

## OPEN MEETING MINUTES

### Waukesha County Health and Human Services Joint Conference Sub-Committee Monday, September 9, 2019

**Present Committee Members:** Christine Howard, Larry Nelson, Mike O'Brien

**Absent Committee Members:** Christine Beck, Dr. Adel Korkor

**Present HHS Staff:** Crystal Boyd, Cindy Buchholz, Maureen Erb, Debra Lane, Jeff Lewis, Jennifer Micheau, Dr. James Rutherford, Jenny Rutter, Joan Sternweis

**Absent HHS Staff:** Jennifer Beyer, Lisa Davis, Luis Diaz, Will Emslie, Mireya Garcia, Cliff Hoefl, Laura Kleber, Sandy Masker, Antwayne Robertson, Pat Russell, Dr. Isha Salva

#### **Guests:**

#### **1. Call to Order**

Chairperson Mike O'Brien called the meeting to order at 1:44 p.m.

#### **2. Review and Approval of Minutes**

The June 3, 2019 minutes of the Joint Conference Committee meeting were reviewed and approved.

MOTION: Larry Nelson moved, second by Christine Howard, to accept the minutes. Motion carried unanimously.

#### **3. Business Topics**

Jeff Lewis reported on the State and Federal CMS surveys at the Mental Health Center (MHC). He noted that they reviewed our physical plant, policies and procedures, and operations. In July, they issued Statements of Deficiency related to policies and procedures, treatment plans, active treatment, and food services. The MHC provided a Plan of Correction. State and Federal CMS surveyors did come back for a revisit and we met all the standards for the Statement of Deficiency and the Plan of Correction. The CMS surveyors issued a different standard (lower level) Statement of Deficiency which the MHC staff is working on. The team reviewed 216 policies and procedures in 10 days.

##### **a. Policies and Procedures**

##### **1. Comprehensive Treatment Planning**

Jeff Lewis verbally provided an update of the Comprehensive Treatment Plan Policy and Procedure. He reviewed the handouts both titled "Department of Health and Human Services; Policy and Procedure; Comprehensive Treatment Plan."

The Committee of the Whole and the Medical and Psychological Staff Committee has reviewed the policy. The policy is in the process of being edited, and will then be reviewed every two years.

**2. Discharge Against Medical Advice**

Jeff Lewis verbally provided an updated of the Discharge Against Medical Advice Policy and Procedure. He reviewed the handouts both titled “Department of Health and Human Services; Policy and Procedure; Discharge Against Medical Advice.”

**3. Discharge Planning – Social Work**

Jeff Lewis verbally provided an update of the Discharge Planning – Social Work Policy and Procedure. He reviewed the handouts, both titled “Department of Health and Human Services; Policy and Procedure; Discharge Planning – Social Work.”

Some of the changes made include:

- This policy is specific to Social Work.
- This policy was reviewed and updated to ensure that social work roles and procedures line up with regulations.

**4. Discharge Teaching/Instructions**

Jeff Lewis verbally provided an update of the Discharge Teaching/Instructions Policy and Procedure. He reviewed the handouts, both titled “Department of Health and Human Services; Policy and Procedure; Discharge Teaching/Instructions.”

**5. Food Service Equipment Cleaning**

Jeff Lewis verbally provided an update of the Food Service Equipment Cleaning Policy and Procedure. He reviewed the handouts, both titled “Department of Health and Human Services; Policy and Procedure; Food Service Equipment Cleaning.”

Some of the changes made include:

- New policy added in reference to the CMS Survey.
- Specific to food service.

**6. Important Message from Medicare and Detailed Notice of Discharge**

Jeff Lewis verbally provided an update of the Important Message from Medicare and Detailed Notice of Discharge Policy and Procedure. He reviewed the handouts, both titled “Department of Health and Human Services; Policy and Procedure; Important Message from Medicare and Detailed Notice of Discharge.”

Some of the changes made include:

- Policy title was changed.
- All references to agency name was removed.

