

**QUALITY OF CARE COMMITTEE  
MONTHLY MEETING MINUTES  
October 18th, 2018 – Final**

<b>Agenda Item / Discussion</b>	<b>Action /Follow-Up</b>
<p><b>I. Call to Order / Introductions</b> Committee Chair, Cmsr. Barbara Serwin, called the meeting to order @5:03pm</p> <p><u>Members Present:</u> Chair- Cmsr. Barbara Serwin, District II Cmsr. Gina Swirsding, District I Cmsr. Leslie May, District V</p> <p><u>Members Absent:</u> Cmsr. Tasha Kamegai-Karadi, District IV</p> <p><u>Other Attendees:</u> Cmsr. Sam Yoshioka, District IV Dr. Jan Cobaleda-Kegler, Adult and Older Adult Program Chief Warren Hayes, Mental Health Services Act (MHSA) Program Manager Fatima Matal Sol, Alcohol and Other Drug Services Program Chief Rochelle Bounville, Visitor Marsha McInnis, Family Member Margaret Netherby, Family Member Teresa Pasquini, Family Member Erika Raulston, Family Member Lauren Rettagliata, Family Member Sarah Kennard, Executive Assistant to the Mental Health Commission</p>	<p>Complete Audio Recording available from Executive Assistant</p>
<p><b>II. PUBLIC COMMENTS- none</b></p>	
<p><b>III. COMMISSIONERS COMMENTS</b></p> <ul style="list-style-type: none"> <li>G. Swirsding inquired on the proposed time change of the Quality of Care Committee. B. Serwin (Chair) noted that the upcoming Executive Committee would address all meeting times and dates.</li> </ul>	
<p><b>IV. COMMITTEE CHAIR ANNOUNCEMENTS/COMMENTS- none</b></p>	
<p><b>V. Approval of September 20th, 2018 minutes.</b></p> <ul style="list-style-type: none"> <li>G. Swirsding moved to approve the minutes, seconded by L. May.</li> <li><b>Vote: 3-0-0</b> <b>Ayes: B. Serwin (Chair), L. May, G. Swirsding</b> <b>Abstain: none Absent: T. Kamegai-Karadi</b></li> </ul>	<p>Agendas and minutes can be found at: <a href="https://cchealth.org/mentalhealth/mhc/agendas-minutes.php">https://cchealth.org/mentalhealth/mhc/agendas-minutes.php</a></p>
<p><b>VI. DISCUSS the process of developing and monitoring a plan of action when findings for further attention are identified during Augmented Board and Care Program and Fiscal Reviews-</b> with Dr. Jan Cobaleda-Kegler, CCBHS Adult and Older Adult Program Chief</p> <ul style="list-style-type: none"> <li>B. Serwin (Chair) introduced the topic by noting past unresolved discussion. L. May reviewed the example report included with the agenda packet and expressed her concern in seeing violations noted in programs that continue to receive funding; she inquired on the length of time that a program can have report of adverse findings before their funding status would be reviewed. She encouraged further exploration into greater frequency of evaluation of each facility.</li> <li>L. Rettagliata asked about the current staff support that reviews the Augmented Board and Care; Dr. J. Cobaleda-Kegler stated that there are two staff that review</li> </ul>	<p>L. May moved to develop a process of coordinating facility visits and a standardized outlet for submitting client feedback and interviewing clients. "Housing Continuum Plan of Action Tool" for Augmented Board and Care. Seconded by B. Serwin (Chair). <b>Vote: 3-0-0 Absent 1.</b></p>

these facilities on a weekly basis. As a follow-up, L. Rettagliata asked what the requirements are within the Augmented Board and Care facilities to meet the adequacy standards of the Program and Fiscal Reviews.

