

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE
August 3, 2020 - 10:00 A.M.
Microsoft Teams Meeting**

MINUTES

SCHEDULED ITEMS:

1. Welcome (**Chairwoman Neubauer**)

Chairwoman Neubauer welcomed everyone to the August 3, 2020 meeting.

COMMUNITY SERVICES:

2. Wraparound Milwaukee/Children's Community Mental Health Services - Plan of Care; Pre and Post Evaluation (**Dana James, Quality Assurance and Quality Improvement Manager; Adrienne Sulma, Integrated Services Manager**)

A new updated, user friendly plan of care document has been initiated today. New data points have been selected with feedback from multiple stakeholders, including providers, parents and a young adult focus group. An audit to compare timeliness and content as well as a post survey will be utilized to assess the improvement over time.

3. NIATX Project (**Krista McNeil; Alternatives in Psychological Consultation, APC**)

A NIATX Project was initiated to evaluate employee knowledge of MC3 values at APC with a project aim of 90%. Various change cycles were pursued as shared in the presentation. After change cycle #3, survey results reflected that 94.5% of the agency employees knew at least three MC3 values, the highest being trauma informed and culturally intelligent care. Refer to audio and presentation for additional project detail.

4. Value in Healthcare – A Phased Approach (**Dr. Matt Drymalski, Clinical Program Director**)

A presentation on the value in healthcare and the accurate measurement and application of the Quadruple Aim was shared. Bringing variables together in meaningful ways to identify value by examining cost of care, stratified by severity, and linked to client outcomes was suggested. Applying this value model and measures are already being reported in the CARS quarterly dashboard. Next steps include a plan to continue to build out key elements of the quadruple aim and pilot the value model within the service. Refer to presentation for quality of life data measures and related summary.

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| 5. | <p>Community Access to Recovery Services Mid Cycle Report (Dr. Matt Drymalski, Clinical Program Director; Justin Heller, Integrated Services Manager)</p> <p>CARS presented the various quality initiatives/projects that are underway as well as the link/impact to the quadruple aim. The following projects were briefly reviewed; refer to report for additional detail. Projects: qualitative research process, value in healthcare, recovery support coordination value analysis, dashboard implementation, client experience survey, brief literature review process to support data decision-making, diversion and readmission metrics and further data review of the needs of individuals who utilize detoxification services. Additional information regarding employment services was requested by the board.</p> |
| 6. | <p>Community Contract Vendor Quality Updates; A Place for Miracles Living Center, LLC (Amy Lorenz, Deputy Administrator, CARS)</p> <p>A Place for Miracles Living Center, LLC has failed to notify CARS of an alleged incident involving a resident and a co-owner of the facility which resulted in an arrest; this is a violation of the contractual agreement. Referrals with A Place for Miracles have been suspended as of May 29, 2020.</p> |
| HOSPITAL SERVICES: | |
| 7. | <p>Proposed 2020 BHD Inpatient Dashboard Q2 (Edward Warzonek, Quality Assurance Coordinator; Demetrius Anderson, Quality Improvement Manager; Dale Brown, RN, MSN; Jennifer Bergersen, COO)</p> <p>A draft of the new inpatient dashboard was reviewed by this committee and board chairwoman. Quality Committee board members extended positive feedback on the layout of the new format, additional indicators, descriptions and color-coded key. The new hospital dashboard has been unanimously approved.</p> |
| 8. | <p>Sentinel Event Committee 2019 Annual Report (Dr. Sara Coleman, SEC Chair)</p> <p>There were two sentinel events reviewed in 2019. Root cause findings/themes include inadequate risk assessment, dual diagnosis not sufficiently addressed, and policy non-compliance related to missed appointments and/or inability to reach a client. To date, three cases have been reviewed in 2020. Refer to report for additional detail.</p> |
| 9. | <p>Quality Assurance/Quality Improvement Hiring Update - Verbal (Demetrius Anderson, Quality Improvement Manager)</p> |

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| | There are currently two candidate offers pending for the vacant quality improvement coordinator positions. The quality risk manager position has been posted several times without a candidate hired. Qualifications for the risk manager position will be reviewed. |
| 10. | <p>Hospital Contracted Services Provider Update - Verbal (Luci Reyes-Agron)</p> <p>A contracted provider meeting was held in July; this meeting was held to discuss many variables including CMS (Centers for Medicare and Medicaid) contract vendor requirements related to quality and safety, impaneling and vendor employee roster instruction, quality performance measures, use of the inpatient contract monitoring tool and new policy requirements. Next steps; provider meetings to review contract performance measures and to provide technical assistance for the rostering process.</p> |
| 11. | <p>Annual Action Items for the Mental Health Board Quality Committee (Jennifer Bergersen, COO)</p> <p>As requested by board chairwoman, an itemized summary of annual action items for the committee was presented. The meeting frequency of each quality committee is listed in this report, including the annual requirements of the Mental Health Board Quality Committee as referenced in detail in the BHD Hospital QAPI/Patient Safety plan.</p> |
| 12. | <p>Adjournment. (Chairwoman Neubauer)</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: 10:00 a.m. – 12:10 p.m.</p> <p>Adjourned, <i>Kiara Abram</i> Executive Assistant Milwaukee County Mental Health Board</p> <p style="text-align: center;">To Access the Meeting, Call the Number Below:</p> <p style="text-align: center;">(414) 436-3530 Conference ID: 318 289 280#</p> <p style="text-align: center;">The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is October 5, 2020 at 10:00 a.m.</p> | |

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