

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

Type of Meeting	Departmental Quality Improvement Council	Date	May 11, 2009	
Place	550 S. Vermont Ave., 10th Floor	Start Time:	9:00 a.m.	
Chairperson	Carol Eisen, M.D.	End Time:	10:15 a.m.	
Recorder	Maria Gonzalez			
Members Present	Anahid Assatourian; Bart Callender; Bertrand Levesque; Carol Eisen; Dorina Rocha; Erica Melbourne; Gassia Ekizian; Gloria Lara Vasquez; Janel Fleishman; Jeff Kohn; Jessica Wilkins; Kimberly Floyde; Kimber Salvaggio; Kimberly Spears; Kumar Menon; Lisa Harvey; Mary Cifuentes; Margie Borjon; Mikki Beermann; Monika Johnson; Rashied Jibri; Rebecca Hall; Richard Hoskins; Sandra Chin; Scott Hanada; Sylvia Guerrero; Terra Mulcahy; Theresia Choi;			
Excused Members	Susan Crimin; Mary Ann O'Donnell; Lupe Ayala; Martha Drinan			
Absent Members	Albert Thompson; Alex Medina; Alyssa Bray; Ann Lee; Aelyen Yoon; Day Sukeda; Elizabeth Fitzgerald; Gerald Ko; Janel Jones; Julie Valdez; Jerry Lubin; Laquita Suggs; Leslie Shrager; Lisa Delmas; Marcel Mendoza; Naga Kasarabada; Nina Johnson; Norma Fritsche; Peter DeGyarfas; Tara Yaralian; 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.	C. Eisen	
Review of Minutes	The minutes were reviewed and approved.	Minutes were approved as written.	QIC Membership	

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SA QIC Liaison Reports	<p>SA 1: Auditor Controller Office representatives presented on materials and information concerning their program review protocols including their Quality Improvement oversight and common findings.</p> <p>SA 2: Children's, Tarzana Treatment Center and SFVCMHC to conduct a presentation about their implementation of their own QIC projects on decreasing "No Shows".</p> <p>SA 3: A Client Care Coordination Plan (CCCP) training was presented. Training was well attended. Also the Performance Outcomes Survey training was conducted.</p> <p>SA 4: Mary Ann O'Donnell presented on Case Clinical Risk Management.</p> <p>SA 5: M. Johnson gave a brief description of their SA starting to look at (SIFT) Data and sent information out to SA members asking members to look at files / information posted on the Webpage. Only two staff were able to access this page.</p> <p>SA 6: Meeting on April 15, at Kedren Mental Health, focused on Case Management and Documentation. Members reviewed their QI reference binders and shared documentation.</p> <p>SA 7: No report</p>	<p>Adherence facilitated by provided information.</p> <p>Children's SA 2 QIC hopes to learn from them and also implement a project for Children's SA 2 QIC for "No Shows".</p> <p>Looking forward to next formal SA QIC meeting (no trainings schedules).</p> <p>Next meeting June 22, 2009, QIC Project Case Management Training.</p> <p>SA QIC members continue to meet every month. Next meeting May 13, 2009. Defer access to webpage problems to next meeting and Vandana Joshi.</p> <p>N/A</p>	<p>K. Floyde</p> <p>T. Choi</p> <p>B. Levesque</p> <p>M. Cifuentes</p> <p>M. Johnson</p> <p>V. Joshi</p> <p>K. Spears</p>

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SA QIC Liaison Reports cont.	SA 8: A Performance Outcomes Survey training was conducted at last meeting on April 15, 2009. Training was well attended. SA QI Plan is to look at “No Show” rate as part of SA project.	Next meeting May 20, 2009.	S. Hanada
Countywide Children’s	Last meeting was in February. Meeting is held Quarterly.	Next meeting is scheduled for May 21, 2009. A Revenue Management presentation will be presented at next meeting.	L. Harvey
PIPs Status Report	EPSDT PIP meeting scheduled for next month.	Review updates needed.	A. Medina
RC2 PIP	Multifunctional Team members continue to meet every two weeks. Meetings focus on re-hospitalization data, and interventions.	Next meeting is scheduled for May 19, 2009.	M. Drinan/ C. Eisen
Patient Rights PIP	Continue to review procedures & revising original PIP documents.	N/A	J. Kohn/ S. Guerrero
Cultural Competency	Subcommittee continues to look at recommendations regarding variety of issues including interpreter policies and other cultural competency areas.	N/A	R.Hall
Access 24/7 Toll Free Number Test Calls	R. Hoskins gave an update from discussion with Julie Valdez and Naga Kasarabada regarding 2008 Test Calls Report and the need to do another series of test calls to 24/ 7 Toll Free Access Line this time focusing on primarily two issues of logging the test calls and staff identifying themselves to the callers per Julie and Naga (while still tracking the other test call criteria as required).	Identify staff to perform Test Calls.	M. Drinan

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Change of Provider Requests	Jeff discussed changes to the Change of Provider Request Form and Log. He noted that format changes on both were to improve clarity and communication. The Change of Provider Request Form will move from a narrative fill-in format to using more of a check box process with reasons for requesting change of provider. K. Salvaggio suggested a focus group meeting with providers/ representatives to review and make changes to The Change of Provider Form.	Meeting to be scheduled at a later date to obtain input for needed changes.	J. Kohn/ S. Guerrero
Handouts	➤ Test Calls Protocol		
Announcement			
Next Meeting	June 8, 2009 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 10 th Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,



Carol Eisen, M.D.