

Chairperson: Mary Neubauer

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**MILWAUKEE COUNTY MENTAL HEALTH BOARD
QUALITY COMMITTEE**

Monday, November 1, 2021 - 10:00 A.M.
Teleconference Meeting

MINUTES

PRESENT: Mary Neubauer and Brenda Wesley

SCHEDULED ITEMS:

1. **Welcome.**

Chairwoman Neubauer welcomed everyone to the Milwaukee County Mental Health Board Quality Committee's November 1, 2021, remote/virtual meeting.

COMMUNITY SERVICES

2. **Community Access to Recovery Services (CARS) Mid Cycle Report.**

Projects to be presented at upcoming Quality Committee meetings were highlighted. There will be a presentation on the Bureau of Justice Assistance (BJA) grant, including outcomes associated with the grant. In addition, there will be reporting on return-on-investment quality improvement and cost reduction projects for adult family home and community-based residential facilities in the Spring of 2022. Committee Members were told to expect a more comprehensive summary of the cost of care analysis finding. It was noted there had been a discrepancy between black and white consumers.

Questions and comments ensued.

This Item was informational.

3. **Division of Quality Assurance (DQA) Survey Updates.**

Two statement of deficiencies were reported after the State Department of Health Services (DHS) 36 and Comprehensive Community Services (CCS) survey. The first was related to the documentation of supervision for Mental Health Specialist and the other was related to facilitation of service planning. A Plan of Correction was submitted and accepted on October 13, 2021.

SCHEDULED ITEMS (CONTINUED):

	<p>A State Department of Health Services (DHS) 34 survey was held October 12th and 13th, 2021. During the survey, at least one statement of deficiency was identified for adult and possibly two for youth services, which are yet to be received. Issues regarding full completion of Crisis Plans, Length of Service, and Consent completion was mentioned in the exit interview. Once notice is received there will be a Plan of Correction submitted.</p> <p>Questions and comments ensued.</p> <p>This Item was informational.</p>
4.	<p>Community Contract Vendor Quality Updates: Sanctions, Holds, and Service Suspensions.</p> <ul style="list-style-type: none">• Rae of Hope (Community Support Programs) – Corrective Action Plan <p>There was an update provided on the statement of deficiency that was mentioned during the September 13, 2021, Quality Committee meeting due to Care Coordinator misconduct. A Corrective Action Plan (CAP) was implemented for the agency. The first finding in the CAP implied the orientation and training provided did not specifically include all required areas as outlined in State Department of Health Services (DHS) 34. The agency will provide all new documentation for their staff moving forward when signing off on trainings. The second finding was a Clients Rights violation. All staff will receive training and materials on Clients Rights. There will continue to be monitoring on both findings.</p> <p>Questions and comments ensued.</p> <p>This Item was informational.</p>
HOSPITAL SERVICES	
5.	<p>Systems Improvement Agreement (SIA) Update.</p> <p>An update was provided regarding the on-site survey conducted October 5th through 7th, 2021, by Centers for Medicare and Medicaid Services (CMS). There were eight surveyors on-site. A few life safety codes were noted around the building, such as doors not securing automatically and penetrations in the walls. Another notation cited freezer temperature logs were not being entered adequately by the Behavioral Health Division's (BHD) food vendor, Aramark. Overall, the survey went well. The official Plan of Correction was submitted and accepted. BHD is expected to have a follow-up survey sometime between November 16th through December 16th, 2021.</p> <p>Questions and comments ensued.</p>

SCHEDULED ITEMS (CONTINUED):

	<p>This Item was informational.</p>
6.	<p>Quality Assurance Performance Improvement (QAPI)/Patient Safety Updates.</p> <p>During the September 13, 2021, Quality Committee meeting, it was reported there had been a data driven performance improvement project put in place to ensure documentation of food allergies on admission with subsequent communication to the dietary department. Since the process began, there were two incidents in which the patients' food allergies were delivered to them; however, the food was not consumed. Those incidents brought attention to the dietary computer entry system, as well as human error. There has been a corrective action plan implemented along with re-education for dietary staff.</p> <p>Questions and comments ensued.</p> <p>This Item was informational.</p>
7.	<p>Hospital Contract Vendor Quality Updates: Sanctions, Holds, and Service Suspensions.</p> <p>There were no new sanctions, holds, or service suspensions reported. There was a brief update on the previous sanction placed on the Allied Universal contract due to a lack of documentation. Allied Universal has made progress since the sanction was given.</p> <p>This Item was informational.</p>
8.	<p>Policy and Procedure Quarterly Report.</p> <p>The overall progress as of October 1, 2021, was at 90.0%. There was a total of twenty-three past due policies reported. There has been continuous progress over the months. In addition, in September, there were seven new policies, twenty-nine reviewed/revised policies, and zero policies retired reported.</p> <p>Questions and comments ensued.</p> <p>This Item was informational.</p>
9.	<p>Adjournment.</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: 10:06 a.m. – 10:57 a.m.

Adjourned,

Darionne Washington

Committee Coordinator
Milwaukee County Mental Health Board

**The next meeting for the Milwaukee County Mental Health Board
Quality Committee is scheduled for
January 10, 2022**

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