

# California Department of Mental Health State Quality Improvement Council (SQIC)

DoubleTree Hotel  
Sacramento, California

June 28, 2007 11:00 am – 5:00 pm  
June 29, 2007 9:00 am - Noon

- Co-Chairs:** Penny Knapp, Michael Borunda
- DMH Staff:** Stephanie Oprendek, Maureen Price, Mischa Matsunami, Alicia Van Hoy, Candace Cross-Drew
- Members Present:** Martie Drinan, Karen Hart, Toni Hanson, Jack Joiner, Steve Leoni, Rita McCabe, Joyce Ott-Havenner, , Daphne Shaw, Ed Walker, Rob Walton, Uma Zykofsky
- Members Absent:** Ann Arneill-Py, Rachel Guerrero, Carolyn Cooper, Rollin Ives, Maria Maceira-Lessley, Mark Refowitz, Sharon Saul, Marvin Southard
- Others Present:** Jean Anderson, Jennifer Bianchi, David R. Camplin, Cherie Dockery, Catherine Hendon, Valerie Lamke, Jennifer Lovett, Alex Medina, Linda Okupe, Michael Gardner

**Thursday, June 28, 2007**

## **I. Welcome, Introductions, Minutes Review**

- The meeting was called to order by co-chair Penny Knapp at 11:20 a.m.
- Committee members and members of the audience introduced themselves. It was noted that Liz Freitas has retired. Toni Hanson from Fresno replaced Liz on the SQIC as the representative from CalQIC central region.
- The minutes from the April 3-4, 2007 meeting were discussed. Maureen Price noted that after discussion with Michael Borunda following the last meeting, it was determined that the last bulleted statement under “Next Steps” noted on page 4 of the April 3-4, 2007 minutes was inaccurate. It reads, “SQIC will make a formal request to the CMHDA Governing Board to have a joint committee explore redundancies in DMH required reporting.” Michael pointed out that the SQIC, as a body, does not have the authority to make a formal request. Instead, it was agreed that he would contact CMHDA

leadership on behalf of SQIC requesting that they review and provide feedback on the PowerPoint presentation: DMH Reporting Requirements for Counties presented at the April 2007 meeting. With that clarification, the minutes were approved.

## **II. Reducing Redundancies**

Michael Borunda asked the group for suggestions on how to proceed with addressing reporting redundancies. He suggested that a task force be developed to explore:

1. Current reporting requirements.
2. The types of plans that DMH requests of counties to respond to these reporting requirements.
3. The ways information provided in these documents is used.
4. Analysis of whether these plans (documents) meet the requirements
5. Identification of areas where same or similar information is requested.
6. Recommendations for the elimination of reporting redundancies to improve efficiency and how this would be accomplished.

Next Step: DMH Staff will begin work on a project management task analysis on county requirements that can be used to move toward reducing reporting redundancies.

## **III. DMH Quality Strategy**

The current DMH Quality Strategy required by CMS is 5 years old and needs to be updated. Rita McCabe asked the group for input on the process for developing and finalizing a final version of the document. The process should include identification of conflicts and inconsistencies that might be reflected in other quality related documents, including those related to the Mental Health Services Act.

Next Step: Several members agreed to volunteer for a work group that will meet by conference call to review the DMH Quality Strategy and report back to the larger group.

## **IV. Finding of Medi-Cal Compliance Reviews**

Carol Sakai from the Medi-Cal Compliance branch at DMH presented information on the findings of Medi-Cal Compliance Reviews. Using the example of 24-hour call-in logs that are required by the MHP contracts, discussion evolved around how the findings might provide data suitable for quality improvement activities. It was agreed that the

data gathered from the reviews provide many opportunities to develop statewide toolkits for use across counties.

## **V. Mission/Vision/Values Statement**

Penny Knapp explained the process she used to revise the Mission/Vision/Values Statement. Her goal was to shorten it and remove redundancies while retaining the essence of the revisions previously made by the SQIC.

Next Steps: Since the Council did not have an opportunity to review the revised statements prior to the meeting, it was agreed that any revisions should be submitted to Maureen Price within 2 weeks after the meeting. Maureen will compile any changes and the final version will be available for the next SQIC meeting in October, 2007.

