

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE**

June 5, 2017 - 10:00 A.M.
**Milwaukee County Mental Health Complex
Conference Room 1045**

PRESENT: Robert Chayer, Mary Neubauer, and Brenda Wesley

MINUTES

SCHEDULED ITEMS:

1. Welcome.

Chairwoman Neubauer announced Director Hector Colon has resigned and taken a new position with Lutheran Social Services of Wisconsin and Upper Michigan with a departure date of June 30th, 2017.

2. Behavioral Health Division Incident Assessment and Report Presentation.

- Dr. May provided a brief description and review of her approaches to incident report analysis. The project purpose, key observations, staff survey process, best practice research, and related findings/opportunities for improvement were shared.
- The Behavioral Health Division (BHD) currently is in the testing phase of a new electronic incident report product, to include a policy revision, as well as additional education and training of staff and public safety. There is a plan to obtain a proprietary BHD staff security team, which is approved, including the sunset of a previous security contract.

3. Community Access to Recovery Services (CARS) Key Performance Indicator Dashboard and Quarterly Report.

The quality dashboard and related key performance indicators were shared. The dashboard measures and additional core measures will continue to evolve. An update was provided to reflect the correct CARS employment target. A discussion ensued regarding how targets are established.

4.	<p>Wraparound Milwaukee Quality Assurance (QA)/Quality Improvement (QI) Annual Report 2016.</p> <p>Pam Erdman reviewed numerous highlights from the 2016 Annual Report.</p> <ul style="list-style-type: none"> • New Plan of Care auditing tool (POC Rubric) and procedure and a new Plan of Care Checklist were created and implemented. • Mobile Urgent Treatment Team provided 14,000 hours of crisis services to Wraparound families and the community at large, including 900 children seen for the first time. • Wraparound and REACH youth and caregivers continue to identify improvement in functioning (internal and external) during enrollment by improved scores in the Child Behavior Checklist and Youth Self Report Evaluation tools.
5.	<p>Prevention Outcomes.</p> <p>Two main priorities of the Milwaukee County Substance Abuse Prevention Coalition were shared: reduce the use of marijuana in youth and reduce fatal overdoses, with an emphasis on prescription medication.</p> <p>Eight preventive outcomes were discussed, along with the related workgroups.</p> <p>Notable achievements include 2,495 lbs. of unwanted medications have been collected over the past year, a Drug-Free communities grant, and a collaboration with Marquette University on Dose of Reality Campaign.</p>
6.	<p>Customer Satisfaction Data.</p> <ul style="list-style-type: none"> • CARS 2016 data and related positive responses were reviewed. • The 2016 survey results of the acute adult inpatient reveal a decline in positive ratings in comparison to 2015 scores. Further discussion ensued regarding interpretation of results. • CAIS (Child and Adolescent Services) inpatient scores have increased in all domains. Progress was commended. • Press Ganey services to be piloted.
7.	<p>Sentinel Event Committee – Year End Report.</p> <p>The Behavioral Health Division’s number of Sentinel and Other Events continued to decline in 2016. An overall downward trend has been observed. Analysis shows that this downward trend is not due only to the closure of the long-term care units.</p>

8.	<p>Seclusion and Restraint (S&R) Plan of Correction Updates.</p> <p>Centers for Medicare and Medicaid Services (CMS) completed a follow up hospital survey, reviewing seclusion and restraint documentation and recovery planning. No official letter has been received, though they expressed no areas of concern at exit.</p> <p>The Seclusion and Restraint rate has decreased significantly. Refer to reports.</p>
9.	<p>Policy and Procedure Status Report.</p> <p>A June 1, 2017, policy and procedure status update report was shared. Significant progress noted.</p>
10.	<p>Status of Contract Review Timeline and Performance Indicator Development.</p> <p>Eight sets of Contract Performance Measures (CPMs) are in different stages of being revised, approved, and implemented. A contract performance measures development timeline was reviewed. Additional information for progress toward the completion of all contract revisions was requested. The matter will be referred to the contract team lead.</p>
11.	<p>2017 Quarter 1 (Q1) Psychiatric Crisis Services (PCS) Hospital Transfer Waitlist Report.</p> <ul style="list-style-type: none"> • Waitlist is still being utilized. Report summary with detail included. • No incident of police diversion in the last 8 years noted.
12.	<p>Next Scheduled Meeting Dates.</p> <ul style="list-style-type: none"> • September 11, 2017, at 10:00 a.m. • December 4, 2017, at 10:00 a.m. <p>The next meeting date was announced as September 11, 2017, at 10:00 a.m.</p>
13.	<p>Adjournment.</p> <p>Chairwoman Neubauer ordered the meeting adjourned.</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.

Length of meeting: 10:05 a.m. to 12:09 p.m.

Adjourned,

Kiara Abram
Executive Assistant
Milwaukee County Mental Health Board

The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is Monday, September 11, 2017, @ 10:00 a.m.