

**Chairperson:** Mary Neubauer  
**Research Analyst:** Kate Flynn Post, 257-7473  
**Committee Coordinator:** Dairionne Washington, 257-7606

**MILWAUKEE COUNTY MENTAL HEALTH BOARD  
QUALITY COMMITTEE**

**Monday, November 7, 2022 - 10:00 A.M.**  
**Microsoft Teams Meeting**

**MINUTES**

**PRESENT:** Mary Neubauer, Shirley Drake, Rachel Forman, and Dennise Lavrenz

**SCHEDULED ITEMS:**

**1. Welcome.**

Chairwoman Neubauer welcomed everyone to the Milwaukee County Mental Health Board Quality Committee's November 7, 2022, remote/virtual meeting.

**COMMUNITY SERVICES**

**2. Review of the 2023 Meeting Schedule and Report Submission Timeline.**

During the previous Committee meeting, it was agreed to return to quarterly meetings in 2023. A report submission timeline was composed for staff and Committee Members to ensure reports are submitted within a timely matter for distribution. Calendar invites will be extended soon.

Questions and comments ensued.

This item was informational.

**3. Ongoing Community Access to Recovery Services (CARS) and Crisis Services Quality Activities.**

There are continuous efforts to develop dashboards across all Behavioral Health Services (BHS), not limiting them to Community Access to Recovery Services (CARS). These efforts include Crisis Services and Contract Management. The initiative encompasses both staff training and skill growth, as well as the use of software that allows for real-time data refreshes. The Quality and Research Team (Q&R) has tried to increase the use of data outside of the BHS electronic health records to better understand how clients are progressing and the system impact of services. In support of this effort, there have been collaborations with Bamboo Health, which obtains records of clients within the system of care who have gone to emergency departments and/or any inpatient facilities. In the past, the data reviewed only reflected service

**SCHEDULED ITEMS (CONTINUED):**

	<p>utilization in BHS operating programs. However, the collaboration with Bamboo Health will allow the opportunity to review data from outside entities as well.</p> <p>In addition, an update was provided regarding the possibility of reports being presented by the Mental Health Emergency Center (MHEC) during upcoming Mental Health Board Quality Committee meetings. There will be more information to come as discussions have already begun with the head of MHEC's quality department. The same request will be extended to the quality department at Granite Hills.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
4.	<p><b>Community Contract Vendor Quality Updates: Sanctions, Holds, and Service Suspensions.</b></p> <ul style="list-style-type: none"><li>• <b>Jefferson Crest</b></li><li>• <b>D. Taylor Properties</b></li><li>• <b>Broadstep</b></li></ul> <p>Jefferson Crest and D. Taylor properties are community-based residential facilities (CBRF) both owned by the same person. In conclusion of the audits done at the properties, both contracts were terminated. On July 26, 2022, audit findings consisted of hazardous bedrooms due to uncleanliness, as well as urine and feces throughout the homes. Clients were immediately removed from the homes and all contracts were effectively terminated as of September 1, 2022.</p> <p>This year, Broadstep had a total of sixteen audits done at their CBRFs. Issues include staff training, home conditions, and a lack of meeting contract requirements. A corrective action plan (CAP) was implemented in June of 2022; however, complaints have still been received. As of October 18, 2022, all new referrals were suspended. The official suspension letter provided to Broadstep will be presented at the next Committee meeting. BHS is currently working closely with Broadstep to improve the service of care.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
5.	<p><b>Department of Health and Human Services Quality Management Updates.</b></p> <p>An update was provided on Quality Management (QM) and monitoring and evaluations on a department level. It was reiterated that QM aims to unite an organization's stakeholders in a common goal, improving processes, products, and services to achieve consistent success. A monitoring and evaluation leadership team has been established to strengthen coordination across service areas. The team consists of leads from each service area whom of which meet</p>

**SCHEDULED ITEMS (CONTINUED):**

	<p>frequently to identify synergies happening as well as what needs to be done. During their most recent September meeting, the team established a process for standardizing participant demographic information. This aligns with civil rights compliance plans, class standards, and client rights. Insight and tools are being gathered around the current processes for data collection related to participant demographics.</p> <p>Other key highlights include the PowerBI efforts across BHS and the Child and Family Services Department. There has been a consistent collaboration with Information Management Service Division (IMSD) to help identify training needs. Lastly, to strengthen coordination across service areas mentioned, there is an external collaboration with the Office of Equity and the Strategy Planning Budgeting Office around community engagement standards and expectations of evaluation. The goal is to launch an evaluability assessment to examine the practicality and usefulness of evaluating discussions with stakeholders.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
<b>HOSPITAL SERVICES</b>	
6.	<p><b>Policy and Procedure Quarterly Report.</b></p> <p>The overall progress for the month of November was 94.9%. Policies for the hospital are continuing to be archived. Due to the change in the number of policies, the overall percentage is expected to change as well. This can be shown in comparison to the month of October where the overall percentage was 96%. In September, there were twenty-four policies retired. There currently is a total of thirty-four policies past due. As policies approach the due date, reminders are sent.</p> <p>Questions and comments ensued.</p> <p>This item was informational.</p>
7.	<p><b>Adjournment.</b></p> <p>Chairwoman Neubauer ordered the meeting adjourned.</p>

**SCHEDULED ITEMS (CONTINUED):**

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 Legislative Information Center web page.

Length of meeting: 10:02 a.m. – 11:04 a.m.

Adjourned,

*Dairionne Washington*

Committee Coordinator  
Milwaukee County Mental Health Board

**The next meeting for the Milwaukee County Mental Health Board  
Quality Committee is scheduled for  
March 6, 2023, @ 10:00 a.m.**

**To View All Associated Meeting Materials,  
Visit the Milwaukee County Legislative Information Center at:  
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