

Chairperson: Mary Neubauer
Executive Assistant: Kiara Abram, 257-7212

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE**

March 5, 2018 - 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.	2017 Key Performance Indicator Dashboard & Community Access to Recovery Services Quarterly Report. (Pam Erdman, Quality Manager; Justin Heller, Program Evaluator; Edward Warzonek, Quality Assurance Coordinator; Jim Feagles, Integrated Services Coordinator; and Dr. Matt Drymalski, Clinical Program Director)
3.	BHD Compliments, Complaints, and Grievances Update. (Heidi Ciske-Schmidt, Integrated Services Coordinator; Sherrie Bailey-Holland, Client Rights Specialist)
4.	Improving Youth Medication Adherence; Wraparound Milwaukee (Pamela Erdman, Quality Manager)
5.	PCS Hospital Transfer Waitlist Report; End of Year 2017 (Richard Wright, Program Analyst; Dr. Schneider, Chief Medical Officer)
6.	Seclusion and Restraint Reports; End of Year 2017 (Linda Oczus, Chief Nursing Officer)
7.	Customer Satisfaction/Client Experience 2017 Year-End Data. (Edward Warzonek, Quality Assurance Coordinator)
8.	Policy & Procedure Update. (Lynn Gram, Safety Officer)
9.	Next Scheduled Meeting Date. <ul style="list-style-type: none">• June 4, 2018 at 10:00 a.m.
10.	Adjournment.

- **The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is Monday, June 4, 2018 at 10:00 a.m.**

Visit the Milwaukee County Mental Health Board Web Page at:

<http://county.milwaukee.gov/BehavioralHealthDivi7762/Mental-Health-Board.htm>

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.