

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)

MINUTES

SCHEDULED ITEMS:

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| 1. | <p>Define/Discuss "Quality" Committee Scope in the Context of Continuum of Services with an Increased Emphasis on Community Services.</p> <p>An overview was requested of what quality data is currently being collected. Discussion ensued regarding quality across the continuum of care with an emphasis on community services as the system moves toward less reliance on hospital based services. An initial dashboard was presented end of year 2014 that incorporated nationally mandated requirements, publically reported or accreditation requirements, high volume data and some outcomes.</p> <p>RECOMMENDATION:
Define measures of quality; what data do we want to collect – with an emphasis on community services. What needs to be presented to the full Board?</p> |
| 2. | <p>Define, Measure, and Review Improvements in the Quality of Life for Those Served Across the Care Continuum.</p> <p>There is a need to measure performance regarding the impact of mental health and substance use care and treatment. Delivery and outcomes regarding prevention services should also be included.</p> <p>As we change service delivery beyond hospital based to community based services, quality improvement activities should expand.</p> <p>RECOMMENDATION:
Quality data should incorporate components such as service utilization, patient/client experience or satisfaction and additional quality and outcome data. Benchmark comparisons and further context to identify progress and items that trigger improvement activities were requested.</p> |

SCHEDULED ITEMS (CONTINUED):

3.	<p>Quality Committee Structure/Charge and Participants.</p> <p>RECOMMENDATION: At the next meeting, provide a description of the quality structure at BHD.</p>
4.	<p>Quality Metrics Collection Overview.</p> <ul style="list-style-type: none">a. SMART Goalsb. KPI Dashboardc. CMS Regulatory Reporting Itemsd. Customer Satisfaction Data <p>The above data and data requirements were reviewed.</p> <p>RECOMMENDATION: Clarify the format for these reports to include trends, goals, and benchmarks. As SMART Goal reporting continues, identify what items stay on, what items drop off and what are the targets going forward.</p>
5.	<p>Quality Dashboard "Menu" Items.</p> <p>Discussion ensued regarding displaying a color coded format for both inpatient and community. The Chairman requested comparisons.</p> <p>RECOMMENDATION: Color coded dashboards were requested, including community services. This would include child and adolescent services on the outpatient side. Also a format around customer satisfaction and employee satisfaction data should be included when available.</p> <p>Periodic updates on the CSP, Hilltop and Central transitions were requested. An update on major initiatives and progress was requested. An update on the status of the Joint Commission progress was also requested.</p>
6.	<p>Identify Items to be Reported to the Mental Health Board and Closed Session Items.</p> <p>Discussion ensued regarding how and what measures to report regarding system risks and negative outcomes. Specifically, what should be discussed in closed session. How does a system ensure a learning environment to promote frank discussion of success and system failures? How is the board informed of incidents and when to go into closed session?</p> <p>RECOMMENDATION: One suggestion was a call to review incident review processes rather than specific incident detail. Final recommendation to be determined.</p>

SCHEDULED ITEMS (CONTINUED):

7.	<p>Planning and Calendar Setting for 2015.</p> <p>This Committee is charged with meetings quarterly. Some discussion was had regarding meeting the month prior to the full board.</p> <p>RECOMMENDATION: BHD will propose possible meeting dates to the chair. Same time was acceptable. Next meeting to be determined.</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> <p>Length of meeting: 10:11 p.m. to 11:50 a.m.</p> <p>Adjourned,</p> <p><i>Jodi Mapp</i> Senior Executive Assistant Milwaukee County Mental Health Board</p>	
<p>The next regular meeting for the Milwaukee County Mental Health Board Quality Committee will be in March. The date and time to be determined.</p>	