

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

Type of Meeting	Departmental Quality Improvement Council	Date	September 14, 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.	
Co-Chair Person	Carol Eisen, M.D.			
Recorder:	Maria Gonzalez			
Members Present	Albert Thompson; Alex Medina; Alyssa Bray; Anahid Assatourian; Bertrand Levesque; Carol Eisen; DonnaKay Davis; Erica Melbourne; Gassia Ekizian; Gloria Lara Vasquez; Janet Fleishman; Jeff Kohn; Jessica Wilkins; Kimberly Salvaggio; Kimberly Spears; Lisa Harvey; Maria Gonzalez; Mary Cifuentes; Norma Fritsche; Quan Truong; Rebecca Hall; Rashied Jibri; Richard Hoskins; Sally Ng; Susan Crimin; Sylvia Guerrero; Terra Mulcahy; Vandana Joshi;			
Excused Members	Monika Johnson; Ann Marie Stephenson; Lupe Ayala; Mary Ann O'Donnell			
Absent Members	Ann Lee; Ann Marie Stephenson; Dorina Rocha; George Holbrook; Janel Jones; Julie Valdez; Kimber Floyde; Kumar Menon; Lupe Ayala; Leslie Shrager; Lisa Delmas; Luann Rollens; Marcel Mendoza; Marilene Campbell; Nina Johnson; Naga Kasarabada; Paul Arns; Robert Levine; Scott Hanada; Tara Yaralian			
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 correction requested.	QIC Membership	

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SA QIC Liaison Reports	<p>SA 1: Members continue to discuss issues related to QA/QI and the ways that the meetings are divided up to best serve the needs of the members. Meeting was well attended.</p> <p>SA 2: Adult: Dark in August. No Report for Children's</p> <p>SA 3: Meeting went very well, very informative. It was an open discussion about curtailment and how it has impacted all of the providers, programs, clients and employees in regards to layoffs, furloughs and delivery of services. Some creative ideas about client care, such as starting groups also discussed. Patient Rights Office (PRO) noted the importance of giving NOA form to client when services are decreased or terminated.</p> <p>SA 4: Dark in August.</p> <p>SA 5: QI Policies and Procedures and QI Work Plan were distributed at SA QIC meeting. SA District Chief also discussed budget cuts and the impact on the SA. Meeting was well attended. Also discussed SA project and a variety of ideas for what might be done.</p> <p>SA 6: Dark in August.</p>	<p>Next meeting October 6, 2009.</p> <p>Next meeting September 17.</p> <p>Patient Rights Office is involved and suggested forum discussion of SA issues of changes in client care due to curtailments at next Dept QIC Meeting.</p> <p>Gabriela Ramirez will present on Wrap Around at next meeting on September 15.</p> <p>Mary Ann O'Donnell will present on Clinical Risk Management at next meeting.</p> <p>Mary Ann O'Donnell will present on Clinical Risk Management at next meeting September 16.</p>	<p>S. Crimins</p> <p>K. Salvaggio</p> <p>B. Levesque J. Kohn S. Guerrero</p> <p>A. Bray</p> <p>J. Wilkins</p> <p>K. Spears</p>

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SA QIC Liaison Reports cont.	<p>SA 7: No Report</p> <p>SA 8: Dark in August. Last meeting questionnaires related to “No Shows” was complete and distributed to clients/families, and providers as well in English and Spanish.</p>	<p>Next meeting September 16.</p>	<p>J. Fleishman</p>
Countywide Children’s	<p>T. Mulcahy reported that on August 13, Paul McIver presented on Proposed Children’s Residential Budget Reductions, and Implementation of the Provisions in Senate Bill (SB) 785 and Therapeutic Behavioral Services (TBS). Jennifer Eberle presented on the new CCCP, SFPR policy and responded to documentation questions. Meeting was well attended.</p>	<p>Meetings are Quarterly. Next meeting November 12.</p>	<p>T. Mulcahy</p>
Patient Rights Office	<p>J. Kohn distributed the Los Angeles County Annual Beneficiary Grievance/Appeal Report Fiscal Year 2007/2008. A summary of findings to the report was presented. Discussed need for improved data base / system due to various needs for more information about grievances, specific types of grievances, demographics, etc.</p> <p>S. Guerrero is coordinating Outreach and Engagement small group workshops in Spanish.</p>	<p>Working on revising the data base, to make it more useful. Recommendations made regarding categorizing abuse issues, separating inpatient and outpatient grievances, putting numbers in context of total services provided and need for electronic software system for data. If you are interested in any of the workshops please contact S. Guerrero at (213) 738 - 4124.</p>	<p>J. Kohn S. Guerrero</p>
Cultural Competency Subcommittee	<p>Membership continues to meet on the second Wednesday of every month from 1:30 – 3:30 pm.</p>	<p>Post Cultural Competency Meeting Minutes to the PSB Intranet and PSB Internet in process.</p>	<p>R. Hall Gregory Figaire Intranet Ella Granston Internet</p>

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State & County Performance Outcomes Report	The State & County Outcomes Report for CY 2008 was discussed. Highlights from this baseline report and data analyses was shared with QIC members. Survey results such as Response Rates, Surveys Received and Completed were presented including an overview of SA results.	The Final Report is posted on the Intranet and the Internet at the following link: http://psbqi.dmh.lacounty.gov/qi . Members to provide/share report and information at their SA QIC's and at SA meetings as appropriate. Report distributed to EMT, District Chiefs, Mental Health Commissioners and Los Angeles County Board of Supervisors.	V. Joshi M. Drinan
Handouts	<ul style="list-style-type: none"> ➤ State Performance Outcomes Report Executive Summary (see above for Intranet/Internet) ➤ Quality Improvement Work Plan Implementation Status Report (draft report #09.III.6-1) ➤ Annual Beneficiary Grievance/Appeal Report FY 07/08 		
Announcement	<ul style="list-style-type: none"> ➤ October Meeting, 10/12/09 is cancelled due to Holiday (Columbus Day) 		
Next Meeting	November 9, 2009 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 10 th Floor Conference Room Los Angeles, CA 90020		

Respectfully Submitted,

 Martha Drinan, RN, MN, APRN