

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE
March 02, 2020 - 10:00 A.M.
Milwaukee County Mental Health Complex
Conference Room 1045**

A G E N D A

SCHEDULED ITEMS:

1.	Welcome. (Chairwoman Neubauer)
2.	Quarter 4 - 2019 Community Based Key Performance Indicators (KPI) Dashboard, Wraparound Milwaukee & Community Access to Recovery Services (CARS) (Dana James, Quality Assurance Manager; Justin Heller, Integrated Services Manager; Dr. Matt Drymalski, Clinical Program Director)
3.	CARS Quality Dashboard Summary Q4 - 2019, Health and Well-Being Metrics and BHD Services Dashboard (Dr. Matt Drymalski, Clinical Program Director; Justin Heller, Integrated Services Manager)
4.	Children's Mobile Crisis Team Program Re-Certification and Improvement - Verbal Update (Dana James, Quality Assurance Manager)
5.	Client Experience of Care Data – 2019 Year End Data: Children's Community Mental Health Services & Wraparound Milwaukee, MHSIP Consumer Satisfaction Survey, CAIS Youth Survey, Recovery-Oriented System Indicators (ROSI) Survey Results (Dana James, Quality Assurance Manager; Edward Warzonek, Quality Assurance Coordinator, and Justin Heller, Integrated Services Manager)
6.	Contract Quality Monitoring: Crossroads Behavioral Services and Crossroads Bridge Housing; Suspension (Amy Lorenz, Deputy Administrator, CARS)
7.	Inpatient, Emergency Services Hospital System Improvement Agreement; High Priority Issues, including QAPI (Quality Assurance Performance Improvement) - Verbal Update (Jennifer Bergersen, Chief Operations Officer; Dr. John Schneider, Chief Medical Officer; Linda Oczus, Chief Nursing Officer)
8.	Psychiatric Hospital Reports Q4: KPI Dashboard Summary: Crisis Services & Acute Inpatient, Seclusion & Restraint Summaries by Unit (Edward Warzonek, Quality Assurance Coordinator)

9.	2019 Environment of Care: Annual Report and 2020 Goals – Action Item (Lynn Gram, Safety Officer)
10.	Milwaukee County Crisis Services: Crisis Resource Center (CRC) Collaborative (Lauren Hubbard, Director of Community Crisis Services)
11.	Quarterly Policy & Procedure Update (Luci Reyes-Agron, Quality Improvement Coordinator)
12.	Adjournment. (Chairwoman Neubauer)
<p style="text-align: center;">The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is June 01, 2020 at 10:00 a.m.</p> <p style="text-align: center;">Visit the Milwaukee County Mental Health Board Web Page at:</p> <p style="text-align: center;">https://county.milwaukee.gov/EN/DHHS/About/Governance</p>	
<p style="text-align: center;"><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>	