

**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>November 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 Person</b>	<b>Carol Eisen, M.D.</b>			
<b>Recorder:</b>	<b>Maria Gonzalez</b>			
<b>Members Present</b>	Albert Thompson; Alyssa Bray; Anahid Assatourian; Bertrand Levesque; Carol Eisen; DonnaKay Davis; Gassia Ekizian; Janet Fleishman; Jeff Kohn; Jessica Wilkins; Julie Agojo; Kimberly Floyd; Kimber Salvaggio; Kimberly Spears; Kumar Menon; Lisa Harvey; Lupe Ayala; Maria Chavarria; Maria Gonzalez; Mary Ann O'Donnell; Marcel Mendoza; Monika Johnson; Rashied Jibri; Rebecca Hall; Richard Hoskins; Susan Crimin; Sylvia Guerrero; Terra Mulcahy;			
<b>Excused Members</b>				
<b>Absent Members</b>	Ann Lee; Alex Medina; Ann Marie Stephenson; Erica Melbourne; George Holbrook; Janel Jones; Julie Valdez; Leslie Shrager; Lisa Delmas; Luann Rollens; Mary Cifuentes; Marilene Campbell; Nina Johnson; Naga Kasarabada; Paul Arns; Robert Levine;			
<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 were reviewed and approved.	Minutes were approved with the correction requested.		QIC Membership

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<b>SA QIC Liaison Reports</b>	<p><b>SA 1:</b> SA 1 moved to a new location at Palmdale. Members continue to discuss issues related to QA/QI. Meeting was well attended. Continuing to look at QI notebook as a project.</p> <p><b>SA 2: Adult:</b> Met in October and went over materials from Diane Guillory presented on System Review Materials. Providers are very invested with QI related materials, documents, Protocols.</p> <p><b>Children:</b> Went over Diane Guillory materials and presentation on System Review Materials as well as MAT.</p> <p><b>SA 3:</b> Auditor Controller Office presented an overview of their program audit protocols and reviewed portions of their materials including the Q.I. oversight. Diane Guillory presented on System Review Materials for the State Review. Discussed project regarding gathering materials that Providers need for QI/QA functioning. All providers are requested to download QI/QA information materials needed for their reference.</p> <p><b>SA 4:</b> Jennifer Eberle was present at their SA QIC meeting to answer questions or concerns from the group. A question was brought forward regarding materials needed for auditing.</p> <p><b>SA 5:</b> Diane Guillory presented on System Review Materials for the State Review. Providers requested someone from Patient Rights Office (PRO) to conduct a presentation of materials needed. A copy of the memo on Cancellations of Consumer Perception Surveys was distributed. Also Advance Healthcare Directives was presented as well.</p>	<p>Dark for the remainder of the year. Meeting will start again in January 2010 on a quarterly basis.</p> <p>Dark in November, and are meeting every other month. Discussion about having providers come and do presentation on how to increase providers investment in QI related issues</p> <p>Next meeting November 17, 2009. Bertrand Levesque will be transitioning to the WRAP Around program. Mary Ann O'Donnell will present on Clinical Risk Management at next meeting.</p> <p>M. Drinan encouraged members to review P&amp;P 105.1. for QI requirements that are audited by the Auditor Controllers Office. Also, they were reminded to review the Auditor Controllers QI review checklist (previously provided).</p> <p>Jeff Kohn to review Consumer Handout for updates regarding Advance Directives and contact numbers.</p>	<p>S. Crimins</p> <p>K. Salvaggio</p> <p>B. Levesque</p> <p>A. Bray</p> <p>M. Johnson J. Kohn</p>

