

Quality Improvement Committee (QIC) Meeting		10/22/2015	
		11:00am-12:00pm	
		Shasta Room, Health Dept.	
Meeting called by: Lucero Robles, QI Manager			
Facilitator: Lucero Robles and Heather Freudenthaler			
Attendees: Please refer to sign-in sheet for QI Committee Meeting			
Minutes			
Agenda item:	Review of grievance, appeals, and change of clinician forms submitted during Fiscal Year 14/15	Presenter:	Heather Freudenthaler
Discussion:	<p>Reviewed document submitted to Department of Health Care services indicated the number and type of grievances, appeals, and changes of clinician forms processed.</p> <ul style="list-style-type: none"> • There was a total of 25 grievances and appeals processed • Change of clinician forms are handled by at the clinic level and submitted to QI for logging purposes. The majority of the changes of clinician forms were centered on dissatisfaction with staff. 89 change of clinician forms were submitted/processed 		
Conclusion	Document demonstrating breakdown was provided to attendees.		
Agenda item:	Policy 335: Initiation and assessment for 5150 in outpatient and integrated care clinics	Presenter:	Lucero Robles
Discussion:	<p>Explained intent of policy: Define a set of standard practices to be implemented in all clinics when ongoing client or an individual presents for walk-in services with behaviors, thoughts, or symptoms that warrant an assessment for an involuntary hold for evaluation (5150 evaluation).</p> <ul style="list-style-type: none"> • The policy sets a standard for practice guidelines which include obtaining collateral information, seeking help from other staff members to ensure safety of individual and staff, seeking support from law enforcement, completing 5150 evaluation form and advisement to individual, contact with emergency department for evaluation, and documentation of risk assessments via clinical progress notes. 		
Conclusion	Quality Improvement committee passed policy with agreement to minor language clarification for added clarity.		
Agenda item:	Smoking Cessation Project for 2016	Presenter:	Lucero Robles

Discussion:	<ul style="list-style-type: none"> Discussed upcoming performance improvement project (PIP); a collaboration with Monterey County Health Department. The project is in its infancy stage. Research has shown that individuals who smoke are more likely to die prematurely compared to their counterparts; as much as by 25 years. Given the research, the intent of the PIP is to take action to educate and support individuals who want to stop smoking in order to support overall wellness. 		
Conclusion	QI will work with Health Department to support PIP.		
Agenda item:	Presentation of Monterey County Behavioral Health Welcoming Guide	Presenter:	Lucero Robles & Heather Freudenthaler
Discussion:	<p>Presented Welcoming guide to attendees.</p> <ul style="list-style-type: none"> Discussed the intention with developing a packet that is user-friendly and informative to individuals who are new to outpatient mental health services. The Welcoming guide is intended to be a living document where revisions may be made as necessary Development of guide was created in collaboration with Consumers, County and Community Partners via the Recovery Task Form located at Pajarro Street Wellness Center. Welcoming guide will be made available in English and Spanish on the Health Department and Quality Improvement website, all outpatient clinics, wellness center, Bienestar integrated care clinics, and community partner clinics. The standard Medi-Cal booklet will also be available at all locations. <p>Attendees provided feedback and additional suggestions to improve welcoming guide</p> <ul style="list-style-type: none"> Include information about walk-in services and what to expect Suggestions use of social media (Facebook and Twitter) Stylistic suggestions to make user friendly 		
Conclusion	<ul style="list-style-type: none"> QI will make suggested changes as necessary 		
✓No items tabled			
<i>Other Items</i>			
Next Meeting:	<i>November 25, 2015</i>		