

## OPEN MEETING MINUTES

### Waukesha County Health and Human Services Joint Conference Sub-Committee Monday, June 3, 2019

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

**Absent Committee Members:** Dr. Adel Korkor

**Present HHS Staff:** Jennifer Beyer, Cindy Buchholz, Mireya Garcia, Jeff Lewis, Jennifer Micheau, Pat Russell, Dr. James Rutherford, Jenny Rutter, Joan Sternweis

**Absent HHS Staff:** Crystal Boyd, Lisa Davis, Luis Diaz, Will Emslie, Maureen Erb, Cliff Hoeft, Laura Kleber, Debra Lane, Sandy Masker, Antwayne Robertson, Dr. Isha Salva

#### **Guests:**

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

Chairperson Mike O'Brien called the meeting to order at 1:31 p.m.

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

The March 4, 2019 minutes of the Joint Conference Committee meeting were reviewed and approved.

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

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

Jeff Lewis reported that six surveyors from CMS are at the Mental Health Center (MHC) with an unannounced visit. There has not been a survey visit in three years. There will be a verbal exit interview when the survey is completed, and a written report will be ready approximately three days after the survey is completed.

Supervisor Larry Nelson arrived at 1:35 p.m.

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

##### **1. Occupational Therapy Policy and Procedure Manual**

Jeff Lewis verbally provided an update of the Occupational Therapy Policy and Procedure Manual. He reviewed the handouts, both titled "Department of Health and Human Services; Policy and Procedure; Occupational Therapy Policy and Procedure Manual."

The Medical and Psychological Staff Committee has reviewed the manual. The manual is being edited, and will then be reviewed every two years. Some of the changes made include:

- Added the policy's purpose

- Added definitions
- Added regulatory references
- Clarified that an EMR is used
- Updated the Occupational Therapy meeting schedule
- Noted that documentation is to be completed within 5 business days versus 5 days
- Stated a limit of 10 patients per facilitator

MOTION: Christine Howard moved, second by Christine Beck, to accept the Occupational Therapy Policy and Procedure Manual. Motion carried unanimously.

## **2. Utilization Plan Review**

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

Some of the changes made include:

- HHS Director Antwayne Robertson is the policy and procedure approver
- The purpose and intent were noted
- Roles were defined
- Defines the Utilization Review Committee and the goals of the committee
- Added a Conflict of Interest statement
- Added that Dr. Rutherford can appoint two non-physician members to the committee
- Added insurance reviews
- Added reporting requirements

MOTION: Larry Nelson moved, second by Christine Beck to accept the Utilization Plan Review. Motion carried unanimously.

## **4. Reports**

### **a. Hospital Services**

#### **1. Operational Updates**

Jeff Lewis reported that CMS is on-site looking at hospital updates.

Staff have completed a suicide awareness training, designed to increase the awareness of suicide risks and warning signs. The training was organized by Dr. Rada Malinovic, Dr. Shawn Johnson, Pat Russell, Crystal Boyd, and Deb Lane. Those that did not attend the in-person training will review the video recording and take a quiz. Staff in attendance were very appreciative of the training. There has been an increase of suicides in Waukesha County, even higher than the number of substance use overdoses.

Pat Russell commented that there will be a safety plan filled out for all clients, possibly starting as soon as next week. Staff are also looking to have an application available to patients to connect them to help, should they need it after they have been discharged.

M-Model is continuing to be used consistently by providers, despite working through a few issues that have arisen. The use of M-Model has resulted in a

reduction in transcription costs.

The MHC continues to have high levels of acuity and census, averaging approximately 22 patients, primarily from Waukesha County. When the census drops to 20 or below, there may be Walworth or Jefferson Counties referrals. The Fiscal staff is tracking the insurance coverage.

There was a report out for the 2018 EMR entries and there were 93,000 progress notes.

Staff continue to meet with local psychiatric providers to look at best practices, review trends, and work together to provide the best service to the patients.

Supervisors are continuing to perform rounding with inpatient staff, and receive great feedback and ideas for implementation from the staff.

## **2. *Building Updates***

Jeff Lewis reported that the new tables, chairs, and monitors will be arriving for the Multipurpose Room. The new carpets will arrive next week. New digital video cameras were ordered for the outside of the building, replacing the analytical cameras. When CMS is done with their audit, there may be additional updates to be done based on their report.