**7. Inpatient Discharge Record Breakdown**

Jeff Lewis verbally provided an update of the Inpatient Discharge Record Breakdown Policy and Procedure. He reviewed the handouts, both titled “Department of Health and Human Services; Policy and Procedure; Inpatient Discharge Record Breakdown.”

**8. *Inpatient Social Work Assessment***

Jeff Lewis verbally provided an update of the Inpatient Social Work Assessment Policy and Procedure. He reviewed the handouts, both titled “Department of Health and Human Services; Policy and Procedure; Inpatient Social Work Assessment.”

Some of the changes made include:

- New policy
- The language was updated and post admission procedures were added.

**9. *Inpatient Social Work Department***

Jeff Lewis verbally provided an update of the Inpatient Social Work Department Policy and Procedure. He reviewed the handouts, both titled “Department of Health and Human Services; Policy and Procedure; Inpatient Social Work Department.”

Some of the changes made include:

- Policy describes organization of the social work department.

**10. *Performance Improvement – Food Service***

Jeff Lewis verbally provided an update of the Performance Improvement – Food Service Policy and Procedure. He reviewed the handouts, both titled “Department of Health and Human Services; Policy and Procedure; Performance Improvement – Food Service.”

Some of the changes made include:

- New policy added in reference to the CMS Survey
- Stringently monitored was included.

**11. *Personal Hygiene***

Jeff Lewis verbally provided an update of the Personal Hygiene Policy and Procedure. He reviewed the handouts both titled “Department of Health and Human Services; Policy and Procedure; Personal Hygiene.”

Some of the changes made include:

- This policy is specific to food service.
- Information was added to reflect the Wisconsin food code.

**12. *Policy on Policies***

Jeff Lewis verbally provided an update of the Policy on Policies. He reviewed the handouts both titled “Department of Health and Human Services; Policy and Procedure; Policy on Policies.”

Some of the changes made include:

- Created a SharePoint site, which will identify date dues for policies.
- Use same format for all policies and procedures.
- Compliance Program Coordinator is the facilitator and will contact supervisor when policies are due for review.

**13. *Use of Broset Violence Checklist***

Jeff Lewis verbally provided an update of the Use of Broset Violence Checklist Policy and Procedure. He reviewed the handouts both titled “Department of Health and Human Services; Policy and Procedure; Use of Broset Violence Checklist.”

Some of the changes made include:

- This is a new policy.
- Every patient is assessed using this tool.

#### **14. *Visiting***

Jeff Lewis verbally provided an update of the Visiting Policy and Procedure. He reviewed the handouts, both titled “Department of Health and Human Services; Policy and Procedure; Visiting.”

Some of the changes made include:

- Combined the Visitor Log Policy with this policy.
- The policy references steps to follow in emergency situations.
- The visiting hours were changed.

#### **15. *Voluntary Admissions and Consent for Treatment of Patients Under Guardianship***

Jeff Lewis verbally provided an update of the Voluntary Admissions and Consent for Treatment of Patients Under Guardianship Policy and Procedure. He reviewed the handouts both titled “Department of Health and Human Services; Policy and Procedure; Voluntary Admissions and Consent for Treatment of Patients Under Guardianship.”

Some of the changes made include:

- The name of this policy was changed.
- Definitions were added.
- Guidance was added that if the guardian does not sign the documents in 3 days staff will consult with Corporation Counsel.

MOTION: Christine Howard moved, second by Larry Nelson to accept the Comprehensive Treatment Planning Policy and Procedure, Discharge Against Medical Advice Policy and Procedure, Discharge Planning – Social Work Policy and Procedure, Discharge Teaching/Instructions Policy and Procedure, Food Service Equipment Cleaning Policy and Procedure, Important Message from Medicare and Detailed Notice of Discharge Policy and Procedure, Inpatient Discharge Record Breakdown Policy and Procedure, Inpatient Social Work Assessment Policy and Procedure, Inpatient Social Work Department Policy and Procedure, Performance Improvement – Food Service Policy and Procedure, Personal Hygiene Policy and Procedure, Policy on Policies Policy and Procedure, Use of Broset Violence Checklist Policy and Procedure, Visiting Policy and Procedure, and Voluntary Admissions and Consent for Treatment of Patients Under Guardianship Policy and Procedure. Motion carried unanimously.

