

OPEN MEETING MINUTES

Waukesha County Health and Human Services Joint Conference Sub-Committee Monday, July 13, 2020

Present In Person

Committee Members: Larry Nelson

Present Via Conference Call

Committee Members: Christine Beck, Mike Goldstone, Christine Howard, Adel Korkor, MD

Absent Committee Members:

Present In Person

HHS Staff: Maureen Erb, Marie Joncas, Jeff Lewis, Pat Russell

Present Via Conference Call

HHS Staff: Crystal Boyd, Debra Lane

Absent HHS Staff:

Jennifer Beyer, Lisa Davis, Luis Diaz, Will Emslie, Mireya Garcia, Cliff Hoefl, Laura Kleber, Michael Kopec, Sandy Masker, Jennifer Micheau, Antwayne Robertson, Jenny Rutter, Isha Salva, MD, Kirk Yauchler

Guests:

Angela Wellsmith

1. Call to Order

Larry Nelson called the meeting to order at 1:32 p.m.

2. Review and Approval of Minutes

The April 13, 2020 minutes of the Joint Conference Committee meeting were reviewed and approved.

MOTION: Christine Howard moved, second by Christine Beck, to accept the minutes from the Joint Conference Committee (JCC) meeting on April 13, 2020. Motion passed without a negative vote.

3. Business Topics

a. Policies and Procedures

1. Lockdown

Jeff Lewis verbally provided an update of the Lockdown Policy and Procedure. He reviewed the handout titled "Department of Health and Human Services; Policy and Procedure; Lockdown."

2. Pandemic Plan

Jeff Lewis verbally provided an update of the Pandemic Plan Policy and Procedure. He reviewed the handout titled "Department of Health and Human

Services; Policy and Procedure; Pandemic Plan.”

3. Presence of Law Enforcement

Jeff Lewis verbally provided an update of the Presence of Law Enforcement Policy and Procedure. He reviewed the handout titled “Department of Health and Human Services; Policy and Procedure; Presence of Law Enforcement.”

4. Presence of Weapons

Jeff Lewis verbally provided an update of the Presence of Weapons Policy and Procedure. He reviewed the handout titled “Department of Health and Human Services; Policy and Procedure; Presence of Weapons.”

5. Samples

Jeff Lewis verbally provided an update of the Samples Policy and Procedure. He reviewed the handout titled “Department of Health and Human Services; Policy and Procedure; Samples.”

MOTION: Adel Korkor, MD moved, second by Christine Beck to accept the Lockdown Policy and Procedure, Pandemic Plan Policy and Procedure, Presence of Law Enforcement Policy and Procedure, Presence of Weapons Policy and Procedure, and Samples Policy and Procedure. Motion passed without a negative vote.

6. Retired/Obsolete Policy and Procedures

Jeff Lewis verbally provided an update on the policies that have become retired or obsolete.

- Adverse Reaction to Medication
- AIMS Monitoring
- Background Checks – WI Caregiver Program
- Certified Copies Preparation
- Courtyard
- Emergency Cash Fund
- Emergency Drug Box and Emergency Red Bag
- Emergency Box Contents
- Heat Emergency: Excessive Heat Warning
- Media Contacts
- Medication – PRN Medication Sheet
- Movies
- Overtime
- Pain Management
- Refusal of Treatment
- Religious Worship
- Reporting Hotline for Health Care Providers
- Respect
- Sick Time Use
- TB PPD Tests
- Thinning Inpatient Health Information Records While Patient is Hospitalized
- Vehicles

- Visitor Log
- Wisconsin Health Association (WHA) Forms

b. Privileging

1. Jessica Juneau, PsyD

Jeff Lewis verbally reported that the Credentialing Committee has met. The privilege renewals are for a 1-year time period through July 12, 2021. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

MOTION: Christine Beck moved, second by Adel Korkor, MD to accept the privileging of Jessica Juneau, PsyD. Motion passed without a negative vote.

2. Mercy Mahaga, APNP

Jeff Lewis verbally reported that the Credentialing Committee has met. The privilege renewals are for a 1-year time period through July 12, 2021. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

MOTION: Christine Howard moved, second by Christine Beck to accept the privileging of Mercy Mahaga, APNP. Motion passed without a negative vote.

4. Reports

a. Hospital Services

1. Building Updates

Jeff Lewis reported that the Mental Health Center has installed new carpet and faucets on the Inpatient unit.

2. Operational Updates

Jeff Lewis reported that a death occurred at the MHC on July 6, 2020. Initial reports indicate that complications from an underlying medical issue may have been a contributing factor. The matter is still under routine investigation and further information will be provided at the conclusion of the investigation, as we are able.

WCMHC was recently informed that a patient who was recently discharged tested positive for COVID. WCMHC implemented an action plan based on consultation from Public Health, Infectious Disease Consultant, and Infection Control Officer.

