

Chairperson: Mary Neubauer
Executive Assistant: Kiara Abram, 257-7212
BHD Staff: Jennifer Bergersen

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE
December 02, 2019 - 10:00 A.M.
Milwaukee County Mental Health Complex
Conference Room 1045**

MINUTES

SCHEDULED ITEMS:

1.	<p>Welcome. (Chairwoman Neubauer)</p> <p>Chairwoman Neubauer welcomed everyone to the December 2, 2019 meeting.</p>
2.	<p>Third Quarter 2019 Community Based Key Performance Indicators (KPI) Dashboard, Wraparound Milwaukee & Community Access to Recovery Services (CARS) (Dana James, Quality Assurance Manager; Justin Heller, Integrated Services Manager; Dr. Matt Drymalski, Clinical Program Director)</p> <p>Third quarter data indicated a decrease in the percentage of youth achieving permanency at disenrollment compared to 2019 second quarter. Further analysis is underway by Wraparound's research and development team. Change over time metrics and quality of life metrics within CARS remained consistent in disparities between African-American and Caucasian clients. Further analyses is indicated and discussion of health and well-being comparisons will be presented at future meetings, including seeking input from those served. The CARS quality dashboard continued to be enhanced to reflect client experience of care, staff well-being and cost of care metrics.</p>
3.	<p>CARS Quality Dashboard Summary Q3, Health and Well-Being Metrics and BHD Adult Services Dashboard (Dr. Matt Drymalski, Clinical Program Director; Justin Heller, Integrated Services Manager)</p> <p>The BHD Adult services dashboard was presented with further detail of individuals being served including volume, gender, race/ethnicity, socioeconomic status, age, education and employment. Discussion ensued.</p> <p>Refer to item #2 and related discussion.</p>
4.	<p>An Evaluation of the Vistelar Training Initiative at Milwaukee County Behavioral Health Division (Dr. Tina Freiburger and Dr. Danielle M. Romaine Dagenhardt, University of Wisconsin-Milwaukee)</p>

	<p>An evaluation of the Vistelar training detail was provided. The study involved the collection of baseline data prior to training and follow-up; one month, one year and two years after the training. The report summary identified training successes, positive staff perception of the training, and related findings. Recommendations included training and reinforcement of learned skills, continued employee training in conflict management and ensuring subsequent re-fresher training for staff to adhere to the same curriculum and standards.</p> <p>Refer to full report for detail.</p>
5.	<p>Psychiatric Hospital Reports Q3: KPI Dashboard Summary, Seclusion & Restraint (S&R) Summaries (Edward Warzonek, Quality Assurance Coordinator)</p> <p>Acute Adult restraint rate through Q3 in 2019 was at or below the national average. CAIS 30-day readmission rate remained at 16% in 2019; hours of physical restraint rate declined to 1.7, yet still above national average. Discussion ensued. A request was made for further S&R detail by patient care unit.</p>
6.	<p>Inpatient, Emergency Services Program Certification Update & Hospital System Improvement Agreement (SIA) Verbal Report (Dr. John Schneider, Chief Medical Officer; Linda Oczus, Chief Nursing Officer)</p> <p>On October 8, 2019 an on-site program(s) re-certification survey was completed for adult and adolescent inpatient and adult emergency services. A random sample of client records and personnel files were reviewed with no deficiencies identified.</p> <p>In accordance with the SIA, a competitive request for proposal(s) resulted in the contract awards of Critical Management Solutions (CMS) and Barrins & Associates Consulting as the expert and compliance consultants respectively. The anticipated service start date of CMS is January 6, 2020.</p>
7.	<p>Quarterly Policy & Procedure Update (Luci Reyes-Agron, Quality Improvement Coordinator)</p> <p>The overall policy and procedure progress status is at 93.6% as of November 2019. Status updates will continue to be reported quarterly.</p>
8.	<p>Institutional Review Board (IRB) Report – November 22, 2019 (Dr. Justin Kuehl, Chief Psychologist)</p> <p>A quality improvement research project has recently been completed by Ms. Chioma Anyanwu. The IRB recently received a research proposal submitted by Dr. Megan McClymonds. There are currently six ongoing projects being monitored.</p>

9.	<p>Contract Quality Monitoring: Termination of Family Strong Contract; Food Services Quality Monitoring Verbal Update (Jennifer Bergersen, Chief Operations Officer; Dana James, Quality Assurance Manager; Linda Oczus, Chief Nursing Officer)</p> <p>The contract with Family Strong had resulted in termination due to a variation of quality concerns and objectives that were not met. Discussion ensued. In response to a concern received October 2019, efforts were underway with the contracted vendor Aramark Correctional and BHD's dietician to improve patient food quality and overall satisfaction.</p> <p>Complaint detail was reviewed and discussed.</p>
10.	<p>Adjournment. (Chairwoman Neubauer)</p> <p>Chairwoman Neubauer referenced the 2020 meeting schedule and 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: 10:02 a.m. – 12:05 p.m.</p> <p>Adjourned, <i>Kiara Abram</i> Executive Assistant Milwaukee County Mental Health Board</p> <p>The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is March 02, 2020 at 10:00 a.m.</p> <p>Visit the Milwaukee County Mental Health Board Web Page at:</p> <p>https://county.milwaukee.gov/EN/DHHS/About/Governance</p>	
<p>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.</p>	