#### **16. *Retired/Obsolete Policy and Procedures***

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

- Aftercare Treatment Referrals
- Discharge Guidelines
- Hair Restraints
- MHC Policy on Policies
- Social Work Discharge and Aftercare Procedure
- Social Work Post Admission Procedure
- Social Work Treatment Procedure
- Certified Copies Preparation
- Medicare Procedural Notice: Medicare Activity – Meta Star Procedural Notices
- Visitor Log

**b. Privileging**

Dr. Rutherford verbally reported that the Credentialing Committee has met. The privilege renewals are for a 2-year time period. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed. The providers up for renewal are:

- Eugene Braaksma, PhD
- Shawn Johnson, PsyD
- Gobind Kang-Chahal, MD
- Parag Panchal, MD
- James Rutherford, MD
- Isha Salva, MD

The initial privileging for Dr. William Seymour is a 1-year time period. His licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

**1. Eugene Braaksma, PsyD**

Dr. Rutherford verbally reported that the Credentialing Committee has met. The privilege renewals are for a 2-year time period. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

**2. Shawn Johnson, PsyD**

Dr. Rutherford verbally reported that the Credentialing Committee has met. The privilege renewals are for a 2-year time period. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

**3. Gobind Kang-Chahal, MD**

Dr. Rutherford verbally reported that the Credentialing Committee has met. The privilege renewals are for a 2-year time period. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

**4. Parag Panchal, MD**

Dr. Rutherford verbally reported that the Credentialing Committee has met. The privilege renewals are for a 2-year time period. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

**5. James Rutherford, MD**

Dr. Rutherford verbally reported that the Credentialing Committee has met. The

privilege renewals are for a 2-year time period. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

**6. Isha Salva, MD**

Dr. Rutherford verbally reported that the Credentialing Committee has met. The privilege renewals are for a 2-year time period. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

**7. William Seymour, PhD**

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

MOTION: Christine Howard moved, second by Larry Nelson, to accept the privileging of Doctors Braaksma, Johnson, Kang-Chahal, Panchal, Rutherford, Salva, and Seymour. Motion carried unanimously.

**4. Reports**

**a. Hospital Services**

**i. Building Updates**

Jeff Lewis reported that the Mental Health Center would be updating their cameras in 2019. We are taking advantage of the low census, and are going to paint TSSU/CSP painted the unit. The Mental Health Center will be flushing the water system in the near future.

**ii. Operational Updates**

Jeff Lewis verbally reported on our Plan of Correction from the State and Federal CMS survey in early June. Changes include updating our treatment planning process and training of staff. We added additional active treatment to our program schedule and adjusted our visiting hours.

**iii. Committee Reports**

*Committee of the Whole*

Jeff Lewis noted that we are constantly looking at the EMR. We are looking at building new forms and generating reports to make the system work for us.

*Pharmacy and Therapeutic Committee*

The Pharmacy and Therapeutic Committee have been reviewing the medication quality indicators with the pharmacist, who reviews expires meds, orders, and the results of medications that are documented. We are currently reviewing how we may use a medication-dispensing machine.

*Clients' Rights Committee*

The Client Rights Committee met in August and there were three investigations. Two were found to have no rights violations and one was found to require supervisory follow-up.

*Fire and Safety*

The Fire and Safety Committee updated the fire watch section of the Fire and Safety Manual in response to the CMS survey.

*Infection Control*

Crystal Boyd informed the group that 2019 has been a good year for the Infection Control Committee. She noted there were no hospital acquired infections. In keeping with the CMS guidelines beginning October 1<sup>st</sup>, we will ask patients if they have had their flu shots. If a patient requests a flu shot, one will be provided.

*QAPI*

Jeff noted that the QAPI Committee continues to review departmental quality indicators to ensure compliance with standards.

*Utilization review*

The Utilization Committee continues to review appropriateness of inpatient stays and patterns of admissions and discharges. UR is currently working with the Fiscal department to add forms to Avatar.

