



Kern County Behavioral Health Board System Quality Improvement Committee

Monday, June 27th, 2022

4:00-5:00 PM

Virtual Meeting VIA Teams

Meeting Minutes

The mission of the SQIC, as a QIC Subcommittee, is to review and evaluate Mental Health Plan (MHP) activities and where appropriate, make recommendations regarding policy decisions, institute needed Quality Improvement (QI) actions, or/and ensure follow-up of QI processes.

Present:

Andrea Dabrushman, <i>KernBHRS-QID DATA</i>	Gregory Gonzalez, <i>KernBHRS-GATEWAY</i>	Rashawna Schumacher, <i>CGC</i>
Chelcy Ross, <i>KernBHRS-Dept Supports</i>	Heather Plaza, <i>CSV</i>	Selma Gonzalez, <i>KernBHRS-QID Support</i>
Connie Sedano, <i>KernBHRS-Training Services</i>	Jacob Hutchinson, <i>KernBHRS-QID Support</i>	Shanda Henry, <i>KernBHRS-Contracts</i>
Cynthia Jackson, <i>KernBHRS-QID Support</i>	Jessica Armstrong, <i>KernBHRS-Contracts</i>	Tammy Cates, <i>KernBHRS-SET</i>
David Amaya, <i>CCS</i>	Jessica Herrera, <i>Ebony</i>	Tanya Reyes, <i>Guest</i>
David Kessler, <i>BHB Member</i>	John French, <i>KernBHRS-Specialty Services Team</i>	Tracy Lynch, <i>KernBHRS-Executive Admin.</i>
Dian Schneider, <i>BHB Member</i>	Jose Gomez, <i>KernBHRS-Crisis</i>	Veronica Camarillo, <i>KernBHRS-CMR</i>
Debby Diamond, <i>CCS</i>	Noel Perez, <i>CSV</i>	Yvonne Villa, <i>CCS</i>
Francisca Quiroz, <i>KernBHRS-Medical Staff</i>	Rafael Lopez, <i>KernBHRS-SUD QID</i>	

1. Welcome and Introductions – David introduced himself and welcomed the attendees.
2. Review and approval of the previous meeting minutes. – Greg Gonzalez motioned to accept; Dian Schneider seconded.
3. Public Comment – No public comments were made at this time.
4. New Business – There was no new business to be discussed at this time.
5. Guest Presenter – Treatment Perception Surveys (TPS) – Andrea Dabrushman
 - A. Please see the attached handout to view the presentation discussed in the meeting.
 - B. Q&A – There were no questions for the presenter at this time.
6. Quality Improvement Division – Selma Gonzalez
 - A. The Department Health Care Services (DHCS) Triennial review was conducted virtually last week. There were 3 days of meeting and reviewing. Overall, it went well, there are 5 days to submit additional information that was needed. Once the results are received, they will be presented to the committee.
7. Department Supports Administration – Chelcy Ross
 - A. Evidence for FY 21-22 Cultural Competence Plan bookwork writing is currently being collected from divisions and teams. Notices were sent out and the expected due date is the end of July. The final document will be representative of the entire system. Any questions can be directed to the [Cultural Competence E-Mail](#).
 - B. There have been issues with contractors accessing the materials for the Cultural Competence Plan Requirements (CCPR) Better Care Training. If this is experienced the materials can be requested from the [Cultural Competence E-Mail](#). The Spanish version that was issued to those with TR1 and TR2 certifications has a 100% compliance rate, while the English version has 84% compliance. There are 3 days to finish it.
 - C. We participated in the National Association for the Advancement of Colored People (NAACP) Juneteenth event, and the Oleander Pride event on June 18th, 2022.
8. Substance Use Division – Gregory Gonzalez
 - A. Preparations are being made for Recovery Month in September. E-Mails with more information will be going out soon.
9. Adult System of Care – John French
 - A. Independent Placement Services (IPS) had 2 recent graduations of clients that have maintained employment. We awarded the Bakersfield Homeless Center an appreciation award as well during the event.
 - B. Dialectical Behavior Therapy (DBT) will be starting a new cohort and skills training. The eating disorder training was a success. There is discussion regarding upcoming Gender and Sexuality training, there will be more details to come.