## **VI. Translating Mission/Vision/Values Statements into Productive Quality Activities - Exercise #6**

Stephanie Opredek led an exercise titled, "Translating Mission/Vision and Values into Productive Quality Activities". The group was divided into smaller workgroups and asked to develop strategies that would reflect the mission/vision/value statements that the SQIC has developed. These strategies included development of policy statements and how the policies would be operationalized and measured. Group discussion followed.

## **VII. Future Meeting Dates**

There was discussion with the group about whether or not the meeting should go back to a 1-day format. The group voted and decided to keep the 2-day format.

The following dates were agreed upon for 2008:

Thursday and Friday, February 21 and 22, 2008

Thursday and Friday, May 22 and 23, 2008

Thursday and Friday, August 21 and 22, 2008

Thursday and Friday, December 4 and 5, 2008

**Friday, June 29, 2007**

## **I Welcome and Introductions**

The meeting was called to order at 9:10 a.m. by Penny Knapp. Committee members and members of the audience introduced themselves.

## II. Small County PIP Collaborative

Ed Diksa from California Institute for Mental Health (CIMH) provided information and led a discussion on the Small County Performance Improvement Project (PIP) Collaborative. He pointed out that development of PIPs fall somewhere in between traditional quality improvement activities and a more formal research process.

The small county collaborative is open to counties with a population of 200,000 or less. These counties often lack personnel resources and expertise to create and implement quality improvement activities. A major goal of the collaborative is to develop similar PIPs across small counties to make better use of staff resources and increase the number of participants in PIP studies.

As in past SQIC meetings, the PIP process was again discussed. Some of the general topic areas included:

- Best use of technical assistance
- Reducing duplication, if possible, with other county activities such as EPSDT and Compliance Reviews
- What to do with APS' feedback following the review (i.e. is the feedback advisory)?
- Relevancy of PIPs
- Role of DMH in defining PIPs

Next Steps: DMH will meet to consider the input received from the SQIC over past meetings for inclusion into the Scope of Work for the next External Quality Review (EQR) Request for Proposal (RFP) cycle.

## III. Exploring Opportunities for Statewide PIPs – Exercise #7

Stephanie Oprendeck divided the members and audience into 5 groups. Each group chose a topic for a potential statewide PIP.

The groups and topics were as follows:

- Group #1: Outreach to un-served and underserved populations
- Group #2: Inclusiveness and reduced hospitalization
- Group #3: Dual Diagnosis Services
- Group #4: Quality, culturally competent clinical staff
- Group #5: System Capacity and Relationship to Access to Services

The groups developed their PIPs using the following questions:

1. Please identify major issues that need improvement with respect to the following (or other) mental health system areas: (capacity, services, administration, inclusiveness, etc.)
2. Determine specific aspect(s) of the need/issue that could be the focus of a PIP.
3. Can the need be measured? What is the baseline measurement? Where/how would the data be obtained?
4. What is/are the strategies/interventions that could be employed to address the issue?
5. What kind/degree of change in the baseline would be expected as a result of implementing the strategy/intervention? Would you expect to see a significant change from the baseline measurement?

Following their work in small groups, each group described the potential PIPs with the larger group. This exercise will be continued at the next meeting.

Next Steps: At the next meeting, the group will review and build on the content of the above potential PIPs in the second part of Exercise #7.

### **Next Steps**

- DMH will begin work on a project management task analysis on county requirements that can be used to move toward reducing reporting redundancies.
- Several members of the SQIC agreed to volunteer for a work group that will meet by conference call to review the DMH Quality Strategy and report back to the larger group.
- Council members will forward comments regarding the latest version of the Mission/Vision/Values statement to Maureen Price. The final version will be mailed out to the members prior to the next meeting.
- The group will continue Part 2 of Exercise 7: Exploring Opportunities for Statewide PIP's.

### **Next Meeting:**

Thursday October 4, 2007 from 11:00 am – 5:00 pm

Friday, October 5, 2007 from 9:00 – Noon

**NEW LOCATION:** Holiday Inn I-80 (northeast)

5321 Date Avenue

Sacramento, California 95841