

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:

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| 1. | <p>Welcome. (Chairwoman Neubauer)</p> <p>Chairwoman Neubauer encouraged board members to introduce themselves and welcomed everyone to the March 5, 2018 meeting.</p> <p>Dr. Diamond announced this will be his last Quality Committee Meeting.</p> |
| 2. | <p>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)</p> <p>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.</p> |
| 3. | <p>BHD Compliments, Complaints, and Grievances Update. (Heidi Ciske-Schmidt, Integrated Services Coordinator; Sherrie Bailey-Holland, Client Rights Specialist)</p> <p>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.</p> |
| 4. | <p>Improving Youth Medication Adherence; Wraparound Milwaukee (Pamela Erdman, Quality Manager)</p> |

	<p>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.</p>
5.	<p>PCS Hospital Transfer Waitlist Report; End of Year 2017 (Richard Wright, Program Analyst; Dr. Schneider, Chief Medical Officer)</p> <p>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.</p>
6.	<p>Seclusion and Restraint Reports; End of Year 2017 (Linda Oczus, Chief Nursing Officer)</p> <p>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.</p>
7.	<p>Customer Satisfaction/Client Experience 2017 Year-End Data. (Edward Warzonek, Quality Assurance Coordinator)</p> <p>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.</p>
8.	<p>Policy & Procedure Update. (Lynn Gram, Safety Officer)</p> <p>The completion goal of 90 percent for outstanding policies has been exceeded. An updated March report was distributed.</p>
9.	<p>Next Scheduled Meeting Date.</p> <ul style="list-style-type: none"> • June 4, 2018 at 10:00 a.m.
10.	<p>Adjournment.</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>

Length of meeting: 10:00 am – 12:13 pm
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- **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>

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