

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

**MILWAUKEE COUNTY MENTAL HEALTH BOARD  
QUALITY COMMITTEE**

**Monday, February 2, 2015 - 10:00 A.M.**  
**Milwaukee County Mental Health Complex**  
**9201 Building, Conference Room 413 (Near Auditorium)**

**A G E N D A**

**SCHEDULED ITEMS:**

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| 1. | Define/Discuss "Quality" Committee Scope in the Context of Continuum of Services with an Increased Emphasis on Community Services.                   |
| 2. | Define, Measure, and Review Improvements in the Quality of Life for Those Served Across the Care Continuum.  |
| 3. | Quality Committee Structure/Charge and Participants.   |
| 4. | Quality Metrics Collection Overview.<br><br>a. SMART Goals<br>b. KPI Dashboard<br>c. CMS Regulatory Reporting Items<br>d. Customer Satisfaction Data |
| 5. | Quality Dashboard "Menu" Items.  |
| 6. | Identify Items to be Reported to the Mental Health Board and Closed Session Items.   |
| 7. | Planning and Calendar Setting for 2015.  |

***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.***