

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD  
QUALITY COMMITTEE  
March 4, 2019 - 10:00 A.M.  
Milwaukee County Mental Health Complex  
Conference Room 1045**

**MINUTES**

**SCHEDULED ITEMS:**

1.	Welcome. <b>(Chairwoman Neubauer)</b>  Chairwoman Neubauer welcomed everyone to the March 4, 2019 meeting.
2.	Community Based Key Performance Indicators (KPI) Dashboard, Fourth Quarter 2018 Summaries and CARS Quality Dashboard <b>(Pam Erdman, Quality Assurance Director; Justin Heller, Integrated Services Manager; and Dr. Matt Drymalski, Clinical Program Director)</b>  CARS report most population health metrics remained stable in the fourth quarter of 2018; detox readmissions rose slightly from the third quarter. As more quarters of data are accumulated, data trends will be evaluated to determine baselines levels and targets adjusted accordingly. Further workforce development and the impact on quality was identified as a strategic priority. Wraparound is in the process of examining agency performance indicators, thresholds, methodology and targets. Discussion ensued regarding attention to the client experience and the quality of service provided to clients and their families.
3.	Supported Employment/Education Services & Individual Placement and Support (IPS) Model <b>(Tamara Layne, Integrated Services Coordinator)</b>  CARS implemented the use of a supported employment/education evidenced based model known as Individual Placement and Support (IPS); individualized vocation and education related supports based on the needs and desires of the consumer being served with a focus on supporting individuals in finding competitive employment or returning to school. This model is currently offered within the CCS program and has also been expanded with youth care coordination teams. The program was reviewed, and a discussion ensued.
4.	Psychiatric Hospital Reports: Q4 Inpatient KPI Metrics, Seclusion & Restraint Summary, CMS Analysis of Readmission Rates, & CMS Survey Update <b>(Dr. John Schneider, Chief Medical Officer; Dr. M. Tanja Zincke, AAI Medical Director; Linda Oczus, Chief Nursing Officer; Edward Warzonek, Quality Assurance Coordinator)</b>

	<p>Psychiatric Crisis Service annual patient visits have declined 31% from 2014 to 2018. Acute Adult and CAIS readmission rates have continued to decline over the past four years. CMS analysis of BHD Acute Inpatient Readmission rates were reviewed and identified to not be outside the national rate in '15-'17. Acute Adult hours of physical restraint rate in 2018 was above CMS' national average, yet below Wisconsin's average rate of 1.0. CAIS' hours of physical restraint rate declined from 5.2 in 2015 to 1.2 in 2018.</p> <p>There is no additional survey update; awaiting correction validation survey.</p>
5.	<p><b>Annual 2018 MHSIP Consumer Satisfaction Survey Results – Adult and Youth (Edward Warzonek, Quality Assurance Coordinator)</b></p> <p>Acute Adult Inpatient Service's 2018 MHSIP survey response rate is 12% above the national average response rate for inpatient behavioral health patient satisfaction surveys. A quality improvement initiative to increase survey completion rates was successful. In 2018, the Participation, Outcome, Empowerment, Environment and Rights domains received the highest positive rating in the 16-year history of administering the survey.</p> <p>The CAIS Youth Survey received a 41.5% response rate. Positive response score domains included Cultural Sensitivity/Respectful Treatment, Participation in Treatment, and Appropriateness of Treatment. Refer to reports for all related detail.</p>
6.	<p><b>Compliments, Complaints &amp; Grievance Executive Summary (Sherrie Bailey-Holland, Client Rights Specialist; Demetrius Anderson, Manager Quality Improvement; Heidi Ciske-Schmidt, Integrated Services Manager)</b></p> <p>The implementation of the electronic system has increased BHD's ability to reliably track and record incidents, compliments and complaint data. The 2018 data and trends by case type report was reviewed including top 3 patient concerns and related improvement activities.</p>
7.	<p><b>Environment of Care 2018 Annual Report &amp; 2019 Goals – (Lynn Gram, Safety Officer) Action Item</b></p> <p>The Quality Committee unanimously agreed to recommend approval of both the 2018 Annual Review of the Environment of Care Program and the 2019 Environment of Care Management Plan and related goals. Documents will be forwarded to the Mental Health Board for final approval.</p>
8.	<p><b>BHD Policy &amp; Procedure Status Report (Lynn Gram, Safety Officer)</b></p>

	An updated report as of March 2019 was distributed. The overall policy and procedure progress status continues to improve. Status updates will continue to be reported quarterly.
9.	<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: 10:05 a.m. – 11:41 a.m.</p> <p>Adjourned,</p> <p><i>Kiara Abram</i>  Executive Assistant  Milwaukee County Mental Health Board</p> <ul style="list-style-type: none"> <li>• <b>The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is June 3, 2019 at 10:00 a.m.</b></li> </ul> <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><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>	