

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD  
 QUALITY COMMITTEE  
 June 1, 2020 - 10:00 A.M.  
 Microsoft Teams Meeting**

**A G E N D A**

**SCHEDULED ITEMS:**

1.	Welcome. <b>(Chairwoman Neubauer)</b>
	<b>COMMUNITY SERVICES:</b>
2.	<ul style="list-style-type: none"> <li>a) BHD KPI (Key Performance Indicator) Dashboard - Quarter 1, 2020</li> <li>b) CARS (Community Access to Recovery Services) Quality Dashboard with Population Health Metrics and Narrative Summary</li> <li>c) Behavioral Health Division Dashboard - Wraparound and Adult Services</li> <li>d) CARS Client Experience with Telehealth Survey</li> <li>e) CARS Value Model</li> </ul> <p><b>(Dr. Matt Drymalski, Clinical Program Director; Justin Heller, Integrated Services Manager; Kimberly Daane, Program Analyst)</b></p> <ul style="list-style-type: none"> <li>f) Q1 Wraparound KPI Dashboard</li> <li>g) Q1 Children’s Community Mental Health Services and Wraparound Milwaukee KPI Report</li> </ul> <p><b>(Dana James, Quality Assurance Manager; Adrienne Sulma, Integrated Services Manager Children’s Community Mental Health Services and Wraparound Milwaukee)</b></p>
3.	Wraparound Milwaukee – 2019 Performance Improvement Project Results <b>(Pnina Goldfarb, PhD, Research Associate)</b>
4.	CARS NIATx Collaborative Change Project <b>(Michelle Bunyer, MA, Associate Researcher/Program Evaluator, Center for Urban Population Health)</b>
5.	Contract Quality Monitoring Update: Notice Regarding Referrals to S.M.I.L.E. Inc. Mental Health & AODA Outpatient Clinic <b>(Amy Lorenz, Deputy Administrator, CARS)</b>
	<b>HOSPITAL SERVICES:</b>
6.	Educational Segment: Quality Assessment Performance Improvement & Patient Safety Plan: Board Oversight <b>(Dale Brown, RN, MSN; Glenn Krasker, FACHE Critical Management Solutions - CMS)</b>

7.	Inpatient Proposed Key Performance Indicators - Action Item ( <b>Dale Brown, RN, MSN - CMS; Edward Warzonek, Quality Assurance Coordinator; Demetrius Anderson, Quality Improvement Manager; Jennifer Bergersen, COO</b> )
8.	Document Reviews - Action Items: a) Hospital QAPI & Patient Safety Plan (Bergersen) b) Clinical Contract Management Policy (Reyes-Agron) c) Hospital Scope of Services (Bergersen) d) Grievance Policy and Committee (Anderson) e) Quality Resources - Verbal (Anderson) <b>(Jennifer Bergersen, COO; Demetrius Anderson, Quality Improvement Manager, Luci Reyes-Agron, Quality Improvement Coordinator)</b>
	<b>ALL:</b>
9.	Institutional Review Board (IRB) Report ( <b>Dr. Justin Kuehl, Chief Psychologist</b> )
10.	BHD Quarterly Policy & Procedure Update ( <b>Luci Reyes-Agron, Quality Improvement Coordinator</b> )
11.	Revised 2020 MHB Quality Committee Schedule/Calendar ( <b>Chairwoman Neubauer</b> )
12.	Adjournment. ( <b>Chairwoman Neubauer</b> )
<p><b>To Access the Meeting, Call the Number Below:</b></p> <p><b>(414) 436-3530</b></p> <p>Conference ID: 318 289 280#</p> <p><b>The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is August 3, 2020 at 10:00 a.m.</b></p> <p><b>Visit the Milwaukee County Mental Health Board Web Page at:</b></p> <p><a href="https://county.milwaukee.gov/EN/DHHS/About/Governance">https://county.milwaukee.gov/EN/DHHS/About/Governance</a></p>	
<p><b>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.</b></p>	