LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA VIII ADMINISTRATION
QUALITY IMPROVEMENT/QUALITY ASSURANCE (QI/QA) MEETING
Minutes, June 15, 2011

Agenda Item & Presenter	Discussion and Findings		Decisions/Recommendation Actions/Scheduled Task	Person Responsible/ Due Date
Type of Meeting	Service Area 8 Quality Improvement/Quality Assurance (QI/QA) Committee		**Date**	June 15, 2011
Location	ChildNet Youth & Family Services 2931 Redondo Ave., Long Beach 90806		**Start Time & End Time**	2:00 p.m. – 4:00 p.m.
Co-chairs	**Co-Chairs:** Emily Ramos, L.C.S.W. (absent). A Provider co-chair has not yet been selected to replace Ms. Fleishman. Ann Lee, Ph.D. (SA 8 QI/QA Liaison) chaired the meeting on behalf of Ms. Ramos who was absent due to a conflicting meeting.			
Members Present	Ae Lyen Yoon Colette Esparza Debra DeLeon Erin Sumner Gary Puckett	Heather Jensen Jaime Sheehan Jessica Feldman Kisha Turner	Lorna Pham Michele Munde Mike Ford Misty Aronoff	Sandra Gaia-Rae Sandra Gonzalez Yiling Loera
Absent Members	Bryan Sawlsville Camille Do Christine Byrne Chad Brinderson David Kneip Dawn Meggerson Denise Matsumoto Erin Von Fempe	Eva Clay Helen Chang Jeff Wirth Karen Rathburn Kathleen Villagomez Kathy A. Mills-Walker Laura O'Connor Leeann Ekstrom	Leilani Liu Lorrie Leon Maribel Alvarez Michael Fitzgerald Michi Okano Naomi Arrellano Patti Dilliner Richard Sohn	Suh Chen Hsiao Susan Houck-Strom Teka Summers Theodore Howlett Virginia Howlett Vynette Moore Valerie Wilson-Lindberg

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Call to Order & Introductions	The meeting was called to order at 2:00 p.m. Members were introduced.		
Review of Minutes	The April meeting minutes were included in today's handouts since they were not available at the last meeting. The May 18, 2011 meeting minutes were not yet finalized but will be provided at the July meeting.		

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	QUALITY IMPROVEMENT (QI)		
Service Area 8 QI/QA Co-Chair Announcement	➢ Congratulations to Ms. Misty Aronoff of Alma Family Services! She will be our new Provider co-chair effective July 1st. ➢ Ms. Aronoff is the QI and Compliance Manager at Alma. She has been a longstanding member of the SA 8 QI/QA committee as well as SA 3 and 7. ➢ We had 5 excellent candidates that were nominated by members and would like to thank them for considering taking on the responsibility of co-chairing the committee.		
Demographic Profiles for the Service Area – Part II Presented By Dr. Vandana Joshi	**Introduction/Background:** ➢ We had a very special guest today, Ms. Martha "Martie" Drinan, District Chief for the QI Division, Program Support Bureau. ➢ Before introducing Dr. Joshi, Ms. Drinan provided an introduction and background regarding the similarities and differences between QI and QA. Both QI and QA were better defined several years ago as well as merged. QI and QA meetings were held on the same day to facilitate their interrelationship. ➢ QI requirements are Federal as well as State. The consumer satisfaction surveys fall under QI and come from the SAMHSA Federal Block Grant. ➢ Other areas that are under Federal requirements and SAMHSA include Prevalence, Penetration, and Retention rates to address service capacity and accessibility). Cultural competency is also an aspect of this. ➢ With the President's new Freedom commission and increased accountability, Performance Outcomes have become increasingly important. ➢ QI Division began looking at the prevalence of SMI (Serious Mental Illness) and SED (Serious Emotional Disturbance) in Los Angeles County and how to get useful and meaningful data to the Service Areas for use in addressing service capacity and accessibility. ➢ QI Division inquired with the State on the reason for doing 50,000 surveys each year even though there is no randomized sampling which decreases the reliability of the data. The State responded to LA County's concerns about the surveys and temporarily put them on hold. ➢ QI Division then looked at the significance testing and accuracy of the data we have.		

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	➢ This year our report reflects the most accurate data we have thus far and service area specific data is provided. ➢ Dr. Joshi provided a geo-mapping presentation last year to each service area to show where services are and what the needs were in different geographic areas. ➢ Today's presentation provided the actual data by demographics. This is the prevalence, penetration, and retention data by language for Medi-Cal beneficiaries at or below the 200% poverty level. With healthcare reform, the poverty level has been reduced to at or below 133% poverty level. Healthy Way LA will introduce 50,000 more consumers into our mental health system due to the lower poverty level. ➢ Ms. Drinan encourages Service Areas to use the data to inform and help with setting priorities for quality improvement projects. **Dr. Joshi's Presentation:** ➢ Handouts from Dr. Joshi's presentation were distributed. ➢ The data presented has been drilled down to service areas. ➢ There were 3 parts to the presentation with corresponding handouts of the data: • Part I: Demographic Profile for LA county by SA FY 2009-10. This data can be used to compare SAs. • Part II: Demographic Profile of Service Area 8. This is SA 8 specific data which can be used to compare to LA county as a whole. • Part III: State Performance Outcomes Summary Report – Clinic Surveys – May 2009 – Service Area 8 Thank you to Ms. Drinan for attending our QI Committee meeting and to Dr. Joshi for her outstanding work in organizing all of this data and presenting it to our Service Area!		
Service Area Test Call Guidelines and Schedule	Please Note: Due to the presentation the remaining agenda items were not discussed in detail. Members were advised to review all of the items included in the handouts on their own. Service Area Test Call Guidelines, Test Call Instructions, Service Area Test Call Schedule, Test Call Scenarios, and test call forms were included in the handouts.		

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SA8 Quality Improvement Project (QIP)	This agenda item was postponed for the next meeting to allow sufficient time for discussion.	We will continue to discuss project ideas at the next meeting.	
QI Announcements	None		
QI Handouts	➢ QI Agenda ➢ Service Area Test-Calls form ➢ Test Call Instructions ➢ Test Call Scenarios		

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QUALITY ASSURANCE (QA)			
Please Note: The presentation held during the QI committee meeting extended into the QA committee meeting time. As a result, there was insufficient time to discuss the agenda items as listed on the QA agenda. Members were advised to review all of the items included in the handouts on their own. Please refer to the QA agenda for the agenda items.			
QA HANDOUTS	➢ QA Agenda ➢ DMH Policy and Procedure No. 202.31 – Roles and Responsibilities in the Care of Clients		
Next Meeting	The next meeting will be held on Wednesday, July 20, 2011 from 2-4 p.m. at ChildNet Youth & Family Services, 2931 Redondo Ave, Long Beach, CA 90806.		

Minutes Recorded by:

Ann Lee, Ph.D./DMH SA 8 Administration

Minutes Approved by:

Emily Ramos, L.C.S.W., DMH Co-chair