

Chairperson: Dr. Robert Chayer
Senior Executive Assistant: Jodi Mapp, 257-5202

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE**

Monday, May 4, 2015 - 10:00 A.M.
Milwaukee County Mental Health Complex
9201 Building, Conference Room 413 (Near Auditorium)

MINUTES

SCHEDULED ITEMS:

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| 1. | <p>Announcements.</p> <p>Carin Croker was introduced as the new Chief Quality Officer for the Behavioral Health Division. An overview of her experience and background in the quality field was provided. Ms. Croker's focus will be quality and performance metrics for services and programs as well as for the budget, contracts, the strategic plan, and the overall organization.</p> |
| 2. | <p>Progress Toward BHD Quality Plan.</p> <p>Quality improvement initiatives were reviewed. Updates were provided on developing a best practice of Suicide Assessment and Prevention interventions in support of the Zero Suicide in Health and Behavioral Health Care, which is a goal of the National Action Alliance, and the development and implementation integration of pharmacy, electronic health record, and staff practice for a modernized state-of-the-art medication management policy and procedure.</p> |
| 3. | <p>Proposed Quality Reporting Structure.</p> <p>The initial quality plan identified a review and revision of the Quality Compliance and Patient Safety Council at the Behavioral Health Division (BHD). It did not include the Mental Health Board Quality Committee since it had not been formed. BHD is currently in the process of organizing quality structure inclusive of various reporting data, some of which require medical staff review and authority. There will be a realignment of the BHD Quality, Compliance, and Safety Council to include members of the Executive Committee. That Council would then, in turn, report to the Quality Committee.</p> <p>The establishment of a Family Advisory Council was discussed.</p> |
| 4. | <p>Quality Metrics Presentations Wraparound Milwaukee.</p> <ul style="list-style-type: none">a. Service Utilization, Satisfaction, Outcomes, Benchmarks, etc.b. Improvement Activities Underway |

SCHEDULED ITEMS (CONTINUED):

	<p>An overview of the Wraparound Milwaukee Quality Program was provided by Pam Erdman. Wraparound Milwaukee is a unique Managed Care Organization that serves youth with serious emotional, behavioral, and mental health needs and their families. Clients are usually referred from Delinquency and Court Services and the Bureau of Milwaukee Child Welfare. Enrollment has been expanded through the REACH Program, which differs from Wraparound Milwaukee in that the youth are not under a Court Order. Highlights in the areas of population served, outcome indicators, permanency issues, school attendance benchmarks, family satisfaction, provider network, and out-of-home surveys were provided.</p>
5.	<p>Updates on Community Support Programs, Hilltop, and Central Transitions.</p> <p>Discussion was held regarding the successful transition of clients as a result of the closures of the downtown and south side Community Support Programs. Information related to data tracking of this population in the community was provided.</p>
6.	<p>Joint Commission Update.</p> <p>A Joint Commission mock survey is tentatively scheduled for August 18, 19, and 20, with a goal to continue the organization's commitment to quality and ensuring the best standards. A team has been put in place to assess the results of the upcoming August mock survey and to compare those results to last year's mock survey. Initiatives are underway to identify quality ambassadors and tracers to demonstrate competence across all areas. The mock survey will include a facility life safety. These mechanisms will allow for the evaluation and elevation of standards.</p>
7.	<p>Closed Session Recommendations.</p> <p>There is a requirement to maintain quality improvement protections through state and federal statute related to peer review and/or peer review-like activities of reporting out aggregate data or individual data. This should be done in closed session due to the information's non-public availability.</p>
8.	<p>Future Meeting Dates:</p> <ul style="list-style-type: none">• July 6, 2015, at 10:00 a.m.• September 14, 2015, at 10:00 a.m.• November 2, 2015, 10:00a.m. <p>Adjourn to the next regularly scheduled meeting on July 6, 2015, at 10:00 a.m.</p>

SCHEDULED ITEMS (CONTINUED):

This meeting was recorded. The official copy of these minutes and subject reports, along with the audio recording of this meeting, is available on the Milwaukee County Behavioral Health Division/Mental Health Board web page.

Length of meeting: 10:02 a.m. to 11:18 a.m.

Adjourned,

Jodi Mapp

Senior Executive Assistant
Milwaukee County Mental Health Board