

Chairperson: Mary Neubauer
Senior Executive Assistant: Jodi Mapp, 257-5202

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE**

Monday, July 12, 2021 - 10:00 A.M.
Teleconference Meeting

MINUTES

PRESENT: Shirley Drake, Rachel Forman, Brenda Wesley, and Mary Neubauer

SCHEDULED ITEMS:

1.	<p>Welcome.</p> <p>Chairwoman Neubauer welcomed everyone to the Milwaukee County Mental Health Board Quality Committee's July 12, 2021, remote/virtual meeting.</p>
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COMMUNITY SERVICES

2.	<p>Combined Q1 2021 Community Report and Dashboards: Community Access to Recovery Services (CARS) and Children's Community Mental Health Services and Wraparound Milwaukee.</p> <p>Changes are being made related to switching outcomes reporting to an enrollment-based structure. This is to gain a better understanding of the impact on the community and the clients served compared to the rest of the County. Comparisons through benchmarks will begin for as many metrics as possible. It will not only reflect internal improvement but will also show the impact compared to others seeking service. It will begin with a uniform reporting system, which will provide data from the state's program participation system (PPS).</p> <p>An overview was provided of the quarter's outcomes. There were more dis-enrollments than enrollments, which effects the cost of services for this quarter. There were more youth who went from a home-type setting to an out of home-type setting. The percent of national support for REACH and Wraparound increased but not as much as was hoped for, which causes some concern. This has led to an engagement tool kit for Crisis workers and Care Coordinators (CC) anticipating that in future quarters, the percent will grow significantly.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
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SCHEDULED ITEMS (CONTINUED):

3.	<p>Performance Improvement Plan: Children’s Community Mental Health Services and Wraparound Milwaukee.</p> <p>Results from the Warm Handoff were discussed. It is a transfer of care between two members of the healthcare team, which happens in front of the patient and family. This study was done in two phases to show the emotional, physical, and spiritual sense of engagement for both the care coordinators as well as the families. Phase one is a three-way phone call handoff. Phase two is a three-way face-to-face handoff. Discussion continued with a breakdown of the results and a comparison between the two groups described in the graphs and charts presented in the slideshow.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
4.	<p>Consumer Experience of Care Executive Summaries: Community Access to Recovery Services (CARS) and Children’s Community Mental Health Services and Wraparound Milwaukee.</p> <p>An overview was provided on the overall results of adults in the County in comparison to adults statewide.</p> <p>This item was informational.</p>
5.	<p>Community Access to Recovery Services (CARS) Presentations on Patient Ping.</p> <p>The NIATx project is designed specifically for behavioral health care. This project is being implemented to explore the potential of expanding use of Patient Ping data and provide better services to the consumers who are not fully engaged in services. Patient Ping population health management data was reviewed.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
6.	<p>Community Contract Vendor Quality Updates: Sanctions, Holds, and Service Suspensions.</p> <p>A brief explanation was provided related to the suspension of referrals to Genesis Behavioral Services. Families raised concerns regarding a lack of communication and responsiveness, as well as poor documentation, was reported in February of 2021. This impacted the care and services being delivered. Genesis’ Targeted Case Management (TCM) leaders were notified at a minimum of every 60 days and concerns still had not been addressed. Genesis received notice of suspension May 10, 2021.</p>

SCHEDULED ITEMS (CONTINUED):

	This item was informational.
HOSPITAL SERVICES	
7.	<p>2021 Q1 Inpatient Dashboard/Q1 Behavioral Health Division Crisis Service and Acute Inpatient Reports.</p> <p>The performance data for Psychiatric Crisis Services, Acute Adult Inpatient Services, and Child/Adolescent Inpatient Services (CAIS) were discussed. Improvements made overall was compared to last year's data. Percentages and measurements were presented in the attached graphs/charts.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
8.	<p>Systems Improvement Agreement (SIA) Update.</p> <p>Plans for the upcoming three-day mock survey were reviewed. There will be an outside resource coming in to evaluate the hospital, which will give input from a different perspective. A brief update on the status of current renovations was provided.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
9.	<p>Quality Assurance Performance Improvement (QAPI)/Patient Safety Updates.</p> <p>Plans are currently in place to ensure data reporting is more consistent. This is a result from receiving feedback from the previous meeting.</p> <p>Safety initiatives are being implemented to improve communication among all departments with the use of the safety device for all employees. Staff will begin using patient charting to ensure documentation for patient food allergies.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
10.	<p>Hospital Contract Vendor Quality Updates: Sanctions, Holds, and Service Suspensions.</p> <p>There were no sanctions or holds for this quarter.</p>

SCHEDULED ITEMS (CONTINUED):

	This item was informational.
11.	Policy and Procedure Quarterly Report. There was a significant increase in updating past due policies from June to July. The percentage went from 90.4 in June to 93.6 in July. Questions and comments ensued. This item was informational.
12.	Adjournment. Chairwoman Neubauer ordered the meeting adjourned.
<p>The next meeting for the Milwaukee County Mental Health Board Quality Committee is scheduled for September 13, 2021 at 10:00 a.m.</p> <p>Visit the Milwaukee County Mental Health Board Web Page at:</p> <p>https://county.milwaukee.gov/EN/DHHS/About/Governance</p>	