

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD  
QUALITY COMMITTEE**

**September 17, 2018 - 10:00 A.M.**  
**Milwaukee County Mental Health Complex  
Conference Room 1045**

**MINUTES**

**SCHEDULED ITEMS:**

1.	<p>Welcome. <b>(Chairwoman Neubauer)</b></p> <p>Chairwoman Neubauer welcomed everyone to the September 17, 2018 meeting.</p>
2.	<p>Key Performance Indicators (KPI) Dashboard Quarter 2 – 2018; Summaries &amp; Quarterly Reports <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>Overall results for CARS during the second quarter of 2018 have been mixed. The volume served continues to increase relative to previous quarters. CARS will continue to develop the Dashboard over time, incorporating metrics within new domains and refining existing categories. Acute service utilization and substance abuse metrics remain generally flat.</p> <p>There was an approximate 20% increase in families served from the 1<sup>st</sup> to 2<sup>nd</sup> quarter in Wraparound Milwaukee. Refer to dashboard summary.</p> <p>PCS patient visits continue to decline. The downward trend may be attributed to alternative interventions such as Team Connect, Crisis Mobile, CART Team expansions, and additional community based resources.</p>
3.	<p>CARS Customer Satisfaction – Mental Health Statistical Improvement Program (MHSIP) 2017 Results <b>(Dr. Denis Birgenheir, CARS Research &amp; Evaluation)</b></p> <p>For 2017, CARS maintained the target range of at least 70-80% positive responses for all MHSIP domains. New customer satisfaction survey vendor and plan was briefly discussed.</p>
4.	<p>Seclusion and Restraint Quarterly Update Reports <b>(Linda Oczus, Chief Nursing Officer; Dr. John Schneider, Chief Medical Officer)</b></p>

	Acute adult restraint hourly rate remained the same from 2017 through the second quarter of 2018 while restraint and seclusion incident rates have decreased by 20.2% and 7.3% during the same time period. CAIS (Child & Adolescent Inpatient Services) and PCS restraint hour rates have increased through mid-year 2018. S&R reduction interventions were shared and discussed.
5.	<p>TANF (Temporary Assistance for Needy Families) Alcohol &amp; Other Drug Abuse (AODA) Grant – Evaluation Activities (<b>Michelle Bunyer, M.A. Associate Researcher; Dr. Lisa Berger, PhD, Director, Center for Urban Population Health</b>)</p> <p>Ms. Bunyer presented a brief overview on the TANF &amp; AODA Grant. Key evaluation activities were discussed. Refer to written presentation and audio.</p>
6.	<p>Division Quality Assurance/CMS Survey – Verbal Report (<b>Dr. John Schneider, Chief Medical Officer; Linda Oczus, Chief Nursing Officer; Amy Lorenz, Deputy Administrator, CARS</b>)</p> <p>There has been no written response received yet from surveyors regarding an alleged complaint in the Psychiatric Crisis Service. BHD has initiated improvements based on verbal feedback to date. BHD will continue to comply with all necessary requirements.</p>
7.	<p>PCS Hospital Transfer Waitlist Report: 2018 Mid-Year Update (<b>Richard Wright, Program Analyst; Dr. John Schneider, Chief Medical Officer</b>)</p> <p>Patient waitlist time continues to be similar as previously reported. The average length of waitlist per patient is 7.1 hours with a median wait time at 5.0.</p>
8.	<p>Policy &amp; Procedure Status Report Update (<b>Lynn Gram, Safety Officer</b>)</p> <p>An updated policy and procedure status report as of September 1, 2018 was distributed. Positive progress noted.</p>
9.	<p>Next Scheduled Meeting Date.</p> <ul style="list-style-type: none"> <li>• December 3, 2018 at 10:00 a.m.</li> </ul>
10.	<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>	

Length of meeting: 10:04 a.m. – 11:44 a.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, December 3, 2018 at 10:00 a.m.**

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<https://county.milwaukee.gov/EN/DHHS/About/Governance#MCMHBrecords>

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