risk Management.</p> <p>Providers will bring their QIC Manuals to the SA QIC meetings to ensure updating of the QIC Handbooks. Meetings are held every month.</p> <p>Auditor Controller Office is scheduled to present at next meeting. On June 22, Mary Ann O'Donnell will conduct a Clinical Risk Management presentation. Also on June 22, and July 9, 2009 a training will be conducted on: Helpful Guide to Finding Resources for Case Managers and how to do appropriate chart documentation.</p>	<p>S. Crimins</p> <p>K. Salvaggio</p> <p>B. Levesque</p> <p>A. Bray</p>

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<p>SA QIC Liaison Reports cont.</p>	<p>SA 5: Reported excellent attendance in SA QIC meetings. District Chief attends SA QIC meetings which sets the tone for SA providers and QI.</p> <p>SA 6: Dark in May. All providers attend SA QIC meetings. QI and QA are both part of the discussion at meetings. The District Chief regularly attends and facilitates SA QIC meetings, which keeps high attendance at QIC meetings and trainings.</p> <p>SA 7: Members continue to work on a QI project. SA QIC meetings are well attended. SA QIC meetings are based on two parts. Part I is QA Procedure Codes, Documentation, Review State Audits findings and Part II is on QI.</p> <p>SA 8: Dr. Lorrie Leon from Children’s Institute International (CII) and Susan Hock-Strom from Didi Hirsch were selected leaders for SA QI project. QI Project is in the process of defining the meaning of “No Shows”. Also developing criteria for Children’s and Adult Programs on “No Shows”. Currently in the process of collecting agencies no shows, cancellations, attendance, policies and procedures, and other data.</p>	<p>Completed QI Performance Outcomes and Tally Sheets for Consumer/Family Surveys for May Survey Period.</p> <p>Next meeting June 17, at Kedren MH.</p> <p>Next meeting June 16, 2009.</p> <p>Next meeting June 17, 2009 at 2:00 pm at Childnet.</p>	<p>M. Johnson</p> <p>K. Spears</p> <p>M. Mendoza</p> <p>S. Hanada</p>

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Countywide Children's	Phyllis Griddine-Tate, Revenue Management Division (RMD), gave a presentation on "Introduction to the Revenue Management Division on Bridging the Gap between the Department and Providers". Also Mary Ann O'Donnell, Clinical Risk Manager presented on Clinical Risk Assessment and Management.	Next meeting August 13, 2009.	T. Mulcahy
PIPs Status Report EPSDT PIP	M. Drinan announced an EPSDT PIP meeting will be held on June 18, 2009 at 10:00 am. Paul Mclver will be submitting a revised Road Map as requested by the State.	An important EPSDT PIP re-submission due date for data is scheduled for June 30, 2009 as requested by the state. Paul Mclver EPSDT Co-Chair and Yoko Sugihara, Ph.D., are finalizing the data and documents.	R. Hoskins
RC2 PIP	Members continue to meet every other Tuesday. Focus remains on rehospitalization. Members are in the process of reviewing additional data.	Next meeting is scheduled for June 16, 2009, at 2:00 pm.	M. Drinan C. Eisen
Patient Rights PIP Change of Provider Requests	J. Kohn reported on the Focus Group. Providers continue to share positive feedback on the new Change of Provider Form. New Change of Provider Form will benefit clients as well as providers in obtaining more accurate information/data.	The recommendations were made by the Focus Group for consumer input on the format of the form and appropriate changes continue to be considered per stakeholders input.	J. Kohn
Access 24/7 Toll Free Number Test Calls	R. Hoskins announced that QI staff is conducting Test Calls starting the week of May 31, 2009. A memo from M. Drinan assigned QI staff to initiate 24/7 Test Calls.	R. Jibri to collect and monitor Work Sheets and complete Test Calls Log.	R. Hoskins R. Jibri

