

**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**

**MINUTES**

**SCHEDULED ITEMS:**

1. Welcome. **(Chairwoman Neubauer)**

Chairwoman Neubauer welcomed everyone to the June 1, 2020 meeting.

**COMMUNITY SERVICES:**

2. a) BHD KPI (Key Performance Indicator) Dashboard - Quarter 1, 2020  
b) CARS (Community Access to Recovery Services) Quality Dashboard with Population Health Metrics and Narrative Summary  
c) Behavioral Health Division Dashboard - Wraparound and Adult Services  
d) CARS Client Experience with Telehealth Survey  
e) CARS Value Model  
**(Dr. Matt Drymalski, Clinical Program Director; Justin Heller, Integrated Services Manager; Kimberly Daane, Program Analyst)**

Items 2 (a), 2 (b), and 2(c) were discussed. PCS and Detoxification admissions data has been added in review of quality of life outcomes. A continued focus on the patient experience of care and the use of a new tool to obtain this information across the continuum is underway. Staff well-being metrics, cost of care and client mortality over time has been incorporated into the data review. Over the last four quarters the rate for quality of life for African Americans has slowly been increasing; a deeper dive of the data is indicated. A discussion and request for more information regarding percentage of clients employed was noted. A discussion on the need for a broader reporting of client outcome measures across the system of care was indicated. Item 2 (d) focused on feedback from clients with telehealth services with over 700 responses recorded and favorable experience noted. Item 2 (e) was deferred due to time.

- f) Q1 Wraparound KPI Dashboard  
g) Q1 Children's Community Mental Health Services and Wraparound Milwaukee KPI Report

**(Dana James, Quality Assurance Manager; Adrienne Sulma, Integrated Services Manager Children's Community Mental Health Services and Wraparound Milwaukee)**

	<p>Items 2 (f) and 2(g) were discussed. Information about quality of care, costs and outcomes framed by Wraparound and DHHS values were reviewed. Average cost per family, out of home recidivism rate, legal permanency stability rate, functionality, and family satisfaction scores were reviewed. Refer to report for additional detail.</p>
3.	<p><b>Wraparound Milwaukee – 2019 Performance Improvement Project Results (Pnina Goldfarb, PhD, Research Associate)</b></p> <p>BHD in collaboration with the Disabilities Services Division created a single point of entry for referral to services for youth and their families. A study was created to understand and evaluate this new process and approach. The importance of brief, intensive engagement with the family, providing coping support strategies and information was indicated. Refer to data report for project detail.</p>
4.	<p><b>CARS NIATx Collaborative Change Project (Michelle Bunyer, MA, Associate Researcher/Program Evaluator, Center for Urban Population Health)</b></p> <p>Ms. Bunyer gave an overview of the NIATx Storyboard Project. 28 storyboards were showcased, 23 presented and implemented QI-related project and were carried out across 20 organizations. Evaluation of the 23 projects indicated 39% focused on consumer engagement/retention, 22% aimed to improve billing/recordkeeping, 17% concentrated on consumer health, environmental changes and MC3 value education each made up 9% while improving staff engagement/retention was 4%. Findings of the survey completed by 27 individuals indicated; collaborative meetings are valuable, and participants felt welcomed, collaborative meetings could be improved by including more QI/NIATx information/education and ensuring enough time to share and receive feedback.</p>
5.	<p><b>Contract Quality Monitoring Update: Notice Regarding Referrals to S.M.I.L.E. Inc. Mental Health &amp; AODA Outpatient Clinic (Amy Lorenz, Deputy Administrator, CARS)</b></p> <p>On March 11, 2020, S.M.I.L.E Inc. was notified services being provided to the BHD will be suspended due to a contract renewal lapse. In receipt of this notice, S.M.I.L.E Inc. has submitted all required documentation to renew the contact; services will resume as of May 14, 2020.</p>
	<p><b>HOSPITAL SERVICES:</b></p>
6.	<p><b>Educational Segment: Quality Assessment Performance Improvement &amp; Patient Safety Plan: Board Oversight (Dale Brown, RN, MSN; Glenn Krasker, FACHE Critical Management Solutions - CMS)</b></p> <p>A board oversight educational segment was provided to further familiarize Board Members with CMS (Centers for Medicare and Medicaid Services) requirements related to QAPI and Patient Safety. This included insight and strategy to evaluate information that is provided to the board from subcommittees, to assist in establishing committee</p>

