

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
 ANTELOPE VALLEY – SA1

Quality Improvement Council Meeting

A G E N D A

January 5, 2016

2:00 – 4:00 p.m.

2323-A Palmdale Blvd. Conference Room
 Palmdale, CA 93550

Debi Berzon-Leitelt, LCSW, MPA, Chair

Barbara Paradise, LMFT, Co-Chair

I.	Introductions and Review of Minutes	QIC Members
II.	Presentation: Mobile Triage TEAM – SB82 (MTT) SA1	Mobile Triage Team
III.	Quality Improvement ➤ Dr. LyNetta Gore, new QI Liaison ➤ MHSIP Surveys Reviewed	Tonia Jones, RN, PhD Sr. MHC, RN
III.	➤ Clinical Quality Improvement – OMD ➤ Test Calls Schedule – 2016 ➤ American Sign Language Providers / Hearing Impaired Policy 200.02 ➤ SA QI Project Update ➤ Patients’ Rights Office (PRO) / Problem Resolution Process ➤ ACCESS – Urgent & Non-Urgent DHS Appointment Requests ➤ Change of Provider Logs	D. Berzon-Leitelt B. Paradise
IV.	Quality Assurance ➤ 12/18/2015 Organizational Providers Manual Updates (Flyer) ➤ QA Process	
V.	DMH Program Support Bureau Cultural Competency Unit ➤ Schedule	S. Chang Ptasinski
VI.	DMH Program Support Bureau Quality Assurance Division	A. Pouravanes
VII.	Announcements	

Next Meeting:

March 1, 2016

2:00 – 4:00 p.m.

2323-A Palmdale Blvd., Palmdale, CA 93550

Cultural Competency – CCC meets 2nd Wed. every month 1:30pm-3:30pm

DMH Headquarters, 550 South Vermont Avenue, Los Angeles, CA 90020

Conference Call Info: USA Toll-Free: 888-204-5987 Access Code: 1167059#

DMH Internet <http://dmh.lacounty.gov>

DMH Program Support Bureau <http://psbqi.dmh.lacounty.gov/>

Los Angeles County Network of Care <http://losangeles.networkofcare.org/mh/>

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

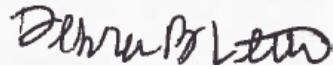
Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	January 6, 2016	
Place	Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550	Start Time:	2:00 PM	
Chairperson SA-1 Liaison	Debra Berzon-Leitelt, LCSW, MPA	End Time:	4:00PM	
Co-Chair SA-1 Liaison	Barbara Paradise, LMFT			
Members Present	Levana Adato, Debi Berzon-Leitelt, Carla Bryant, Mary Camacho-Fuentes, LyNetta Gore, Allen Lipscomb, Veliz Lopez, Theresa McKinley, Nicholle Lovely, Barbara Paradise, Chris Luce, Erica Melbourne, Luis Ramirez, Gregg Ratinoff, Sarah Trusdell, Erin Steponovich			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks		Person Responsible & Due Date
Call to Order & Introductions	Meeting was called to order at 2PM. Introductions were made.	N/A		D. Berzon-Leitelt B. Paradise
Review of Minutes	November 3, 2015 Minutes were reviewed.	Minutes were reviewed by present QIC attendees. Erica Melbourne motioned to adopted the minutes and Levana Adato seconded the motion. The November minutes were accepted with no changes.		D. Berzon-Leitelt B. Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Presentation: Mobile Triage Team SB82 (MTT) SA-1</p>	<p>Carla Bryant and Zsanette Osawaru presented the SB82 Mobile Triage Team to the QIC. They described to the members what services that the program offered and how referrals are made to the program. Carla and Zsanette also discussed the upcoming homeless count and the use of GIS to provide a screenshot of homeless encampments that will help identify where people are. They also informed the QIC that there is no present after hour's staff. The QIC had other questions how the program interfaces with other services. AB109 clients are presently treated as regular clients.</p>	<p>Service Liaison to follow up and mail brochure(s) to all QIC members that SB82 provide to clients that simplify what the program offers</p>	<p>SB82 Mobile Triage Team</p>
<p>Quality Improvement</p>	<p>Dr. LyNetta Gore, new QI Liaison Introduced Dr. Lynetta Gore to the QIC as the DMH QI Liaison. Tonia Jones is no longer the QI Liaison for SA-1 MHSIP Surveys Reviewed Debi Berzon-Leitelt discussed the feedback from distribution and receipt of fall surveys. Approximately 300 surveys were returned. Problems with bubbling in answers and using pencil. Dr. Gore indicated overall that there was a large number received this period.</p>	<p>Goal for next survey period is to assist agencies with staff implementing surveys to client</p>	<p>D. Berzon-Leitelt</p>
<p>Quality Improvement</p>	<p>Clinical Quality Improvement – OMD Test Calls Schedule – 2016 Reviewed the test call schedule and told the members that we would be emailing them next month to request their participation and assistance to meet the requirements. Talked about the value of participating.</p>	<p>No OMD Report Follow – up with Test Call Schedule</p>	<p>B. Paradise D. Berzon-Leitelt</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<p>Quality Improvement</p>	<p>American Sign Language Providers / Hearing Impaired Policy 200.02 ASL- Asked providers who have access to ASL services to update SA Liaison regarding ASL availability and access so that the Provider directory can be updated.</p> <p>SA QI Project Update Reviewed that the QI Project is the Spiritual parameters pre-test and post test and reviewed the findings from the pretest included in the handouts</p> <p>Patients' Rights Office (PRO) / Problem Resolution Process Discussed the draft Problem Resolution Process in lieu of grievance forms. Informed QIC that process is in draft form and will notify them when the process will be implemented.</p> <p>ACCESS – Urgent & Non-Urgent DHS Appointment Requests ACCESS-followed up on member's experience with SRTS auto-enrollment of clients. Adult providers are receiving referral for their dedicated spots. No kid providers are. This may be attributed to the DHS using those dedicated slots. Informed QIC that DHS will be using slots.</p> <p>Change of Provider Logs Change of provider logs- Debi reviewed the importance of faxing her in addition to PRO regarding Change of Provider as some data has been missing from PRO's reports.</p>	<p>D. Berzon-Leitelt to follow-up with ASL providers</p>	<p>B. Paradise D. Berzon-Leitelt</p>
<p>Quality Assurance</p>	<p>D. Berzon-Leitelt Informed QIC of the most recent updates to the Organizational Providers Manual 12/18/2015</p> <p>Reminded QIC that QA process is due and thanked those providers that were able to turn their process in.</p>		<p>D. Berzon-Leitelt</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
DMH PSB Cultural Competency Unit	No Report		S. Chang Ptasinski
DMH PSB – QI	No Report		L. Gore
DMH PSB – QA	No Report		A. Pouravanes
DMH Medi-Cal Certification	No Report		Thang Nguyen
DMH SA-1	Announcements		D. Berzon-Leitelt
Next Meeting	March 1, 2016 2PM Antelope Valley Kidz Connection 2323-A Palmdale Blvd. Palmdale, CA 93550 Large Conference Room 661-223-3800	N/A	N/A

Respectfully Submitted,



Debi Berzon-Leitelt, LCSW, MPA