



Kern County Behavioral Health Board
System Quality Improvement Committee

Monday, June 28th, 2021

4:00-5:00 PM

Virtual Meeting VIA Teams

Meeting Minutes

The mission of the System Quality Improvement Committee (SQIC) 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

Table listing attendees: David Kessler, Alexander Lopez, Amber Lopez, Chelcy Gibbons, Courtney Isaac, Cynthia Jackson, Heather Plaza, Jerrod Montelongo, John French, Jose Gomez, Karina Leonzo-Castillo, Lesleigh Davis, Tracy Lynch, Veronica Camarillo, Vivian Reyes, and various departmental roles like BHB-Chairperson, KernBHRS – SUD, etc.

- 1. Welcome and Introductions – David Kessler welcomes all attendees.
2. Review and approval of May 2021 Minutes – Lesleigh Davis and Jose Gomez approve previous minutes.
3. Public Comment – No Public Comment
4. New Business – No New Business
5. Guest Presenter – UOR’s MH/SUD – Karina Leonzo-Castillo
6. Quality Improvement Division – Lesleigh Davis
7. Department Supports Admin. Ethnic Services Manager – Chelcy Gibbons




8. **Substance Use Division** – Alexander Lopez
  - a. Providers are opening and integrating in person services. Clients will still be able to receive services over the phone.
  - b. The RSET program is up and running again which is for those that have been incarcerated to help them navigate back into society.
9. **Adult System of Care** – John French
  - a. No New Updates
10. **Children’s System of Care** – Vivian Reyes
  - a. Everyone is back in the office. The treatment foster care will have a recertification training on July 17<sup>th</sup>, 2021 for foster parents. A new facility has been approved to open (Youth Quest).
11. **Kern Linkage Division** –
  - a. No New Updates
12. **Crisis Services** – Jose Gomez
  - a. The Bakersfield police department dispatch pilot program will be starting soon. The Kern County Sheriff Office Co-Response Unit will be starting soon.
13. **Medical Services** –
  - a. No New Updates
14. **Recovery Support Admin.** –
  - a. No New Updates
15. **Consumer Family Learning Center** –
  - a. No New Updates
16. **Provider Updates** –
  - a. No New Updates
17. **Quality Improvement** – Lesleigh Davis
  - a. No New Updates
18. **Unfinished Business** –
  - a. No Unfinished Business
19. **Adjourn** – Next scheduled Meeting is August 23<sup>th</sup>, 2021 at 4:00-5:00 PM, will be virtual via Teams.



# MH Unusual Occurrence Report

SQIC 6/28/21



# What is an UOR?

1

- Reports submitted through a secured app by all providers (internal and contract providers) when an egregious incident occurs at their sites or with their clients.

2

- Staff submits the reports with the information on the incident and the action steps they took to address it which may include possible trainings they may do to their teams to prevent any future incidents.

3

- All reports are reviewed by the team supervisor, administrator, and contract administrator if applicable.

4

- QID reads all MH UORs submitted to ensure the incidents were addressed appropriately and identify areas of improvement for all MH clients.

5

- When areas of improvement are needed, supervisors and administrators receive a recommendation letter with actions or information on steps they have to do.

UORs FY 20-21					
QTR	KernBHRS	Contract Providers	Total Submitted	Total # Addressed Appropriately	GOAL 100%
1Q	196	101	297	273	92%
2Q	179	141	320	286	89%
3Q	231	152	383	366	96%

**Trends:**

- Staff is doing a great job in handling the incidents.
- Reports are not being submitted/approved on time.
- Teams are forgetting to complete Disclosure of PHI forms
- Increase in Aggressive Threatening Behaviors (LTC Facility)

# Actions Taken to Improve Process

- Automated emails to supervisors when reports are not final approved in 14 days.
- QID sends weekly reminders to supervisors and has emailed specific staff to see what is preventing them from getting those completed.
- Administrators can also send recommendations to their supervisors when they see something could have been done differently.
- **Q&A / What would you like to see done 😊**