

Chairperson: Dr. Robert Chayer
Senior Executive Assistant: Jodi Mapp, 257-5202

**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE**

November 2, 2015 - 10:00 A.M.
**Milwaukee County Mental Health Complex
Conference Room 1045**

MINUTES

SCHEDULED ITEMS:

- | | |
|----|---|
| 1. | <p>Welcome.</p> <p>Chairman Chayer welcomed everyone to the November 2, 2015, Mental Health Board Quality Committee meeting.</p> <p>It was announced that Committee Member Diamond was joining the meeting by phone.</p> |
| 2. | <p>Quality Dashboard Update.</p> <p>The Key Performance Measures Dashboard was presented with attached benchmark formulas and related keys at the Committee's request for additional contextual information. The new format was reviewed and reported to be helpful.</p> <ul style="list-style-type: none">• Customer Satisfaction Data: Acute Inpatient Services <p>MHSIP Customer Service Data hospital survey report and Child and Adolescent Youth Survey results were briefly discussed. It was suggested to have focus groups for those areas/units with positive scores in order to transfer/share learning opportunities and improvements.</p> <ul style="list-style-type: none">• Citation Summary 2010- 2015 <p>The Citation report was reviewed noting the trend and volume of citations declining, which represents improvement. An Annual Program Certification survey was completed for the Behavioral Health Division (BHD) Acute Hospital, Emergency Services/Crisis, Day Treatment, and Wraparound Milwaukee on October 19th through October 21, 2015. Certification was awarded for two years without citation. A request was made to incorporate citations from all community providers as a form of additional monitoring. The Committee was informed that a new BHD contract review platform and process is currently under development, with one component being review and development of quality/performance measures.</p> |

SCHEDULED ITEMS (CONTINUED):

	<p>Further efforts to continue to identify the correct benchmarks with more emphasis on community services was recommended, including a request to review the interface with other departments, i.e. the legal system.</p>
3.	<p>Joint Commission Update.</p> <p>An update was provided on the Joint Commission Mock Survey. Consultants documented considerable progress since the previous survey. A plan to address areas in preparation for the survey is underway. The Joint Commission work plan has incorporated administrative sponsors to manage improvement activities through completion. Emphasis on workforce engagement remains a top priority with reference tools being created to assist in survey preparedness. The plan is to apply for Joint Commission accreditation December 2015.</p>
4.	<p>Performance Improvement Project.</p> <ul style="list-style-type: none">• Community: Employment of Comprehensive Community Services (CCS) and Community Support Programs (CSP) Clients <p>Presentation of Community Access to Recovery Services pilot of the integration of the Individual Placement and Support (IPS) evidence-based model of supported employment was discussed. A request was made to collect employment data of all consumers in service and where individuals are living.</p> <ul style="list-style-type: none">• Hospital: Communication Improvements <p>The Nursing Communication workgroup was presented as an example of a hospital improvement initiative. Discussion was held regarding how improvement will be measured, including plans to audit and observe to ensure competency.</p> <ul style="list-style-type: none">• Wraparound: Empowering Family Choice <p>Wraparound Milwaukee shared information regarding increasing capacity for family choice and empowerment. Efforts to redesign and keep the Provider Resource guide current are underway, including family and provider education. Family Empowerment Survey tools are in use to measure improvement.</p>
5.	<p>Quality Education Update.</p> <p>Education and staff development activities, as a measure of quality, were explained. Examples were shared by the Behavioral Health Division Education Director, including initiatives for new and current employees, the community education series for families, and the Family Advisory Council. It was stated that the department is developing its own educational modules to support many of these learning needs. On October 1, 2015, the</p>

SCHEDULED ITEMS (CONTINUED):

	hospital transitioned from the HSRS state reporting system to the electronic PPS system reporting. Questions were raised as to whether the community is now also using PPS.
6.	<p>Health Information Technology Audit Update.</p> <p>A brief overview of the Electronic Health Record and audit planning was provided. Recommendations were discussed, including the need for a robust plan to review quality and accuracy of electronic health record content as part of the initial implementation phases and that of the community provider network, which recently went live. More information on this subject to follow.</p>
7.	<p>Leadership Role in Safety and Quality.</p> <p>The Leadership Role in Safety and Quality was reviewed, including the Governing body, senior leaders, and Medical Staff in the evaluation of the safety and quality of care, treatment, and services. Recommendations were discussed, including the need to develop and implement a conflict of interest and confidentiality policy, a conflict management process, a code of conduct policy, a report of system or process failures and related performance improvement activities, a culture of safety survey, and a Governing Board self-assessment. A BHD plan to launch a Hospital Survey of Patient Safety Culture for all facility employees is being initiated.</p>
8.	<p>Next Scheduled Meeting Dates:</p> <ul style="list-style-type: none">• March 7, 2016, at 10:00a.m.• June 6, 2016, at 10:00 a.m. <p>The next meeting date was announced as March 7, 2016, at 10:00 a.m. The location is to be determined.</p>
9.	<p>Adjournment.</p> <p>Chairman Chayer ordered the meeting adjourned.</p>
<p>The next regular meeting for the Milwaukee County Mental Health Board Quality Committee is Monday, March 7, 2016, @ 10:00 a.m.</p>	