

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE
May 3, 2021 10:00 A.M.
Microsoft Teams Meeting**

A G E N D A

SCHEDULED ITEMS:

1.	Welcome (Chairwoman Neubauer)
	COMMUNITY SERVICES:
2.	Community Access to Recovery Services, CARS (Justin Heller, Integrated Services Manager; Dr. Matt Drymalski, Clinical Program Director; Jennifer Wittwer, CARS Director, Jennifer Alfredson, Integrated Service Coordinator) a. The Provider Experience with Telehealth Survey results b. The second Client Experience with Telehealth Survey results; informational c. The CARS Quality Plan; annual approval/action item d. The CARS Quality Initiatives Report; informational only e. The CCS QAPI Plan; annual approval/action item
3.	Community contract vendor quality updates - sanctions, holds, service suspensions (Heidi Ciske-Schmidt, Integrated Services Manager; Dennis Buesing, Contract Administrator, Amy Lorenz, Deputy Administrator Community Access to Recovery Services) Community contract vendor quality updates - sanctions, holds, service suspensions: a. Creative Counseling; verbal report (H. Ciske-Schmidt & D. Buesing) b. A Place for Miracles; verbal report (A. Lorenz & D. Buesing) c. In-Home Behavioral Management Specialists; report (A. Lorenz & D. Buesing) d. Broadstep Behavioral Health, Inc.; two reports (A. Lorenz & D. Buesing)
4.	Report and discussion on the Demographic Makeup of the Behavioral Health Division's Contracted Vendors (Dennis Buesing, Contract Administrator)

	HOSPITAL SERVICES:
5.	<p>Action Items (Jennifer Bergersen, Chief Operations Officer; Demetrius Anderson, Manager Quality Improvement; Linda Oczus, Chief Nursing Officer; Lynn Gram, Safety Officer; Christen Marx, RN Risk Manager)</p> <ul style="list-style-type: none"> a. Hospital QAPI and Patient Safety Plan annual approval/action item (C. Marx & J. Bergersen) b. Scope of Services annual approval/action item (J. Bergersen) c. Grievance Brochure/update (D. Anderson) d. Hospital Infection Prevention & Control Program Plan 2021 annual approval/action item (L. Oczus) e. Environment of Care 2020 Annual Report and 2021 Goals; two annual approvals/action items (L. Gram)
6.	<p>Hospital Contract Vendor Quality Updates; (Luci Reyes-Agron, Quality Improvement Coordinator; Demetrius Anderson, Manager Quality Improvement)</p> <ul style="list-style-type: none"> a. Comprehensive Pharmacy Services, LLC b. Column Rehab
7.	<p>Policy and Procedure Quarterly Report (Luci Reyes-Agron, Quality Improvement Coordinator)</p>
8.	<p>Adjournment. (Chairwoman Neubauer)</p>
<p>To Access the Meeting, Call the Number Below:</p> <p>+1 414-436-3530</p> <p>Conference ID: 209 337 986#</p> <p>The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is July 12, 2021 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 for Milwaukee County events should be filed with the Milwaukee County Office for Persons with Disabilities, 278-3932 (voice), 711 (TRS), or upon receipt of this notice.</p>	