In addition, Jeff Lewis reported the following:

- New medication ordering process is being established.
- Notice has been provided to local Emergency Rooms that WCMHC is the default provider for adults placed on emergency detention.
- WCMHC is making efforts to reduce diversions to other hospitals.
- Current capacity is being capped at 20 due to COVID-19 and the necessity to have single occupancy rooms.

3. Committee Reports

Jeff Lewis provided an update on all of the committee reports.
Committee of the Whole

The Committee of the Whole continues to meet monthly with one deferral due to COVID-19. The Committee of the Whole reviews the committee reports, policies, operational issues and QAPI. The information from the meetings are summarized in the reports presented to the Joint Conference Committee.

Fire and Safety

The Fire and Safety Committee is in the process of reviewing and updating the Mental Health Center Fire and Safety manual. An environmental scan was completed.

Clients' Rights Committee

For the first half of the year, there was one formal review, which is currently in process, and two complaint reviews that were satisfactorily addressed at the supervisor level.

Quality Assurance/Performance Improvement (QAPI)

Jeff Lewis noted that the QAPI Committee met in July. Primary deficiencies were addressed by department leaders. Plans for addressing issues have been approved by the QAPI committee.

Utilization Review

The Utilization Committee has been deferred until July 2020. Malti Patel, MD has been added as an MD advisor.

Infection Control

The Infection Control Committee continues to meet. The committee reviewed and approved our Pandemic Policy and Procedure. The committee recommended starting a discussion to establish parameters to increase capacity and patient programming. There have been no new hospital acquired infections reported.

Pharmacy and Therapeutic Committee

The Pharmacy and Therapeutic Committee continues to monitor our medication use and compliance with standards. No pharmacy and therapeutic issues have been reported.

MOTION: Christine Howard moved, second by Adel Korkor, MD to accept the verbal Hospital Services Update Report. Motion passed without a negative vote.

b. Hospital Statistics and Information

Jeff Lewis reported on the hospital statistics. He reviewed documents titled "MHC Revenue – Actual vs. Budget 2013-2020," "Waukesha County Department of Health and Human Services; Mental Health Center Average Census," "Waukesha County Department of Health and Human Services; Mental Health Center Monthly Admissions," "Waukesha County Department of Health and Human Services; Mental Health Center Admission Data," and "Waukesha County Department of Health and Human Services; Mental Health Institute Referrals."

MOTION: Mike Goldstone moved, second by Christine Howard, to accept the Hospital Statistics and Information Report. Motion passed without a negative vote.

c. *Fiscal Post-Discharge Insurance Denials*

Jeff Lewis reported the Fiscal Post-Discharge Insurance Denials report for Jennifer Beyer. When comparing 2019 Year-To-Date and 2020 Year-to-Date statistics, Jeff noted there was a decrease in Medicare patients who have maxed out lifetime benefits, a decrease in prior authorization denials directly related to successfully executed appeals, and a decrease in timely filing denials. Data will continue to be monitored to look at the financial impact of the pandemic.

MOTION: Christine Howard moved, second by Christine Beck, to accept the Fiscal Post-Discharge Insurance Denials Report. Motion passed without a negative vote.

d. *Utilization Review*

Jeff Lewis provided an update of Utilization Review in which he summarized the department activities including insurance contacts, authorizations and appeals. He reviewed the data for March through June 2020. There were no aberrant physician practice patterns identified and no physician advisor referrals. COVID-19 has limited placement options and extended some patient stays.

MOTION: Adel Korkor, MD moved, second by Mike Goldstone to accept the Utilization Review/Insurance Denials Report. Motion passed without a negative vote.

e. *Quality Assurance/Performance Improvement*

Jeff Lewis reviewed the January through March QAPI report. Sixteen (16) departments were reviewed and eight (8) met all indicators. Eight (8) departments provided acceptable quality improvement plans. Issues noted are documentation related. No issues with care delivery were noted. Special projects were reviewed. Concurrent monitoring has been reduced due to COVID-19.

MOTION: Christine Howard moved, second by Christine Beck, to accept the Quality Assurance/Performance Improvement Report. Motion passed without a negative vote.

f. *Medical and Psychological Staff*

Jeff Lewis reported that Leo Passov, MD resigned and we are continuing to recruit for his replacement. Isha Salva, MD continues in her role as Clinical Director.

MOTION: Adel Korkor, MD moved, second by Christine Howard to accept the Medical and Psychological Staff Report. Motion passed without a negative vote.

5. *Announcements and Updates*

None

6. *New Business*

None

7. *Other*

None

8. *Next Meeting Agenda Items*

- Review of services offered to staff during COVID-19 such as Employee Assistance Program (EAP) or Critical Incident Stress Debriefing

9. Public Comment

There was no discussion.

10. Adjourn

MOTION: Adel Korkor, MD moved, second by Christine Beck to adjourn the meeting at 3:00 p.m. Motion carried unanimously.

Minutes respectfully submitted by Maureen Erb

Approved on 9/14/2020