

Chairperson: Mary Neubauer
Executive Assistant: Kiara Abram, 257-7212

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE**

December 4, 2017 - 10:00 A.M.
**Milwaukee County Mental Health Complex
Conference Room 1045**

MINUTES

PRESENT: Mary Neubauer and Robert Chayer, Rachel Forman, Brenda Wesley and Ronald Diamond (by telephone).

SCHEDULED ITEMS:

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| 1. | <p>Welcome. (Chairwoman Neubauer)</p> <p>Dr. Chayer welcomed everyone to the December 4, 2017 meeting. Chairwoman Neubauer joined the meeting shortly after.</p> |
| 2. | <p>Key Performance Indicator Dashboard & Community Access to Recovery Services Quarterly Report. (Pam Erdman, Quality Manager; Justin Heller, Program Evaluator; Edward Warzonek, Quality Assurance Coordinator; Jim Feagles, Integrated Services Coordinator; and Dr. Matt Drymalski, Clinical Program Director)</p> <p>CARS reports the providers' completion of PPS data is increasingly more complete and timely suggestive of more accurate data representation. CARS is currently underway developing individual program dashboards. Moving forward future targets may need to be adjusted. The Acute Inpatient data remains consistent with little fluctuation from last quarter.</p> <p>Wraparound Milwaukee reported there has been color status revisions made to items 8/10-13, these revisions have been adjusted.</p> <p>Refer to handout.</p> |
| 3. | <p>Youth Living Out Loud (YLOL) Grant and the Proactive Outreach for the Health of Sexually Exploited Youth (POHSEY) Grant (Jenna Kreuzer, Wraparound Milwaukee Program Manager)</p> <p>An in-depth presentation was shared including community resources and related training materials. Data is being collected for further analysis and quality evaluation. It was</p> |

	suggested that these services would be beneficial across the adult behavioral health system as well.
4.	<p>2017 Third Quarter PCS Hospital Transfer Waitlist Report. (Richard Wright, Program Analyst; Dr. Schneider, Chief Medical Officer)</p> <p>Data from the American College of Emergency Physician was shared.</p> <p>Two main drivers that influence the waitlist include BHD's internal bed capacity and numbers of individuals brought to PCS for resolution of third party petitions, letters of authority and criminal conversions sometimes all on the same day. A new draft report was developed and shared to reflect children and adolescent waitlist. A recommendation of a NIATx project was suggested to identify opportunities for improvement related to throughput and waitlist.</p>
5.	<p>2017 Third Quarter Seclusion and Restraint Report & Education Updates. (Linda Oczus, Chief Nursing Officer)</p> <p>The incident of restraint continues to decrease for adults yet remains above NRI average for children, with PM shift in particular. Various activities to influence these results include the following: the hiring of RN on-unit educators and increased staff recruitment efforts. It was suggested to also explore services of Peer Support Specialists for the Child and Adolescent Inpatient Service (CAIS).</p>
6.	<p>Team Connect: NIATX Change Project 2017 - Crisis Services. (Tanya Cummings, Crisis Manager; Chad Meinholdt, Director of Community Centers)</p> <p>Team Connect discussed the aim, change, results, impact and next steps for the NIATx Change project. Goals of the project include: to reduce the risk of harm to individuals post discharge, help improve continuity of care, ensure linkages to recovery focused supports, and to reduce the incidence of hospital readmissions.</p> <p>Additional data was requested.</p>
7.	<p>Community NIATX Project (Carole Kaiser, Wisconsin Community Services, Inc.)</p> <p>Wisconsin Community Services (WCS), shared their NIATx project of increasing client lab participation and related education to ensure quality comprehensive health care for WCS clients.</p>
8.	<p>Quality Update (Doug Hinton, Wisconsin Community Services, Inc.) Clarence Johnson, Executive Director of WCS.</p> <p>Wisconsin Community Services (WCS) shared a letter to Chairwoman Neubauer regarding reference to a Targeted Case Management (TCM) concern relayed during the</p>

	<p>Mental Health Board meeting on 10/26/17. WCS reached out to the grievant, but has not received additional detail of this issue at this time.</p> <p>WCS shared TCM program performance indicators, opportunities for improvement and provided information as to how to address client concerns and grievances with their agency, citing no current concerns have been brought to their attention.</p> <p>It was noted that Disability Rights Wisconsin is another option or resource for clients to submit concerns.</p> <p>Questions and comments ensued.</p>
9.	<p>Policy & Procedure Update. (Lynn Gram, Safety Officer)</p> <p>A goal has been established by the BHD Administrator to have all policies, & procedures updated, retired or revised by year end 2017.</p> <p>Refer to handout.</p>
10.	<p>End of Year Discussion & Planning; Next Year Meeting Dates. (Jennifer Bergersen, Chief Operations Officer)</p> <p>The 2018 Quality Committee Meeting Schedule was distributed to group members. A request to evaluate the past year as well as related planning for 2018 agenda items was suggested. Chairwoman Neubauer and Ms. Bergersen will begin coordinating plans for the upcoming year.</p>
11.	<p>Next Scheduled Meeting Date.</p> <ul style="list-style-type: none"> • March 5, 2018 at 10:00 a.m.
12.	<p>Adjournment.</p> <p>Chairwoman Neubauer ordered the meeting adjourned.</p> <p>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.</p> <p>Length of meeting: 10:06am – 12:30pm.</p> <p>Adjourned, Jennifer Bergersen, Chief Operations Officer jb Kiara Abram Executive Assistant Milwaukee County Mental Health Board</p>

The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is Monday, March 5, 2018, @ 10:00 a.m.

ADA accommodation requests should be filed with the Milwaukee County Office for Persons with Disabilities, 278-3932 (voice) or 711 (TRS), upon receipt of this notice.