

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

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| Type of Meeting | Service Area 1 Quality Improvement Council | Date | October 4, 2011 |
| Place | 2323 A E. Palmdale Blvd., Palmdale, CA 93550 | Start Time: | 2:00 p.m. |
| Chairperson: | Cindy Ferguson | End Time: | 3:30 p.m. |
| Co-Chair Person: | Kimberly Floyd | | |
| Recorder: | Pearl Krueger | | |
| Members Present: | Lauren Cheung; Sarah Treusdel; Tabitha Winkey; Jolene Eccles; Sue Crimin; Soltana Nosrati; Barbara Paradise; Sarah Moos; Pamela Chase | | |
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| 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 2:00 p.m. | Introductions were made. | C. Ferguson |
| Review of Minutes | The minutes were reviewed and approved. | Minutes were approved. | QIC membership |
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| Accurate email addresses and contact numbers | Cindy requested for members to provide their accurate emails and current phone numbers as she was unable to reach several people during the Test Calls in August. | Staff to provide their updated email address and contact number. | |
| Meeting Schedule Change for Year 2012 | Cindy suggested a schedule change for next year's QIC meeting to better accommodate holiday and vacation time. The committee would meet quarterly in February, May, August and November instead. | Staff agreed to the change in next year's meeting schedule. | |
| Test Calls | Cindy reported that the test calls were completed on time and thanked every one for their participation with this QI project. She informed every one that the results should be available at the end of October. | | |

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| Training for Security Guards | Cindy informed everyone that all the Security Guards assigned at DMH locations will be trained in Non-Violent Crisis Intervention and will participate in a Customer Service Module and a Welcome Orientation. DMH is also working on a Module related to the Department's Mission and Values. | | |
| Software Project Update | Cindy informed everyone that the Department will be selecting a vendor in October for the Electronic Medical Record system. | | |
| QI Toolkit | Cindy informed everyone that there the QI tool kits have been posted on the Department's Intranet and Internet and encouraged everyone to visit the site. | | |
| State DMH Medi-Cal Oversight Annual Review Protocol 2011-2012 | Cindy informed everyone that there will be a field based survey this year and that we won't be required to use the State's. There just has to be a mechanism to measure beneficiary satisfaction. Right now, we will be using the MHSIP surveys. The implementation of the Field Based Survey has not been determined yet. | | |
| Cultural Competency Committee | Cindy informed everyone that they need volunteers from Service Area 1 to represent us in the Cultural Competency Committee. If anyone is interested in being part of the committee, they can contact Sandy Chang at schang@dmh.lacounty.gov. The next committee meeting will be held on October 12 th from 12:30 p.m. to 3:30 p.m. at 550 S. Vermont in Los Angeles. This will be in a form of Retreat and Potluck. | | Volunteers from Provider Agencies |

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| | <p>There have been 8 forms that have been translated into the specific threshold languages. They are currently being field tested. The forms are:</p> <ol style="list-style-type: none"> 1. MH500 – Consent for Services. 2. MH528 – Consent to Photograph 3. MH652 – Consent for Telemental Health Services. 4. MH556 – Outpatient Medication Review 5. MH635 – Advance Health Care Directive Acknowledgment Form 6. Request for Change of Provider 7. MH646 – Caregiver’s Authorization Affidavit 8. Access Brochure “We are here to HELP”. <p>These forms are double sided with English on one side.</p> | | |
| <p>OMD Practice Communiqué Edition, August 5th, 2011</p> | <p>Cindy handed out a handout from Mary Ann O’Donnell who is from the Office of the Medical Director (OMD). She informed everyone that OMD has launched a Practice Communiqué to deliver pertinent information for clinical practices and to inform everyone of changes and additions to clinical information. This communiqué has been posted on the Clinical Practice Page of the DMH Internet website and OMD welcomes everyone’s feedback.</p> <p><u>New Clinical Incident Report Form</u> Cindy gave everyone a handout describing the changes of the Clinical Incident Report Form in detail. These changes are described in detail on the Practice Communiqué website and the actual form has the changes highlighted in yellow to alert the staff completing it.</p> | | |

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| OMD Practice Communiqué Edition, August 5th, 2011 | <p><u>New Parameters on Gift Behavior handout</u> Cindy gave everyone a handout regarding the new parameters regarding gift behavior. She informed everyone that these parameters were established to provide direction for staff when gift-giving issues arise in the therapeutic setting and are compatible and complimentary with the recovery model.</p> <p>In addition, to the above mentioned information and changes, Cindy informed everyone that there is also additional information available which may be helpful regarding documentation of suicidal clients on that website too.</p> | | |
| CAEQRO Final Report | Cindy informed everyone that the report has been posted for review. She also informed everyone that there is a site visit has been scheduled for April 16 th through April 19 th , 2012. | | |
| Next meeting | February 7 th , 2012 2:00 p.m. – 4:00 p.m. 2323A E. Palmdale Blvd. Palmdale, CA 93550 | | |

Respectfully Submitted,

Cindy Ferguson, Sr. MHC, RN