

**QUALITY OF CARE COMMITTEE
MONTHLY MEETING MINUTES
December 20th, 2018 – FINAL**

Agenda Item / Discussion	Action /Follow-Up
<p>I. Call to Order / Introductions Committee Chair, Cmsr. Barbara Serwin, called the meeting to order @3:42pm</p> <p><u>Members Present:</u> Chair- Cmsr. Barbara Serwin, District II Cmsr. Tasha Kamegai-Karadi, District IV Cmsr. Gina Swirsding, District I Cmsr. Leslie May, District V</p> <p><u>Members Absent:</u> Cmsr. Leslie May, District V</p> <p><u>Other Attendees:</u> Cmsr. Douglas Dunn, District III Cmsr. Sam Yoshioka, District IV Jennifer Quallick- Field Representative for Supervisor C. Andersen, District II Warren Hayes, Mental Health Services Act (MHSA) Program Manager Khamy Elia, Public Participant Margaret Netherby, Public Participant Sarah Kennard, Executive Assistant to the Mental Health Commission</p>	<p>Complete Audio Recording available from Executive Assistant</p>
<p>II. PUBLIC COMMENTS- none</p>	
<p>III. COMMISSIONERS COMMENTS- G. Swirsding wanted to discuss a difficulty for those insured by Medicare in finding a psychiatrist when they are not already aligned with Kaiser, CCHP, etc. She is of the opinion that there are not enough providers that are accessible in West County to those not on MediCal, private insurance or currently patients within the Kaiser HMO. Additionally, G. Swirsding discussed that she has heard of clinicians selectively choosing clients for their caseloads based on their co-occurring disorders, co-morbidities. She believes that the implementation of electronic health records adversely impacts how patients are assigned to a clinician for care.</p>	
<p>IV. COMMITTEE CHAIR ANNOUNCEMENTS/COMMENTS- none</p>	
<p>V. Approval of November 15th, 2018 minutes.</p> <ul style="list-style-type: none"> • G. Swirsding moved to approve the minutes, seconded by T. Kamegai-Karadi • Vote: 3-0-0 <p>Ayes: B. Serwin (Chair), T. Kamegai-Karadi, G. Swirsding Abstain: none Absent: L. May</p>	<p>Agendas and minutes can be found at: https://cchealth.org/mentalhealth/mhc/agendas-minutes.php</p>
<p>VI. REVIEW and APPROVE Committee Annual Report and 2019 Goals</p> <ul style="list-style-type: none"> • B. Serwin (Chair) provided a hand-out document of her draft of the 2018 Committee Annual Report. G. Swirsding stated that she believed that all activities/achievements were accurately captured in this document. 	<p>G. Swirsding moved to approve the 2018 Annual Report, seconded by T. Kamegai-Karadi. Vote: 3-0-0 Absent L. May</p>

<p>VII. CONSIDER whether to extend Program and Fiscal Review Tool for MHSA-Funded Augmented Board and Care Facilities to Augmented Board and Care Facilities that are supported by realignment dollars</p> <ul style="list-style-type: none"> • W. Hayes discussed that the Program and Fiscal Review Tool serves as an external review of how a program is doing. Other counties were experiencing difficulties in contract monitoring, which prompted the Mental Health Services Act Office within Contra Costa County to develop this product. Finished Program and Fiscal Reviews are available for community review and are public documents. • There is not a measure in place to follow-up on findings between reviews. The recommended way to address findings on a Program and Fiscal Review or other BHS reviews would be to invite the Contract Administrator, Program Manager, or both. For programming not MHSA-supported (e.g. most Augmented Board and Care Facilities) there is an Adult and Older Adult Program Chief, Dr. J. Cobaleda-Kegler who would best be able to address any follow-up requested on findings. • B. Serwin (Chair) inquired if there is a formal corrective action plan or a list of deficiencies within the Program and Fiscal Reviews. W. Hayes discussed that there is only documentation present when applicable, but items requiring attention are discussed with the program as well as with County personnel that manage the contract with that organization. • G. Swirsding inquired on the process of submitting requests for information, improvement suggestions for programs within the County (e.g. Mobile Crisis Response Team). W. Hayes stated that each program has its own protocol and that utilizing the Chain of Command for the administration of that program is important to ensure that it gets addressed at the appropriate level. 	
<p>IX. Adjourned Meeting at 4:33pm</p>	