

<p>Friday, September 18th, 2023          3:00PM-5:00PM          301 E 13<sup>th</sup> Street, C219          Merced, CA 95341</p>	<p><b>Quality Improvement Committee (QIC) Meeting Minutes</b>  <b>CONFIDENTIAL...QUALITY IMPROVEMENT INFORMATION</b>  <i>ONLY California Evidence Code 1157</i></p>
<p><b>Attendees:</b></p>	<p><i>Caitlin Haygood, Cara Rupp, Daniel Bolser, Julianne Sims, Leticia Servin, Liliana Pulido, Maria Rodriguez, Matthew Reed, Monica Gonzalez, Veronica Chacon, Villyginn Morris, Yiguo Zhang, Adrian Angel, Alma Avila, Clovia Barboza, Kit Chang, Sharon Jones, Tyler Bonson, Victoria Hall, Vong Chang, Alexandra Pierce, Jaime Doradea, Tanya Riley, Mai Thao, Jessica Bautista, Diana Arredondo, Zer Yang, Ted Wener, Ryan Albright</i></p>
<p><b>Agenda Topics</b></p>	
<p><b>1. Welcome</b></p>	
<p><b>Discussion:</b> <i>Matthew Reed started the meeting at approximately 3:00pm and welcomed everyone to the meeting. All attendees were advised that the meeting would be recorded for minute transcribing purposes. All new attendees were advised to fill out the QIC Confidentiality Statement. If needed new attendees were advised to reach out to Monica Gonzalez via email at <a href="mailto:Monica.Gonzalez@countyofmerced.com">Monica.Gonzalez@countyofmerced.com</a> to get a fillable QIC Confidentiality Statements form where an electronic signature may be provided. Matthew asked if anyone else had any additional agenda items. No additional agenda items. He also explained the purpose of the meeting, and that it is a quarterly meeting.</i></p>	
<p><b>2. Consumer Input</b></p>	
<p><b>Discussion:</b> <i>Tanya Riley presented the Consumer Input Report (See PowerPoint slides 3-6; a copy attached herewith).</i></p> <ul style="list-style-type: none"> <li>• <i>Tanya went over slides 3-6 of presentation.</i></li> <li>• <i>Mentioned they have monthly bingo event, and monthly pool tournament on Tuesdays, and the winner is the pool shark for the month and given certificate. All of these ideas were brought up by the clients at the monthly community meeting.</i></li> <li>• <i>Some future events include trips to the library, and pumpkin patch.</i></li> <li>• <i>Community meeting is held every Monday, break out meeting on Tuesday for Consumer Advisory Committee.</i></li> </ul>	
<p><b>3. Cultural Humility, Health Equity, and Social Justice Committee Report</b></p>	
<p><b>Discussion:</b> <i>Sharon Jones presented the Cultural Humility, Health Equity, and Social Justice Committee (See PowerPoint slides 7-9; a copy attached herewith).</i></p> <ul style="list-style-type: none"> <li>• <i>Sharon went over slides 7-9 of presentation.</i></li> <li>• <i>Mentioned that they are looking at the hours of services to better accommodate our families. Also mentioned that the penetration rate for the Latino and Latinx community needs a little more improvement.</i></li> <li>• <i>They meet the 4<sup>th</sup> Thursday of the month from 9AM-10AM; encouraged that someone from all teams attend the meeting, to be able to hear the voices of the clients and learn to hear what is needed in terms of cultural responsiveness.</i></li> </ul>	
<p><b>4. CUBE Report</b></p>	
<p><b>Discussion:</b> <i>Jaime Doradea presented the CUBE Report (See PowerPoint slides 10-11; a copy attached herewith).</i></p> <ul style="list-style-type: none"> <li>• <i>Jaime went over slides 10-11 of presentation.</i></li> <li>• <i>Mentioned the remodel of the CUBE, and how the clients are liking it.</i></li> </ul>	
<p><b>5. NOABDs</b></p>	
<p><b>Discussion:</b> <i>Villyginn Morris gave reports on NOABDs (See PowerPoint slides 12-16; a copy attached herewith).</i></p> <ul style="list-style-type: none"> <li>• <i>Villyginn went over slides 12-16 of presentation.</i></li> <li>• <i>Explained what a NOABD is and the process of the time frame of when a NOABD is sent and response time.</i></li> <li>• <i>Went over data from Fiscal Year 22-23 for inpatient, and outpatient.</i></li> <li>• <i>Matthew Reed stated that we have updated the data for NOABD Termination Meds, and will be tracking those separately, will have 3 categories, Mental Health, Substance Abuse, and Meds.</i></li> <li>• <i>Mentioned that percentage of, "Does NOABD include the name and direct telephone number or extension of the decision maker?", has substantially gone up.</i></li> </ul>	