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<b>SA QIC Liaison Reports cont.</b>	<p><b>SA 6:</b> SA 6 implemented a QA/QI Newsletter which contains Frequently Ask Questions (FAQ's) for providers including information on trainings, important information, and Medi-Cal Oversight Audit and State Performance Outcomes Measures information.</p> <p><b>SA 7:</b> Entire SA 7 Navigation Team were present at meeting and discussed their individual team members responsibility and looking at improving linkage and referral process as well as assisting with discharge processes.</p> <p><b>SA 8:</b> J. Fleishman announced the new Co-Chair, Norma Cano will be attending Departmental QIC meeting. Continue to work on "No Shows" project. The three most important things on "No Shows" are: 1). Transportation problems, 2). Double booking, and 3). Hospitalization/Detain School. Top suggested solutions were 1) Reminder Call from Clinician. 2) Help Clients with organizational issues around scheduling. 3) Survey Clients regarding making groups more in line with their interests.</p>	<p>Next meeting November 18, 2009.</p> <p>Mary Ann O'Donnell suggested to review the weekly meeting on Clinical Parameters.</p> <p>Scott will no longer attend Departmental QIC meeting. Discussed SA 8 QI/QA web site and documents found there.</p>	<p>K. Spears</p> <p>L. Ayala</p> <p>J. Fleishman</p>
<b>Countywide Children's</b>	<p>T. Mulcahy announced Countywide Children's Unit moved to 600 Commonwealth. Diane Guillory will present on System Review Materials for the State Review. Rob Ulrich will present on compliance issues from compliance unit. Meeting was well attended.</p>	<p>Meetings are Quarterly.</p>	<p>T. Mulcahy</p>

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<b>Patient Rights Office</b>	<p>Ms. Drinan referenced a memo from Cathy Warner re: County general funds and transitioning flow of consumers thru the system. In the memo and P&amp;P 202.30, the focus is clinical appropriateness, including mutual termination as opposed to unilateral termination. PRO attended provider meeting in SA3 addressing budget curtailment and the impact on client services, discussion of guidelines to address adjustments in service due to budget curtailment. PRO is receiving increased phones calls about changes and transition in services.</p>	<p>SA 1 reported, there is a huge increase on SSI applications on client referral. M. Drinan noted how important it is when confused or uncertain about client related issues to review/refer to proper/related County P&amp;P's: More discussion of transition of consumers and coordination of services countywide is needed per PRO.</p>	<p>M. Drinan R. Hoskins</p>
<b>Beneficiary Grievances, Appeals, &amp; State Fair Hearings, Change of Provider Requests</b>	<p>R. Hoskins distributed the Los Angeles County Annual Beneficiary Grievance/Appeal Report Fiscal Year 2006/2007, 2007/2008 and 2008/2009. A summary of findings to the report was presented. Distributed and discussed was the Request for Change of Provider Status report.</p>	<p>Terms within categories related to Grievance/ Appeal presented continue to need further clarification and definition. Discussed and moved related Work Plan goal from biannual to annual. Request for Change of Provider data collection changed from CY to FY, moved and approved. There are increasing numbers of providers submitting logs, and numbers of requests are also going up. A request was approved to initiate a Statement of Work (SOW) to transition the electronic data record of grievance/appeal process.</p>	<p>R. Hoskins</p>
<b>Cultural Competency Subcommittee</b>	<p>Ms. Hall distributed a Draft Cultural Competency Plan, Criteria; the purpose of the (CCP) is to implement CCP requirements to establish new standards and criteria for the entire County Mental Health System.</p>	<p>Ms. Joshi is putting together the SA specific information around target groups and Prevalence Penetration and Retention. Next meeting will be November 18, 2009.</p>	<p>R. Hall</p>

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<b>Handouts</b>	<ul style="list-style-type: none"> <li>➤ Quality Improvement Work Plan Implementation Status Report Annual Beneficiary Grievance/Appeal Report FY 07/08 #09.III.6-1 (Revised)</li> <li>➤ Quality Improvement Work Plan Implementation Status Report Annual Beneficiary Grievance/Appeal Report FY 08/09 #09.III.6-2</li> <li>➤ Quality Improvement Work Plan Implementation Status Report Patient Rights Office, Request for Change of Provider #09.III.7-1</li> <li>➤ Quality Improvement Work Plan Implementation Status Report Medication Support Services #09.IV.1-1</li> <li>➤ Cultural Competency Plan Draft Criterion</li> <li>➤ Notice of Cancellation of Consumer Perception Surveys for November</li> <li>➤ APS/EQRO Recommendations</li> <li>➤ Performance Indicator Proposal from State MH Planning Council</li> </ul>		
<b>Announcement</b>			
<b>Next Meeting</b>	<p>December 14, 2009          9:00 a.m. – 10:30 a.m.          550 S. Vermont Ave.          10<sup>th</sup> Floor Conference Room          Los Angeles, CA 90020</p>		

Respectfully Submitted,



Martha Drinan, RN, MN, APRN