

Quality Improvement Committee (QIC) Meeting		05/23/2013	
		11:00 to 12:00	
		Shasta Room, Health Dept.	
Meeting called by: Amie Miller, QI Manager			
Facilitator: Amie Miller, Lucero Robles			
Attendees: Refer to sign-in sheet for QI Committee Meeting dated 05/23/2013			
Minutes			
Agenda item:	Special Incident Review	Presenter:	Amie Miller
Discussion:	As a result of recent review of special incidences, the QI team's findings identified language barriers when 5150 risk assessment when assessments are conducted through the use of an interpreter.		
	<ul style="list-style-type: none"> The need for clarification of staff roles during assessment process. Whenever possible, the clinician with PSW or senior status is expected to take lead when conducting a risk assessment/evaluation. Current hiring practices, when hiring for PSW level clinicians, "bilingual preferred" is included in every job announcement in order to meet the community demands. Need for decrease in time-frame between discharge from mental health unit and initial contact by clinician post-hospitalization. 		
Conclusions:	<ul style="list-style-type: none"> Include in Safety Guide, whenever possible, risk assessments are to be completed by staff who speak the client's preferred language. When necessary, clinicians to continue to use interpreters with clearly defined roles during risk-assessment process. Ongoing QI monitoring of timeliness of services to include expectation that contact by clinician/coordinator with the client/family be made within 72-business hours from date of discharge from mental health unit in order to decrease re-hospitalization. Need for ongoing training on 5150 assessment and risk-assessment. 		
Action items	Person responsible	Deadline	
✓ Update Safety Guide	QI Team	As soon as reasonably possible	
✓ Update timeliness policy	QI Team	As soon as reasonably possible	
Agenda item:	Policy 123 Unusual Incident Reporting	Presenter:	Amie Miller
Discussion:	Updated policy to include Unusual Incident Reporting form to be faxed to both, QI office and Mental Health Director's Office; Fax cover-sheet was added; Fax cover-sheet also includes "Was the Critical Incident Stress Management (CISM) team contacted for a debriefing?"		
	<ul style="list-style-type: none"> CISM Team purpose/intent was shared with committee members. Providers to utilized this form as well in order to communicate unusual incidents (providers may use their agency's own form if all sections are covered in their report 		
Conclusions:	<ul style="list-style-type: none"> QIC agreed to changes in policy with feedback and revisions specified by QIC. Incident form will continue to be used by County staff as well as providers. Providers form does not include "Confidential Attorney/Client Privilege" is not included. Staff and community providers to fax form to Mental Health Director and QI office 		
Action items	Person responsible	Deadline	

✓ Place reporting form on website	QI Team	As soon as reasonably possible
✓ Include intent paragraph at beginning of policy for added clarity	QI Team	ASAP—prior to uploading to website
Agenda item:	Policy 493 Quality Improvement Action Request	Presenter: Amie Miller, Lucero Robles
Discussion:	The intent for this new policy to for QI to close the loop and track requests submitted to staff and provider; Requests result from identified patterns that deviate from State and Federal regulations. Policy not intended to be used punitively, but to be included in supervision as needed to assist staff	
	<ul style="list-style-type: none"> • Committee agreed to change name from “Corrective Action Request” to Quality Improvement Action Request as this conveyed, clearer, the intent of the policy. • Form will be available in MyAVATAR • Staff will be notified as well as supervisors and to QA providers • Not intended to be used in punitive manner with staff, but instead as a supervision/training tool. 	
Conclusions:	QIC in agreement with policy with feedback and revisions specified by QIC.	
Action items	Person responsible	Deadline
✓ Revise policy and accompanying letter	QI Team	ASAP
✓ Review intent and expectation with supervisors and managers	Sid Smith	As soon as reasonably possible
Agenda item:	Time-frames for appointments with doctors question was asked	Presenter: QIC member
Discussion:	Expressed interest in learning standard for time-frame from assessment to first appointment with doctor	
	<ul style="list-style-type: none"> • Question was more specific to primary clinic • Related to outpatient behavioral health, Amie expressed need for clarification of behavioral health policy to include a time-frame of contact by clinical staff within 72-hours post discharge from mental health unit. 	
Conclusions:	Behavioral Health Policy on timeliness standards to be developed. Leadership acknowledged need to keep primary clinic services abreast of these concerns and will address with them	
Action items	Person responsible	Deadline
✓ Development of timeliness policy	QI Team	As soon as reasonably possible
Agenda item:	Question regarding status of Safety Guide	Presenter: QIC member
Discussion:	Safety Guide continues to remain a priority; the Crisis Team is currently working on some additions.	
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Conclusions:	Upon completion of additions by Crisis Team, the Safety Guide will be distributed to supervisors/manager for review and feedback	
Action items	Person responsible	Deadline
✓ QI Team staff continue to assist with moving Safety Guide toward completion	QI Team	As soon as reasonably possible
Agenda item:	Two (2) new outpatient behavioral health clinics expected to open soon	Presenter: Sid Smith

Discussion:	Clinic in Soledad to help address the needs in the South Region Clinic in Marina: Monterey Outpatient Clinic to move to Marina clinic; Services at this location will include Primary Care services, Adults and Children mental health services, co-located with community partners, Interim; There will be some opportunities for other clinics to utilize the training room	
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Conclusions:	Two (2) clinics expected to open	
Action items	Person responsible	Deadline
✓ N/A		
<i>Other Items</i>		
Next Meeting:	Thursday, June 27 th at 11am	