

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE
June 03, 2019 - 10:00 A.M.
Milwaukee County Mental Health Complex
Conference Room 1045**

MINUTES

SCHEDULED ITEMS:

1.	Welcome. (Chairwoman Neubauer) Chairwoman Neubauer welcomed everyone to the June 3, 2019 meeting.
2.	First Quarter - BHD Community Key Performance Indicator (KPI) Dashboard, CARS Quarterly Narrative Summary and Population Health Metrics for CARS clients (Dana James, Quality Assurance Manager; Justin Heller, Integrated Services Manager; Dr. Matt Drymalski, Clinical Program Director) Highlights of individual community program measures were reviewed. Most population health metrics remained stable with a slight increase in the number of clients reporting an inpatient visit as well as a decrease in the proportion of clients reporting their housing status as homeless. CARS is piloting a “change over time” set of population health metrics to measure recovery. A CARS Quality Plan is under development.
3.	Core Data Development – Phases 1& 2 (Dr. Matt Drymalski, Clinical Program Director) A recap of the Quadruple Aim and respective data elements through Phase I was presented. The client experience of care, population health, cost of care, staff quality of life metrics discussed. Next phase will include sharing preliminary data reports, statistical analysis of key metrics, master data management and future planning project work.
4.	Comprehensive Community Services (CCS) – QAPI (Quality Assurance Performance Improvement Plan) (Jennifer Bergersen, Chief Operations Officer; CCS QAPI Team) The CCS-QAPI plan was approved as written with two additional recommendations by Committee Board Members. Specific requests included revised language for the employment section and the inclusion of a hierarchy/flow chart referencing the sourcing of the QAPI plan.
5.	2018 Sentinel Event Committee Quality Summary (Dr. Sara Coleman, SEC Chair; Jennifer Bergersen, COO)

	<p>BHD reviewed a total of 13 events in 2018. These included 6 Sentinel Events and 7 Other Events. To date, 46% of reviewed Events were death by suicide. Analysis findings, and themes identified from community event reviews were discussed.</p>
6.	<p>Psychiatric Hospital Reports: First Quarter Inpatient KPI Metrics, Seclusion & Restraint Summary (Dr. John Schneider, Chief Medical Officer; Linda Oczus, Chief Nursing Officer; Edward Warzonek, Quality Assurance Coordinator)</p> <p>Acute Adult 30-day readmission rates have continued to decline. The hours of physical restraint rate for 2019 was .24, below the national average and Wisconsin's average. Acute Adult's MHSIP overall patient survey score exceeded the national average at 79.6%. CAIS' hours of physical restraint rate have declined to 1.9% but remains above CMS' reported average.</p>
7.	<p>CMS – Acute Hospital Survey Verbal Update (Dr. John Schneider, Chief Medical Officer; Linda Oczus, Chief Nursing Officer)</p> <p>CMS has conducted their triannual hospital survey with findings. BHD is awaiting next steps for entering into a formal System Improvement Agreement.</p>
8.	<p>Contract Quality Monitoring Reports – First Quarter (Jennifer Bergersen, COO; Dennis Buesing, Contract Administrator)</p> <p>This topic has been proposed as a standing agenda item as to share quality concerns with the board. Most recently, Whole Health Clinical Group CSP referrals have been suspended due to concerns regarding deficiencies in standards of care, quality and timeliness of documentation and billing practices. The agency is actively addressing these concerns.</p> <p>Discussion Ensued.</p>
9.	<p>Institutional Review Board (IRB) Report (Dr. Justin Kuehl, Chief Psychologist)</p> <p>The IRB's recent research was reviewed. There are four ongoing research proposals that are being routinely monitored. Dr. Kuehl continues to attend meetings at The Medical College of Wisconsin (MCW) to share information, discuss pertinent issues and promote best practices among IRBs. The MCW leadership has recently offered to provide additional training to support the BHD IRB.</p>
10.	<p>BHD Policy & Procedure Status Report (Lynn Gram, Safety Officer; Jennifer Bergersen, COO)</p>

	An updated report as of May 2019 was distributed. The overall policy and procedure progress status has increased to 96.2%. Status updates will continue to be reported quarterly.
11.	<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: 10:05 a.m. – 12:00 p.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 September 09, 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>	