



DEPARTMENT OF HEALTH & HUMAN SERVICES

Milwaukee County

HÉCTOR COLÓN • DIRECTOR

JIM KUBICEK • INTERIM ADMINISTRATOR – BEHAVIORAL HEALTH DIVISION

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The Behavioral Health Division Hilltop Program is currently working to complete corrective action plans for citations issued by the Wisconsin Department of Health Services. As an accredited facility Hilltop must ensure that mistreatment investigations are thoroughly completed and related interventions are implemented in a timely manner to immediately safeguard all residents, and to prevent reoccurrence. This facility must ensure that all caregivers are informed of their responsibility and required expectation to immediately report all incidents of resident mistreatment. The primary issues related to the immediate jeopardy involved staff not properly following prescribed policies related to immediately reporting potential misconduct. The incidents occurred on 9/18 and were not reported until 9/20/13.

BHD administrators took immediate action upon learning of three allegations of staff misconduct involving patients. An internal investigation was performed and BHD self-reported to the Wisconsin Office of Caregiver Quality, after two of the misconduct findings were substantiated. The misconduct involved staff using unacceptable language, and engaging in behavior that was demeaning to the residents. The immediate jeopardy finding was issued on the afternoon of 10/9/13. The finding was removed on 10/14/13 and made retroactive to 10/10/13 following a state survey.

Employees involved in the incidents were removed from resident care duties and disciplinary actions were taken. BHD leaders have a zero tolerance policy for any behavior that fails to meet our standard of care. Substantiated allegations of misconduct will be reported immediately and appropriate actions will be taken against any employees involved. We are committed to maintaining a safe and positive environment for clients and staff.

Jim Kubicek
Interim Administrator
Behavioral Health Division