	<p>expectations and to hold staff accountable for measurable improvement. Board members requested additional education.</p> <p>Refer to full presentation.</p>
7.	<p>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></p> <p>Committee Members unanimously recommended approval for use of the revised dashboard format and the additional reporting of several new key performance indicators listed in the report. This tool will be used to share meaningful information as to strengthen the focus on discussion and action, improving quality and patient safety outcomes.</p>
8.	<p>Document Reviews - Action Items:</p> <ul style="list-style-type: none"> <li>a) Hospital QAPI &amp; Patient Safety Plan (Bergersen)</li> <li>b) Clinical Contract Management Policy (Reyes-Agron)</li> <li>c) Hospital Scope of Services (Bergersen)</li> <li>d) Grievance Policy and Committee (Anderson)</li> <li>e) Quality Resources - Verbal (Anderson)</li> </ul> <p><b>(Jennifer Bergersen, COO; Demetrius Anderson, Quality Improvement Manager, Luci Reyes-Agron, Quality Improvement Coordinator)</b></p> <p>Item 8a was unanimously recommended for approval following corrections identified by Chairwoman Neubauer. Items 8b-d were also unanimously recommended for approval as written, with authority granted by the Board to that of a BHD Grievance Committee. Item 8e was unanimously recommended for approval that being to proceed with the fulfillment of three Quality position vacancies/resources necessary to support quality program related activities.</p>
	<p><b>ALL:</b></p>
9.	<p>Institutional Review Board (IRB) Report <b>(Dr. Justin Kuehl, Chief Psychologist)</b></p> <p>The IRB membership remains consistent. There has been one project recently completed by Dr. Tina Freiburger and five ongoing research proposals that are being routinely monitored. The IRB has reviewed a proposal submitted by Dr. Joshua Mersky titled: "Family Drug Treatment Court Evaluation", further revisions and final approval are pending. A new "Research Project Closure Form" has been approved to document completion of research projects. The online training program offered by the Collaborative Institutional Training Initiative (CITI) remains accessible and is a resource to all BHD employees.</p>
10.	<p>BHD Quarterly Policy &amp; Procedure Update <b>(Luci Reyes-Agron, Quality Improvement Coordinator)</b></p>

	<p>An updated report as of May 2020 was distributed. A total of 18 new policies were developed in Q1. Refer to report for additional detail.</p>
11.	<p><b>Revised 2020 MHB Quality Committee Schedule/Calendar (Chairwoman Neubauer)</b></p> <p>The MHB Quality Committee will now meet six times per year. Additional meetings added to the remainder of the 2020 calendar year include; August 3, 2020 &amp; October 5, 2020.</p>
12.	<p><b>Adjournment. (Chairwoman Neubauer)</b></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. – 12:45 p.m.</p> <p>Adjourned,  <i>Kiara Abram</i>  Executive Assistant  Milwaukee County Mental Health Board</p> <p style="text-align: center;"><b>To Access the Meeting, Call the Number Below:</b></p> <p style="text-align: center;"><u>(414) 436-3530</u>  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 style="text-align: center;"><b>Visit the Milwaukee County Mental Health Board Web Page at:</b></p> <p style="text-align: center;"><a href="https://county.milwaukee.gov/EN/DHHS/About/Governance">https://county.milwaukee.gov/EN/DHHS/About/Governance</a></p>	
<p><b><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></b></p>	