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

Present: Mary Neubauer, Robert Chayer, Rachel Forman, Brenda Wesley, Ron Diamond (by telephone).

MINUTES

SCHEDULED ITEMS:

1. Welcome. (Chairwoman Neubauer)
   Chairwoman Neubauer encouraged board members to introduce themselves and welcomed everyone to the March 5, 2018 meeting.  
   Dr. Diamond announced this will be his last Quality Committee Meeting.

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)
   KPI Dashboard measures and status updates were reviewed with progress noted. A discussion ensued regarding how to continually evolve and report organizational data in a more meaningful way. A request for a brief executive summary of the data was suggested. Program services and waitlist times were discussed. A plan to revise the quarterly report format is underway.

3. BHD Compliments, Complaints, and Grievances Update. (Heidi Ciske-Schmidt, Integrated Services Coordinator; Sherrie Bailey-Holland, Client Rights Specialist)
   BHD process for obtaining and addressing client concerns was reviewed. General data trends and types discussed, including rounding interventions to address immediate concerns. A suggestion to incorporate client/patient and/or family focus groups to participate in improvement selection was suggested.

4. Improving Youth Medication Adherence; Wraparound Milwaukee (Pamela Erdman, Quality Manager)
Performance improvement project targeting medication adherence for youth that receive medication through the Wraparound Milwaukee Wellness Clinic was discussed. Rationale, procedure and research design reviewed.

5. PCS Hospital Transfer Waitlist Report; End of Year 2017 (Richard Wright, Program Analyst; Dr. Schneider, Chief Medical Officer)

The average waitlist period per patient has remained consistently under eight hours (7.6), with a median wait time for individuals delayed at 4.6 hours. Further monitoring of individual dispositions continues; refer to Figure 14. 2017.

6. Seclusion and Restraint Reports; End of Year 2017 (Linda Oczus, Chief Nursing Officer)

Acute adult restraint hourly rate has decreased by 81.8 % from 2016 through end of year 2017 and below the national average. CAIS restraint hourly rate decreased by 72.7% from 2016 through end of year 2017, yet still above national average. Additional staff education has had a positive impact. Continued emphasis on prevention and other intervention alternatives are prioritized.

7. Customer Satisfaction/Client Experience 2017 Year-End Data. (Edward Warzonek, Quality Assurance Coordinator)

Survey response rates from the acute hospital were at 33%, significantly above national average. Domain rankings and opportunities for improvement were shared as well as customer comments. A 31% survey response rate for CAIS was shared as well as domain category comparisons, trends and customer comments.

8. Policy & Procedure Update. (Lynn Gram, Safety Officer)

The completion goal of 90 percent for outstanding policies has been exceeded. An updated March report was distributed.

9. Next Scheduled Meeting Date.
   - June 4, 2018 at 10:00 a.m.

10. Adjournment.

Chairwoman Neubauer ordered the meeting adjourned.

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.
Length of meeting: 10:00 am – 12:13 pm

- 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](http://county.milwaukee.gov/BehavioralHealthDivi7762/Mental-Health-Board.htm)

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