

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

Quality Improvement Council Meeting

A G E N D A

July 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.	Outreach & Engagement - Presentation	Diana Luna-Miller
III.	Quality Improvement	D. Berzon-Leitelt / B. Paradise
IV.	Clinical Quality Improvement – OMD	D. Berzon-Leitelt / B. Paradise
V.	Quality Assurance – Access to Care ; Bulletin 16-04	D. Berzon-Leitelt / B. Paradise
VI.	DMH Program Support Bureau Quality Improvement Division	LyNetta Gore, PsyD Clinical Psychologist II
VII.	DMH Program Support Bureau Quality Assurance Division	A. Pouravanes
VIII.	DMH Program Support Bureau Cultural Competency Unit	S. Chang Ptasinski
IX.	Program Support Bureau/QA Division/Medi-Cal Certification Section	Thang Nguyen Sr. MHC-RN / Iling Wang
X.	Announcements	

Next Meeting:

September 6, 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	July 5, 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, Debra Berzon-Leitelt, Lauren Cheung, LyNetta Shonibare, Nicolle Lovely, Chris Luce, Erica Melbourne, Barbara Paradise, Luis Ramirez II, Iling Wang, James Davis, Diana Luna-Miller, Jennifer Evans, Linda Leizerowitz, Christina Judson			
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		Debra Berzon-Leitelt Barbara Paradise
Review of Minutes	The March minutes were reviewed.	Minutes from the May 2016 meeting were reviewed by the present membership. LyNetta Gore-Shonibare moved for adoption of the notes and Erica Melbourne seconded the motion. Minutes were approved.		Debra Berzon-Leitelt Barbara Paradise

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Quality Improvement			
Outreach & Engagement	Diana Luna-Miller presented on outreach efforts by the SAAC, including organizing health outreach. A Back-to-school event was also announced for the end of July.	Members reviewed information	Diana Luna-Miller
Cultural Competency	Debra Berzon-Leitelt shared that the QI division is in process of tracking cultural competency trainings that staff have had and level of knowledge	Members reviewed information.	Debra Berzon-Leitelt Barbara Paradise
Patient's Rights Office	Change of Provider Logs Debra Berzon-Leitelt requested providers to ensure that they are CCing Debra on their submissions of Change of Provider Logs to Patient's Rights to ensure that she can also track their submissions.	Members explored procedures related to this topic.	Debra Berzon-Leitelt Barbara Paradise
Policy Updates- Office of Compliance	Debra Berzon-Leitelt shared the policy updates.	Members reviewed policies	Debra Berzon-Leitelt Barbara Paradise
Presentations- QI Workplan goals Client Peer Survey MHSIP Training	LyNetta Gore–Shonibare shared the QI Workplan goals. She identified the goals that were met and clarified the new goals. LyNetta also discussed how the findings are leading to changes/improvements to Access. LyNetta Shonibare and Debra Berzon-Leitelt shared results of the Client Peer Survey from the Office of Consumer and Family Affairs. Debra Berzon-Leitelt and LyNetta Gore–Shonibare shared that the results for the Spring 2015 MHSIP survey are available and that LyNetta Gore–Shonibare will be sharing the local feedback next QI meeting. Overall, LyNetta Gore–Shonibare reported that SA 1 was well-represented in participation in the recent MHSIP project.	Members discussed findings. Members discussed how accurate the questions and how the data was derived. Lauren Cheung and other members explored phrasing of MHSIP designation “Older Adult” as a reason for less engagement in the survey. Members also discussed how to capture field-based services.	Debra Berzon-Leitelt LyNetta Shonibare Debra Berzon-Leitelt LyNetta Shonibare Debra Berzon-Leitelt Barbara Paradise LyNetta Shonibare

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Office of the Medical Director (OMD)-	Debra Berzon-Leitelt and Barbara Paradise presented that Access to Care policy has posted.	Members submitted contact information for a SA-wide intake coordinator list to facilitate the application of the Access to Care policies.	Debra Berzon-Leitelt Barbara Paradise
Quality Assurance			
Recent/Upcoming Audits & Reviews	Barbara inquired about recent reviews.	Members reported no recent audits.	Debra Berzon-Leitelt Barbara Paradise
MediCal Certification Section	No updates	No updates	Debra Berzon-Leitelt Barbara Paradise
Training and Operations	Training dates handout provided	Handouts received by members	Debra Berzon-Leitelt Barbara Paradise
Policy & Technical Development Law & Ethics testing Excluded Diagnoses	Barbara Paradise presented on information regarding the impact of the BBS Law & Ethics testing for interns and the impact on agencies to bill Medi-Cal in light of delays in board registrations. QA department is arguing 3 diagnoses to pursue their inclusion: Schizophrenia- Other; Reactive Attachment, Bipolar- Hypomanic most recent.	Membership explored findings and experiences.	Debra Berzon-Leitelt Barbara Paradise
Next Meeting	September 6, 2016, 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, Barbara Paradise, LMFT