



Mental Health Commission

Contra Costa County Mental Health Commission has a dual mission: 1) To influence the County's Mental Health System to ensure the delivery of quality services which are effective, culturally relevant and responsive to the needs and desires of the clients it serves with dignity and respect; and 2) to be the advocate with the Board of Supervisors, the Mental Health Division, and the community on behalf of all Contra Costa County residents who are in need of mental health services.

QUALITY OF CARE COMMITTEE

Mission: To assist Contra Costa County mental health consumers, family members and the general public in advocating for the highest quality mental health services and supports delivered with dignity and respect.

Wednesday, May 1, 2013 ♦ 10:30-12:00

Concord Police Department Community Room, 1350 Galindo, Concord

The Commission will provide reasonable accommodations for persons with disabilities planning to participate in Commission meetings who contact the Executive Assistant at least 48 hours prior to the meeting at 925-957-5140.

AGENDA

- 1. 10:30 Call to Order / Introductions**
- 2. 10:35 Public Comment**
Members of the public may comment on any item of public interest within the jurisdiction of the Mental Health Commission. In accordance with the Brown Act, if a member of the public addresses an item not on the Agenda, no response, discussion, or action on the item may occur. Time will be provided for Public Comment on items on the posted Agenda as they occur during the meeting.
- 3. 10:40 Announcements**
- 4. 10:45 Approval of the Minutes from April 3, 2013** **Action Item**
- 5. 11:00 Quality Improvement Work Plan Discussions**
 - 1) Page 1, #3: Implementing Appointment Wait Time Performance Improvement Project – Caroline Sisson **Possible Action Item**
 - 2) Page 1, #5: Develop recommendations for Transportation Plan – Caroline Sisson **Possible Action Item**
- 6. 11:20 Develop questions for Vic Montoya and Linda Arzio for discussion of Conservatorship program at June meeting.**
- 7. 11:30 Develop questions for Vern Wallace for discussion of the Quality Improvement Work Plan and planning and implementing the new Children's Full Service Partnership Program at June meeting.**
- 8. 11:40 Follow-up on MHC response to recommendations to forward to the Napa State Hospital Site.** **Possible Action Item**



9. 11:45 Follow-up on MHC response to Committee Goals. Possible Action Item

The Committee proposes to address the following goals with consideration of the entire lifecycle of consumers including Children, TAY, Adult and Older Adults, and advocate for support services across the continuum.

- 1) Develop an action plan whereby Contra Costa adult consumers can receive free dental services.
- 2) Evaluate gaps in medical, psychiatric, social and cultural services.
- 3) Advocate for physical accessibility of services.
- 4) Address oversight and accountability of out-of-county placements and receive information from community advocates as available.
- 5) Evaluate discharge planning for county mental health clients.

10. 11:55 Future Agenda Items

- 1) June:
 - Invite Vic Montoya and Linda Arzio to discuss the Conservatorship program.
 - Develop specific questions for their response. Send additional questions to staff by May 22.
 - Invite Vern Wallace to discuss the Quality Improvement Work Plan, pages 5-6, #16: Planning and implementing the new Children's Full Service Partnership Program.
 - Develop specific questions for their response. Send additional questions to staff by May 22.
 - Discuss with Vic Montoya status of Innovation Grant for proposed Mobile Dental Unit to provide Contra Costa adult consumers free dental services.
- 2) July:
 - Invite Imo or Caroline to present the Cultural Competency Data.
 - Invite Caroline or Erin to discuss the Quality Improvement Work Plan, page 5, #12: Reduce suicides in Contra Costa County.
- 3) No date set:
 - Continue discussion of how new electronic records system impacts consumer patient experience
 - Discuss a comprehensive centralized county information link for easier access by county staff, consumers and family members
 - Continue to address concerns regarding discharge planning (including transportation) and patient follow-up.

- Invite John Muir's Chief Social Worker and Todd Paler from CCRMC.
- 4) February 2014:
 - Evaluation of Annual Plan
 - See Quality Improvement Work Plan, page 9, #1: Quarterly report on timeliness to access mental health services in Contra Costa County.

11. 12:00 Adjourn Meeting

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the staff to a majority of the members of the Mental Health Commission less than 96 hours prior to that meeting are available for public inspection at 1340 Arnold Drive, Ste. 200, Martinez during normal business hours.