- T. Pasquini opined that the Program and Fiscal Reviews were not conceptualized as being the final step in the facility review process. M. McInnis discussed her personal experiences as a family member navigating the Augmented Board and Care system and provided feedback of both positive and negative occurrences within the home. She noted that the Program and Fiscal Reviews increased proactivity within the staff. T. Pasquini and L. Rettagliata reiterated their desire for a standardized process.
- Dr. J. Cobaleda-Kegler stated that there is coordination with CCL (Community Care Licensing) during and following these Program and Fiscal Reviews to establish a correction plan and timeline of action. In these plans, remedial trainings can be recommended and referred, and failure to correct violations can result in either monetary fines or potential loss of licensure. Additionally, she noted that there is a mental health first aid training that is provided for facility staff participation which assists in developing skillsets. B. Serwin (Chair) inquired if the CCL correction plans and CCBHS plans are aligned and communicate. Dr. J. Cobaleda-Kegler stated that there are meetings between CCL and CCBHS Staff to track compliance and resolution. She noted that there are Augmented Board and Care Facilities that are not supported by MHSA and therefore do not undergo the Program and Fiscal Review Process, and are paid for using realignment funding.
- G. Swirsding discussed an encounter between an Augmented Board and Care and an individual that she was escorting and stated that the environment was not welcoming. Dr. J. Cobaleda-Kegler stated that in this position, her team has focused efforts on improving physical appearance, activities and service offered, and suitability for patients. She also added that many within the Augmented Board and Care client population also utilize the clinics for care and that providers inquire on the quality of care received during visits. S. Yoshioka inquired on the methodology for selecting the facility Program and Fiscal Review to include with the meeting packet; B. Serwin (Chair) noted that this particular review had been an item of discussion previously. G. Swirsding stated that for filing care grievances there are forms currently available at the clinics and inquired if a similar form and process was available within these Board and Care Facilities.
- T. Pasquini requested clarification on whether the Program and Fiscal Review included a question addressing the availability of a grievance reporting and resolution process; W. Hayes confirmed that there was.
- S. Yoshioka inquired on the number of Augmented Board and Care Facilities currently being observed. Dr. J. Cobaleda-Kegler stated that as of this year there are 25 facilities, seven of which are augmented by MHSA Funding. The other programs are funding using realignment funding.

<p><b>VII. Continue BRAINSTORMING Questions Regarding Behavioral Health Programs and Services, Psychiatric Emergency Services (PES) and 4C to Provide to the Ad-Hoc Data Committee-</b> Barbara Serwin (Chair)</p> <ul style="list-style-type: none"> <li>W. Hayes reviewed the quarterly report data concept and provided an updated model to review. He discussed that the intent of the product, once finalized, is to provide indicators on the requests for and utilization of services. He highlighted that there will be updated data to reflect trends between quarters of the fiscal year and will include indicators from different points in the care system (outreach, evaluation, admission, referral, review). B. Serwin (Chair) inquired if there would be a more substantial breakdown of each service or program within this report; W. Hayes stated that the report will be a macro level look at the services and programs, but that significant trends indicated could provide topics for detailed exploration within Committees.</li> <li>L. Rettagliata required clarification of the terminology of 'underserved' populations as they are described within the Welfare and Institutions Code. W. Hayes discussed that underserved as described within the report draft in the context of PEI is when the population makeup is more significant than the proportion of those subpopulations being served by these programs. Alternatively, he noted that there is use of the term underserved to refer to traditionally underserved, marginalized populations</li> <li>L. Rettagliata inquired on the source documentation being used in developing this product; W. Hayes stated that there are documents and products generated from each section within CCBHS and that there is not a clear way to align all of the programs.</li> <li>T. Pasquini expressed that she would like to see a system of measurement that looks at those that are experiencing the most difficulty and how to create a means of assistance. W. Hayes brought up a recent discussion from a Justice Systems Committee Discussion and an upcoming agenda item that looks to explore a parallel data report in coordination with detention mental health.</li> </ul>	
<p><b>IX. Adjourned Meeting at 6:32pm</b></p>	