**iv. *Emergency Preparedness Plan Updates***

Jeff Lewis verbally reported that our Emergency Preparedness Plan was reviewed during the Federal CMS Survey. We were found to be in compliance.

MOTION: Larry Nelson moved, second by Christine Howard, to accept the Hospital Services Update Report. Motion carried unanimously.

**b. *Hospital Statistics and Information***

Jeff Lewis verbally reported on the hospital statistics for Mireya Garcia. He reviewed documents titled "MHC Revenue – Actual vs. Budget 2013-2019," "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: Christine Howard moved, second by Larry Nelson to accept the Hospital Statistics Report. Motion carried unanimously.

**c. *Fiscal Post-Discharge Insurance Denials***

Jeff Lewis verbally reported the Fiscal Post-Discharge Insurance Denials for Jennifer Beyer. When comparing Quarter 1, 2018 and Quarter 1, 2019, there was a 15% increase in paid claims, and a 35% increase of denials for Medicare patients who have maxed out their lifetime limits.

MOTION: Larry Nelson moved, second by Christine Howard, to accept the Fiscal Post-Discharge Insurance Denials Report. Motion carried unanimously.

**d. *Utilization Review***

Jennifer Micheau verbally provided an update of Utilization Review. She reviewed handouts titled "JCC September 9, 2019; Utilization Review Contacts and Appeals; May-August 2019," "JCC September 9, 2019; Percentage of Patients with Commercial Insurance; May – August 2019."

MOTION: Christine Howard moved, second by Larry Nelson to accept the Utilization

Review/Insurance Denials Report. Motion carried unanimously.

**e. Quality Assurance/Performance Improvement**

Jenny Rutter verbally provided an update of the Quality Assurance/Performance Improvement (QAPI) team. She reviewed the handout titled “Waukesha County Mental Health Center Joint Conference Committee; Quality Assurance/Performance Improvement September 9, 2019; Review Period: January – March 2019 Discharges”, “Waukesha County Mental Health Center; Inpatient Satisfaction Surveys; 2019 January – June; 4 Patients”, and “Waukesha County Mental Health Center; Inpatient Satisfaction Surveys; Medication Teaching and Group Therapy; 2019 January – June.”

MOTION: Christine Howard moved, second by Larry Nelson, to accept the Quality Assurance/Performance Improvement Report. Motion carried unanimously.

**f. Medical and Psychological Staff**

Dr. James Rutherford verbally reported:

- Dr. Salva is currently out during to injury. She has been out all summer and is expected to return on a part time basis.
- We are recruiting through locum tenens.
- One of inpatient physician is retiring.
- We are recruiting for LTE coverage on weekends.
- We are recruiting locally.
- We are limiting census due to limited psychiatric coverage.
- Dr. Shawn Johnson extended her time at the Mental Health Center to provide additional coverage.

MOTION: Larry Nelson moved, second by Christine Howard to accept the Medical and Psychological Staff Report. Motion carried unanimously.

**5. Announcements and Updates**

Jeff Lewis informed the group that Cindy Buchholz has announced her retirement after 13 years of service as Food Service Specialist.

**6. New Business**

Dr. James Rutherford provided the group with a handout to amend the existing bylaws. With the changes made, the Inpatient Psychiatry unit is able to utilize an APNP. The APNP would work with a collaborating psychiatrist. One of Inpatient psychiatrists or the Chief Psychiatrist would review the Psychiatric Evaluations of the APNP and co-sign.

MOTION: Larry Nelson moved, second by Christine Howard to accept the Amendment. Motion carried unanimously.

**7. Other**

There was no discussion on this topic.

**8. Next Meeting Agenda Items**

Larry Nelson will be on vacation and is unable to attend the December 2, 2019 JCC meeting.



**9. Public Comment**

There was no discussion on this topic.

**10. Adjourn**

MOTION: Christine Howard moved, second by Larry Nelson, to adjourn the meeting at 3:06 p.m. Motion carried unanimously.

Minutes respectfully submitted by Maureen Erb

Approved on 12/2/2019