## **3. *Committee Reports***

### *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.

The PIXUS machine will be delivered and implemented on the unit in the future.

### *Clients' Rights Committee*

There were four informal complaints that have been resolved. Four formal complaints were handled by the Clients Rights Specialist. All of the complainants were pleased with the results. None of the complaints were clients' rights violations.

The committee will be reviewing the policy regarding former patients visiting current patients on the unit. The policy will encourage the former patients not to visit for 30 days to encourage the current patient's recovery. The former patients would be allowed to call the current patients. This is a common practice at other facilities as well.

### *Fire and Safety*

The Fire and Safety Committee meets this week. There have been no issues.

### *Infection Control*

There have been no hospital-acquired infections.

The water management plan is in effect and has had no problems.

**b. Quality Assurance/Performance Improvement**

Jeff Lewis verbally provided an update of the Quality Assurance/Performance Improvement (QAPI) team. He reviewed the handout titled "Waukesha County Mental Health Center Joint Conference Committee; Quality Assurance/Performance Improvement June 33, 2019; Review Period: January – March 2019 Discharges."

The QAPI Committee has been handling special projects such as:

- Staff offering alternatives to group projects
- Flu documentations
- Ensuring that medications are distributed safely

Other tasks that the committee has been handling include:

- Distributing updated indicators to department heads
- Concurrent monitoring of physician documentation
- Reviews and accepts improvement plans

**c. Utilization Review**

Jennifer Micheau verbally provided an update of Utilization Review. She reviewed handouts titled "UR Stats March 2019-May 2019," "Waukesha County Mental Health Center; Readmissions, June 2018-April 2019," and "Waukesha County Mental Health Center, Top 10 Diagnoses; Discharge Patients; March-May 28, 2019."

Jennifer Micheau will handle any initial appeals while the patients are in the hospital; the Fiscal unit handles the second level of appeal, should it be required.

Commercial insurance remains as the highest payor. United Healthcare has the highest volume of patients.

Patients are more likely to readmit before they get to the follow-up appointment, which could be made just a few days after discharge.

There tends to be trends with the ages/genders that are inpatient, particularly with the younger (20's) population, and also the geriatric population. Currently, there are more female patients, but that changes on a day-by-day basis.

**d. Emergency Preparedness Plan Updates**

Jeff Lewis verbally reported that a recent drill went well.

Due to the CMS visit, staff have been unable to be a part of a tabletop exercise.

Jeff Lewis will be reviewing the Emergency Preparedness Manual with Antwayne Robertson.

**e. Medical and Psychological Staff**

Dr. James Rutherford verbally reported that the Mental Health Center is in need of staff to see new patients that come in on the weekends. He hopes to have someone hired this summer; however, there is a lot of competition in the hiring market for medical and psychological staff. Until someone is hired, full time employees are coming in on the weekends. He commended the staff for doing a good job. He stated that some of the reasons for the difficulty in recruitment could be that the public are not as familiar with the Waukesha County Mental Health Center as they are with Milwaukee County or with

state institutions. In addition, there is a shortage of potential staff in the country.

**f. Hospital Statistics and Information**

Mireya Garcia verbally reported on the hospital statistics. She 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."

When a patient is sent to a state facility, Jeff Lewis remains in constant communication with the facility. The costs for an off-site facility are approximately \$504 per person per day.

MOTION: Larry Nelson moved, second by Christine Beck to accept the Hospital Statistics Report. Motion carried unanimously.

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

Jennifer Beyer verbally reported that 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.

Jennifer Beyer and Randy Setzer have added 3 new payors to the list – Quartz, Humana, and Trilogy.

**5. Announcements and Updates**

There was no discussion on this topic.

**6. New Business**

There was no discussion on this topic.

**7. Other**

There was no discussion on this topic.

**8. Next Meeting Agenda Items**

Larry Nelson and Christine Howard hope to attend the September 9 meeting; however, there may be a scheduling conflict.

Larry Nelson will be unable to attend December meeting.

**9. Public Comment**

There was no discussion on this topic.

**10. Adjourn**

MOTION: Christine Beck moved, second by Christine Howard, to adjourn the meeting at 2:40 p.m. Motion carried unanimously.

Minutes respectfully submitted by Janelle McClain

Approved on 9/9/2019