



QUALITY IMPROVEMENT COMMITTEE
Lake County Behavioral Health Services
Date: 6/23/22 Time: 10am-12pm Location: Zoom

AGENDA

- ❖ **Call to Order; review previous QIC meeting minutes**
 - *Address assignments from previous meeting*
- ❖ **Review Grievances and Change of Providers**
 - *Review overlap between grievances and change of provider requests*
 - *Assess instances where change of provider was done in lieu of a formal grievance*
- ❖ **Comprehensive data on Audits**
 - *MH, SUD, MHSA*
- ❖ **Chart Review Process**
- ❖ **Review Clinical Team Meeting Assessments (CANS, PSC, etc.)**
- ❖ **Inpatient/IMD/Residential Programs**
- ❖ **New regulations and standards, including DHCS notices and publications**
 - *CalAIM, BIHNs*
- ❖ **SMHS Implementation Plan (2019 and 2020)**
- ❖ **Client and Family Satisfaction Surveys**
 - *Assess results from 2021 and 2022*
- ❖ **Performance Outcome Measures**
- ❖ **QIC Subcommittee for Clinical/Non-Clinical Policies**
- ❖ **Recommend identified program changes; assign new action items**
- ❖ **Next meeting date, tabled agenda or action items, etc.**