

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE
December 3, 2018 - 10:00 A.M.
Milwaukee County Mental Health Complex
Conference Room 1045**

MINUTES

SCHEDULED ITEMS:

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| 1. | Welcome. (Chairwoman Neubauer)

Chairwoman Neubauer welcomed everyone to the December 3, 2018 meeting. |
| 2. | Organizational Accountability: Developing Core Domains to Realize the Quadruple Aim. (Dr. Matt Drymalski, Clinical Program Director) (Action Item)

Dr. Drymalski presented a focus and a prospective evolution of the BHD Quality Dashboard. A framework for quality and accountability with attention to population health, client experience of care, cost of care and staff well-being was advanced and discussed at length. Board Members unanimously agreed on this direction; item will be brought forward to the Mental Health Board. |
| 3. | Community Based Key Performance Indicators (KPI) Dashboard, Third Quarter Summaries and CARS Quality Dashboard. (Jennifer Bergersen, Chief Operations Officer; Pam Erdman, Quality Assurance Director; Justin Heller, Integrated Services Manager; and Dr. Matt Drymalski, Clinical Program Director)

CARS clients experienced an increase in emergency department and inpatient acute service utilization in the third quarter of 2018. Rates will continue to be monitored. Other areas remained stable while 30-day readmission for detoxification service rates have improved. Wraparound Milwaukee provided a dashboard data summary; refer to report. |
| 4. | BHD Zero Suicide Overview & the Access Clinic Pilot. (Eric Diamond, Director of Outpatient Programs)

Eric Diamond reviewed the project. May 2018, BHD's Zero Suicide (ZS) Team finalized its plan to implement evidence-based practices and tools in the Access Clinic. The Team seeks to implement across BHD and the network providers to improve client safety and health. A review following six months of practice allowed the ZS Team to identify the plan's successes, improvements and next steps.

Results and discussion ensued. |

5.	<p>Institutional Review Board Report. (Dr. Justin Kuehl, Chief Psychologist)</p> <p>The IRB has welcomed two new members; Ms. Shirley Drake, Office of Consumer Affairs (BHD) and Ms. Mary Casey, as the community representative. Research has recently been completed by Ms. Leah Donovan titled “Providing Comprehensive Contraception Counseling for Women Living with a Mental Illness: An Evidence Based Practice Project.”</p> <p>BHD has purchased an online training curriculum membership with the Collaborative Institutional Training Initiative (CITI) Program; this training is commonly used by IRB members to establish competency to serve on the committee. This IRB continues to work on the development of guidelines for eligibility and use of the Frieda Brunn Foundation funds.</p>
6.	<p>Psychiatric Hospital Reports: Inpatient KPI Metrics, Seclusion & Restraint Summary & Survey Update (Dr. John Schneider, Chief Medical Officer; Linda Oczus, Chief Nursing Officer; Edward Warzonek, Quality Assurance Coordinator)</p> <p>PCS annual patient visits continue to decline. This downward trend can be attributed to the inception of Team Connect, Crisis Mobile and CART Team expansions in addition to community resources.</p> <p>Acute Adult and CAIS readmission rates continue to decline. In the third quarter of 2018, Acute Adult restraint rates were 14% below the national average; while CAIS’ restraint rates have decreased to .54.</p> <p>Acute Adult and CAIS seclusion and restraint hourly rates are reported under the national average through the third quarter. CAIS restraint hour rate decreased through the third quarter 2018.</p>
7.	<p>Quality & Safety: MRMC Emergency Operations Plan Exercise & BHD Policy & Procedure Status Report (Lynn Gram)</p> <p>An updated report as of December 3, 2018 was distributed. The overall policy and procedure progress status has increased to 96.6%. Status updates will continue to be reported quarterly.</p> <p>BHD participated in the Milwaukee Regional Medical Center (MRMC) full scale simulated active shooter exercise. Overall execution of the exercise went well; strengths and areas of improvement were identified and will be reviewed for greater efficiencies of implementation moving forward.</p>
8.	<p>Next Scheduled Meeting Date.</p> <ul style="list-style-type: none"> • March 4, 2019 at 10:00 a.m.

9.	<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: 10:05 a.m. – 11:45 a.m.</p> <p>Adjourned,</p> <p><i>Kiara Abram</i> Executive Assistant Milwaukee County Mental Health Board</p> <ul style="list-style-type: none"> • The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is Monday, March 4, 2019 at 10:00 a.m. <p>Visit the Milwaukee County Mental Health Board Web Page at:</p> <p>https://county.milwaukee.gov/EN/DHHS/About/Governance#MCMHBrecords</p>	
<p><i>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.</i></p>	