10. Children's System of Care
 - A. There was no one available to report at this time.
11. Kern Linkage Division
 - A. There was no one available to report at this time.
12. Crisis Services Division – Jose Gomez
 - A. 998 is taking off in mid-July which will increase 30% of hotline services. The site workspace is currently being expanded along with hiring more staff. Some future services coming will be text to chat and field services. The MET unit is being expanded with 2 more call centers with Bakersfield Police Department (BPD) creating 8 new positions at this time.
 - B. Ellen Eggert was awarded the Beautiful Bakersfield Award due to ongoing efforts to reduce suicide in our community.
13. Medical Services Division – Francisca Quiroz
 - A. Medical Services continues to move forward in support of 0-Suicide for the department.
 - B. Care Coordination Unit (CCU) supporting high level eating disorder cases to prevent hospitalizations.
 - C. Zero-suicide is preparing to present to California Department of Public Health (CDPH) regarding departments suicide initiative.
14. Recovery Support Administration – Jon Casida
 - A. There was nothing new to report at this time and we continue with previous efforts of improvement.
 - B. Referrals to programs are always welcome.
15. Consumer Family Learning Center – Jon Casida
 - A. A curriculum is being developed to create a loss/grief support group for clients which will begin in July or August.
 - B. Referrals to programs are always welcome.
16. Clinica Sierra Vista – Noel Perez
 - A. There were no new updates at this time.
17. College Community Services – Debby Diamond
 - A. Information is being distributed during outreach in the community.
18. Child Guidance Clinic – Rashawna Schumacher
 - A. Focus has been on learning the new assessment changes.
19. Mental Health Systems
 - A. There was no one available to report at this time.
20. Substance Use Division Contract Providers
 - A. Ebony – Jessica Herrera – The Lamont site is still short-staffed and in need of a counselor and therapist. Delano is in need of 2 therapists and a counselor.
21. Recommendations for Quality Improvement Committee (QIC)
 - A. There were no recommendations for the Executive Quality Improvement Committee at this time.
22. Unfinished Business
 - A. There was no unfinished business to report on at this time.
23. Adjourn – We are going dark in July. Next scheduled meeting: August 22nd, 2022, at 4:00-5:00 PM, will be virtual via Teams.

This meeting is MH UR Code 3



Fall 2021 Treatment Perception Survey (TPS)

Overview

About the Report

Counties are required to administer the Treatment Perception Survey (TPS) as part of the Drug Medi-Cal Organized Delivery System (DMC-ODS) waiver evaluation. Administration of the TPS also fulfills the county's External Quality Review Organization (EQRO) requirement related to conducting a client satisfaction survey using a validated tool. The collected information is utilized to measure consumers' perceptions of access to services and quality of care, and to evaluate and improve the consumer experience. The TPS is administered in the Fall of each year and includes Adult and Youth versions in both English and Spanish.*

Approximately 340 TPS's were completed by consumers in September 2021, with an overall satisfaction rating of 92%.

**A total of four (4) Youth surveys were completed this survey round. As the number of completed Youth surveys total less than five (5), The University of California, Los Angeles (UCLA), who acts as TPS administrator for all California counties, did not provide an individual report.*

TPS Standards

Data Source:

Treatment Perception Survey

Numerator:

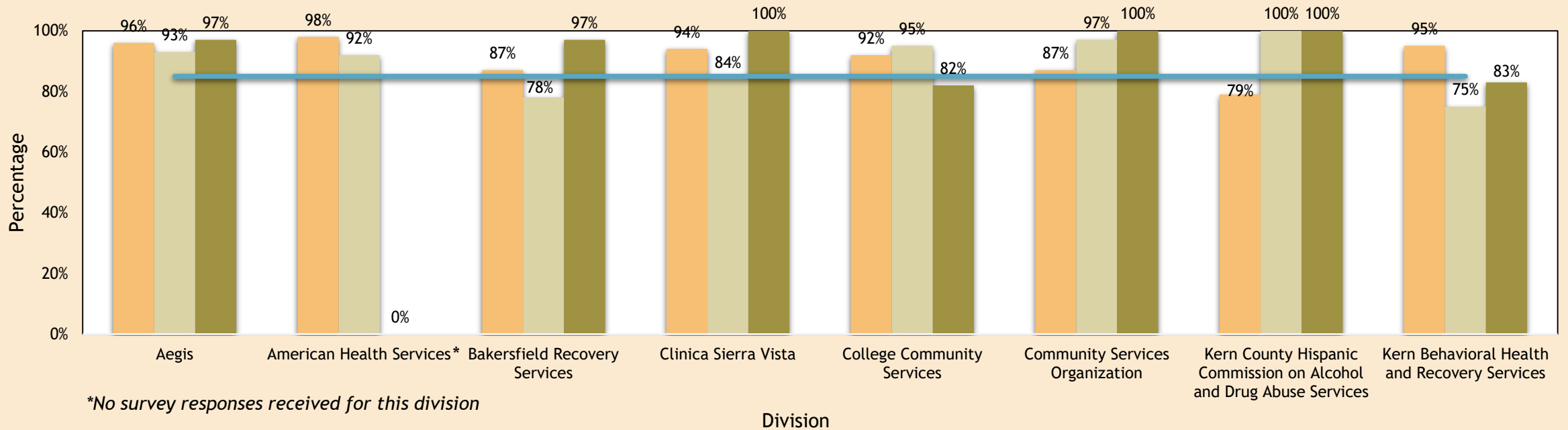
The sum of consumers who responded “Strongly Agree” or “Agree” to the twelfth question of the TPS, which is, “Overall, I am satisfied with the services I received.”

Denominator:

The number of responses to the twelfth question of the CPS, excluding responses of “Not Applicable.”

Overall Satisfaction Rates

Treatment Perception Survey
Client Satisfaction Rates
Adult
n=340



Fall 2019 Fall 2020 Fall 2021 Benchmark: 85%

Satisfaction by Question

Treatment Perception Survey Likert Scale Questions Adult n=340