<p><b>6. Performance Indicators – Failure to Keep Appointments (MH/SUD)</b></p> <p><b>Discussion:</b> Tyler Bonson gave a report on Failure to Keep Appointments (MH/SUD) (See PowerPoint slides 18-35; a copy attached herewith).</p> <ul style="list-style-type: none"> <li>• Tyler went over slides 19-35</li> <li>• Explained data for MH and SUD No Shows; data from July 2022-March 2023</li> </ul>
<p><b>7. Performance Indicators – Timeliness (MH/SUD)</b></p> <p><b>Discussion:</b> Clovia Barboza and Yiguo Zhang gave a report on Timeliness. (See PowerPoint slides 37-54; a copy attached herewith).</p> <ul style="list-style-type: none"> <li>• Clovia went over slides over 37-50 of presentation, for Point of Entry Timeliness for Mental Health and SUD</li> <li>• Stated that data is from July 2022-March 2023</li> <li>• Matthew Reed stated that they are revamping the definition of what an urgent appointment is, and there is a workgroup working on that. Also, we are underutilizing urgent contacts, and there is a fine line on what is urgent and someone needing to be in the hospital, we can do better than that, So there is a working definition of what urgent is that is being finalized, and once it is it will be rolled out to ACCESS and 24 hour services, and see if defining it differently may result in the data looking better</li> <li>• Matthew pointed out on slide 54 regarding foster youth. The contact come directly from client, and that it is hard at times to get ahold of caregiver.</li> <li>• Yiguo went over slides 51-54, for Narcotic Treatment Programs (NTP) for FY 2022/2023, which includes AEGIS. Also included data for Community Social Model Advocates (CSMA), which includes Hobie House and Tranquility Village</li> </ul>
<p><b>8. Performance Indicators – Penetration (MH/SUD)</b></p> <p><b>Discussion:</b> Tyler Bonson gave a report on Penetration (MH/SUD) (See PowerPoint slide 56-69; a copy attached herewith).</p> <ul style="list-style-type: none"> <li>• Tyler went over data for FY 2022-2023 for MH and SUD.</li> </ul>
<p><b>9. Performance Indicators – Treatment Authorizations (MH)</b></p> <p><b>Discussion:</b> Matthew Reed gave a report on Treatment Authorizations. (See PowerPoint slides 71-74; a copy attached herewith).</p> <ul style="list-style-type: none"> <li>• Matthew went over slides 71-74</li> <li>• Explained what a Treatment Authorization is (TAR) is; after a client is hospitalized out of county, we will receive the TAR.</li> <li>• Also stated we will be moving to a concurrent review; doing the authorization while the client is still in the hospital.</li> <li>• Acknowledged Mai Saeteurn and Liz Vargas for doing an amazing job on processing the TAR's.</li> </ul>
<p><b>10. Performance Indicators – Residential Authorizations (SUD)</b></p> <p><b>Discussion:</b> Liliana Pulido gave a report on Residential Authorizations (SUD). (See PowerPoint slides 76-79; a copy attached herewith).</p> <ul style="list-style-type: none"> <li>• Liliana went over slides 76-79 of the presentation.</li> <li>• Explained what a Residential Treatment of Authorizations (TAR) is. Went over data from FY 2022-2023, and compared it to data from FY 2020-2021 and FY 2021-2023</li> </ul>
<p><b>11. Performance Indicators – Retention in Service (SUD)</b></p> <p><b>Discussion:</b> Yiguo Zhang gave a report on Retention in Service. (See PowerPoint slides 81-91; a copy attached herewith).</p> <ul style="list-style-type: none"> <li>• Yiguo went over slides 81-91 of the presentation.</li> <li>• Explained what Retention in Service which is average length of stay without a break. Also went over data from the last 4 four fiscal years, and current data, for BHRS, AEGIS, Hobie House, and Tranquility Village.</li> </ul>
<p><b>12. Performance Indicators – Appropriate Level of Care (SUD)</b></p> <p><b>Discussion:</b> Yiguo Zhang gave a report on Appropriate Level of Care. (See PowerPoint slides 93-99; a copy attached herewith).</p> <ul style="list-style-type: none"> <li>• Yiguo went over slides 93-99 of the presentation.</li> <li>• Went over data from July 2019-May 2023. Which include the actual placement and the actual decision that is made.</li> </ul>

**13. Performance Improvement Project (PIP)-** *Follow Up after ER Visit for Alcohol and Drug Abuse or Dependence (FUA); Follow up after ER Visits for Mental Illness (FUM); Pharmacotherapy for Opioid Use Disorder (POD)*

**Discussion:** *Matthew Reed gave a report on the FUA, FUM, and POD*

- *Matthew went over PowerPoint on the CalAIM's Performance Improvement Projects. Which include 3 separate categories, which include the Behavioral Health Quality Improvement Project (BHQIP), Milestone 3, and Milestone PIP. Explained what the FUA, FUM, and POD are. Went over the data for benchmarks for all 3 milestones, and the project timeline.*

**14. Other Business**

- *Next Meeting 10/24/23 @ 3:00PM*

**Transcribed by: Monica Gonzalez, Office Assistant III**