

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

Type of Meeting	SA-1 Quality Improvement Committee (QIC)	Date	May 2, 2017	
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	Mino Amini, Sandra Blackwood-Ponce, Debra Berzon-Leitelt, Mary Camacho-Fuentes, Lauren Cheung, Jennifer Evans, Heather Erkel, Linda Leizerowitz, Erica Melbourne, Barbara Paradise, Luis Ramirez II, Lynette Shonibare, Andrea Tufts, Iling Wang, Patricia Alba, Cindy Ferguson, Margo Monroy			
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 March 2017 meeting were reviewed by the present membership. Jennifer Sherman moved for adoption of the notes and Lynette Shonibare seconded the motion. Minutes were approved.		Debra Berzon-Leitelt Barbara Paradise

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Quality Improvement			
May is Mental Health Month Presentation	Debra Berzon-Leitelt presented on the Change Directions website (http://www.changedirection.org) regarding helping the public change the conversation about mental health and increasing awareness of the signs of mental health issues. At the conclusion of the presentation, Debra Berzon-Leitelt gathered the members for pictures to capture the essence of the presentation.	The membership participated in a discussion about public awareness around mental health issues and reviewed the sites information.	Debra Berzon-Leitelt Barbara Paradise
Spring Consumer Perception Survey Training	Lynette Shonibare trained on the protocol to complete the Consumer Perception Survey. The survey administration period is May 15 th to May 19 th . Debra Berzon-Leitelt requested that all providers turn in their completed surveys to DMH administration by May 24 th . Lynette stressed the importance of documenting refusals and reported that it was important that every client be offered an opportunity to complete the survey.	Members discussed the implication of capturing data for field-based programs. Barbara Paradise reported that even though she doesn't submit field-based data to DMH, her agency uses the Consumer Perception Survey to get consumer feedback in the field.	Lynette Shonibare
Cultural Competency	No report	No report	Debra Berzon-Leitelt Barbara Paradise
Patient's Rights Office	Change of provider form- Debra Berzon-Leitelt reviewed the policy. There was a discussion of fax barriers. Debra Berzon-Leitelt asked for staff to be sure to copy Juan Cabrera on submissions so that he can track their correct submission data.	There was a discussion of fax barriers. Membership discussed different situations that called for a change of provider form to be completed.	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

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Quality Improvement			
Clinical Quality Improvement -Office of the Medical Director (OMD)	- No reports due to tight schedule	N/A	Debra Berzon-Leitelt Barbara Paradise
Access Test Call Project	Debra Berzon-Leitelt circulated a sign-up sheet for the Service Area 1 Access Test Call project. Members were also provided with training materials for the test call protocols.	Members reviewed the information and signed up for Access test calls.	Debra Berzon-Leitelt Barbara Paradise Lynette Shonibare
Quality Assurance			
Recent/Upcoming Audits & Reviews	None reported.	N/A	Barbara Paradise
MediCal Certification Section	No updates	N/A	Iling Wang
Training & Operations	Schedule of upcoming trainings were distributed.		Debra Berzon-Leitelt Barbara Paradise
Policy & Technical Development	Debra Berzon-Leitelt and Barbara Paradise provided the membership with the most recent Quality Assurance Bulletin regarding travel time.	Providers requested clarification regarding certified site to certified site travel claims.	Debra Berzon-Leitelt Barbara Paradise
Next Meeting	July 11, 2017 2:00PM 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