

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD  
QUALITY COMMITTEE**

**June 4, 2018 - 10:00 A.M.**  
**Milwaukee County Mental Health Complex  
Conference Room 1045**

**Present:** Mary Neubauer, Duncan Shrout, Rachel Forman, Brenda Wesley, Kathie Eilers.

**MINUTES**

**SCHEDULED ITEMS:**

1.	<p>Welcome. <b>(Chairwoman Neubauer)</b></p> <p>Chairwoman Neubauer encouraged board members to introduce themselves and welcomed everyone to the June 4, 2018 meeting.</p>
2.	<p>First Quarter BHD Key Performance Indicator Dashboard, Summaries, and CARS Quarterly Report/Quality Dashboard <b>(Jennifer Bergersen, Chief Operations Officer; Pam Erdman, Quality Assurance Director; Justin Heller, Integrated Services Manager; Edward Warzonek, Quality Assurance Coordinator; Jim Feagles, Integrated Services Manager; and Dr. Matt Drymalski, Clinical Program Director)</b></p> <p>Key Performance Indicator (KPI) Dashboard and related executive summaries reviewed.</p> <p>Detoxification return rate increases were reviewed. Discussion ensued.</p> <p>PCS annual patient visits continue to decline.</p> <p>CARS Quarterly Dashboard has been reorganized in correspondence to the Quadruple Aim; a statement of purpose for healthcare systems in which they focus on four major domains: consumer experience, cost of care, population health, and staff wellbeing.</p> <p>Moving forward 2018 targets will be adjusted to reflect more realistic goals based on data more accurately reflecting the status of the population served.</p> <p>Further transformation of the BHD Quality Dashboard and the related core domain reporting is forthcoming.</p>
3.	<p>Sentinel Event Committee Annual Quality Summary <b>(Dr. Sara Coleman, Sentinel Event Chairwoman)</b></p>

	<p>An overview of the Sentinel Events reviewed were shared, as well as historical reference data. BHD reviewed a total of 10 Events in 2017. These included 6 Sentinel Events and 4 Other Events. To date, 50% of reviewed Events were death by suicide. Discussion ensued.</p>
4.	<p><b>Institutional Review Board Semi-Annual Report (Dr. Justin Kuehl, Chief Psychologist)</b></p> <p>The Institutional Review Board (IRB), purpose and recent research was reviewed. The IRB has a plan to expand its membership, and to identify eligibility for the use of funds for the Frieda Brunn Mental Health Research Foundation. A request for individual community membership of the IRB was forwarded by committee.</p>
5.	<p><b>Seclusion and Restraint First Quarter Update (Linda Oczus, Chief Nursing Officer)</b></p> <p>Acute adult restraint hourly rate decreased by 50.0% from 2017 through first quarter 2018 while seclusion and restraint incident rates have decreased by 21.5% and 54.8% during the same time period. CAIS restraint hour rate increased through first quarter 2018. Discussion and updates provided by Ms. Oczus ensued.</p>
6.	<p><b>Wraparound Milwaukee 2017 QA/QI Annual Report Summary (Pam Erdman, Quality Assurance Director)</b></p> <p>Numerous highlights from the 2017 Annual Report Summary were reviewed:</p> <ul style="list-style-type: none"> <li>• Wraparound certified a total of 75 new Care Coordinators, Transition Coordinators and Professional Foster Parents.</li> <li>• Family satisfaction with Service Providers overall is at 3.87. Threshold is 4.0.</li> <li>• Mobile Urgent Treatment Team has a new name. They are now identified as the Children's Mobile Crisis (CMC) Team.</li> <li>• A request for additional information regarding parent participation in Trauma Informed Parenting was requested.</li> </ul>
7.	<p><b>PCS Hospital Transfer Waitlist Report – First Quarter Update (Richard Wright, Program Analyst; Dr. Schneider, Chief Medical Officer)</b></p> <p>The PCS waitlist report is noted. Disposition of individuals continues to be monitored closely; refer to graph page 15. The average length of waitlist per patient is &lt; 8 hours; 7.1 hours with median wait time at 5.0.</p>
8.	<p><b>Annual approval of the Environment of Care Annual Report and Management Plans (Lynn Gram, Safety Officer)</b></p> <p>The Quality Committee unanimously agreed to recommend approval of both the 2017 Annual Review of the Environment of Care Program and the 2018 Environment of Care Management Plan and related goals. Documents will be forwarded for Board approval.</p>

9.	<p>Policy &amp; Procedure Status Report &amp; future reporting (<b>Lynn Gram, Safety Officer</b>)</p> <p>The overall policy and procedure progress status has increased to 96.4% for the month of May. An updated report as of June 01, 2018 was distributed. Status updates will continue to be reported quarterly.</p>
10.	<p>Next Scheduled Meeting Date.</p> <ul style="list-style-type: none"> <li>• September 17, 2018 at 10:00 a.m.</li> </ul>
11.	<p>Adjournment.</p> <p>Chairwoman Neubauer ordered the meeting adjourned.</p>
<p><b>ADDENDUM ITEM</b></p>	
12.	<p>NAMI Greater Milwaukee Financial Distress. (<b>Chairwoman Neubauer</b>)</p> <p>Ms. Bergersen noted in response to a recent concern, the BHD contract with NAMI for advocacy services is under review. A formal notice requesting additional documentation from NAMI, as well as routine/standard annual evaluation reports and required program submissions is underway. An update will be shared at a subsequent Quality Committee meeting.</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: 10:00 am – 11:45 am</p> <p>Adjourned,</p> <p><i>Kiara Abram</i>  Executive Assistant  Milwaukee County Mental Health Board</p> <ul style="list-style-type: none"> <li>• <b>The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is Monday, September 17, 2018 at 10:00 a.m.</b></li> </ul>	

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