

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**

MINUTES

SCHEDULED ITEMS:

1.	<p>Welcome. (Chairwoman Neubauer)</p> <p>Chairwoman Neubauer welcomed everyone to the March 2, 2020 meeting.</p>
2.	<p>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)</p> <p>Wraparound highlighted the increase for percentage of enrollee days in a home setting from Q3 to Q4; average level of “needs met” at disenrollment remained consistent. Quarter 4 data reported a slight increase in the percentage of youth achieving permanency at disenrollment in comparison to Q3.</p>
3.	<p>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)</p> <p>CARS continues to explore the disparities in terms of quality of life improvements between clients served; a slight improvement has been noted from African-American clients opposed from previous quarters. CARS intends to continue to solidify collected data to represent each of the aims in the Quadruple Aim. This effort will be critical to the development of the value model, which will explore the costs required to improve the health and well-being of the clients being served. CARS goal is to present this model to the Mental Health Board Quality Committee later in 2020.</p>
4.	<p>Children’s Mobile Crisis Team Program Re-Certification and Improvement - Verbal Update (Dana James, Quality Assurance Manager)</p> <p>CMC has received a two-year certification following completion of the re-certification review. A correction action plan has been submitted and accepted by the State in response to a single finding. Updates will remain forthcoming.</p>

5.	<p>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)</p> <p>Acute adult inpatient survey response reported significantly above the national average rate at 49%. The 2019 survey results revealed a positive rating increase for the "Dignity" and "Environment of Care" domains in comparison to 2018's scores. The CAIS Youth Survey, yielded a 23.3% response rate with survey results revealing an increase in areas of "Participation in Treatment", "Access to Services" and "Appropriateness of Treatment".</p>
6.	<p>Contract Quality Monitoring: Crossroads Behavioral Services and Crossroads Bridge Housing; Suspension (Amy Lorenz, Deputy Administrator, CARS)</p> <p>Referrals are currently suspended to Crossroads Behavioral Services and Crossroads Bridge Housing due to notification received from the Office of Inspector General (OIG) of a pending investigation. Services will remain suspended upon determination of the investigation.</p>
7.	<p>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)</p> <p>Critical Management Solutions (CMS) has completed a gap analysis plan to assist the BHD with producing a corrective action plan; due by early March 2020. Jeanne Wypyski was introduced as the compliance consultant overseeing the plan of correction efforts. Next steps include redesigning of the QAPI program to identify opportunities for improvement as well as a restructuring of the Quality Committee agendas ensuring feedback and relevant data is addressed appropriately.</p>
8.	<p>Psychiatric Hospital Reports Q4: KPI Dashboard Summary: Crisis Services & Acute Inpatient, Seclusion & Restraint Summaries by Unit (Edward Warzonek, Quality Assurance Coordinator)</p> <p>Acute Adult restraint rate through Q4 in 2019 was above the national average yet below the State’s average at .51. CAIS 30-day readmission rate remained the same through Q4 of 2019 at 16%; hours of physical restraint rate declined from Q3 to Q4, yet still above the national average.</p> <p>Performance improvement related actions to be reported in the future.</p>

9.	<p>2019 Environment of Care: Annual Report and 2020 Goals – Action Item (Lynn Gram, Safety Officer)</p> <p>The Quality Committee unanimously agreed to recommend approval of both the 2019 Annual Review of the Environment of Care Program and the 2020 Environment of Care Management Plan and related goals. Documents will be forwarded to the Mental Health Board for final approval.</p>
10.	<p>Milwaukee County Crisis Services: Crisis Resource Center (CRC) Collaborative (Lauren Hubbard, Director of Community Crisis Services)</p> <p>The CRC collaborative was implemented to reduce recidivism in ER visits and inpatient hospitalization for adults, while ensuring client-driven recovery focused resources. Of the clients selected to participate in focus groups, data showed a significant decrease in PCS readmissions and hospitalizations. An overview of the collaborative indicated clients were able to achieve long-term comprehensive connections in least restrictive environments. Next steps include increase capacity of CRCs, increase community knowledge of the program and referral sources.</p>
11.	<p>Quarterly Policy & Procedure Update (Luci Reyes-Agron, Quality Improvement Coordinator)</p> <p>An updated report as of March 2020 was distributed. The overall policy and procedure progress status continues to improve. Status updates will continue to be reported quarterly.</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. – 11:45 a.m.</p> <p>Adjourned, <i>Kiara Abram</i> Executive Assistant Milwaukee County Mental Health Board</p> <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>	

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