

**WAUKESHA COUNTY HEALTH AND HUMAN SERVICES
JOINT CONFERENCE SUB-COMMITTEE
MINUTES
Monday, April 25, 2018**

Board Members Present: Christine Howard, Mike O'Brien, Chuck Wood

Staff Members Present: Crystal Boyd, Cindy Buchholz, Heidi Danko, Maureen Erb, Debra Lane, Jeff Lewis, Lisa Riggle, Pat Russell, Dr. Isha Salva, Randy Setzer, Joan Sternweis

Excused Absence: Jennifer Beyer, Luis Diaz, Will Emslie, Cliff Hoeft, Laura Kleber, Sandy Masker, Antwayne Robertson, Dr. James Rutherford, Mary Lu Visauer

Chairperson Supervisor O'Brien called the meeting to order at 8:31 a.m.

Minutes:

The December 4, 2017 minutes of the Joint Conference Committee meeting were reviewed and approved.

MOTION: Supervisor Howard made a motion, second by Supervisor Wood to accept the minutes as published. All voted and the motion carried.

Announcements:

Hospital Services Update:

a. Building Updates

Jeff Lewis verbally reported that the new beds, which the board approved, have been installed. Jeff Lewis passed around a sample of the new ligature resistant doors. New ligature resistant doors have been ordered for the bathrooms in the hospital. The new roof is planned for the Mental Health Center (MHC) in the spring and the front lobby will be painted. Jeff noted we are looking at resurfacing at least one of our seclusion rooms to make it a softer surface. There was damage to one of the employee entryways, which was caused by an accident. No one was injured in the accident. This entryway has been closed.

The State Survey for Chapter 61/94 was completed on Monday, April 23, 2018. We passed with no citations although there were suggestions for improvement.

b. Committee Reports

Jeff Lewis verbally reported the Clients Rights Committee have been meeting. Over the last quarter, there were three complaints and one rights limitation. All were investigated and no rights violations were found.

The Infection Control Committee met and no hospital acquired infections were reported. We have seen an increase in influenza immunizations among staff.

Fire and Safety/Emergency Preparedness Committee: There was a lock down drill which went very well. Staff were responsive and took the appropriate action following our policy. We continue to plan for an evacuation drill later this year. We participated in a HERC table top exercise. The follow up discussion was helpful and offered some reinforcement for our UR preparedness efforts.

Avatar: We have started with Order Entry and Order Connect. We continue to refine our efforts in the CWS of the Electronic Medical Record to make it more efficient.

MOTION: Supervisor Wood made a motion, second by Supervisor Howard to accept the Hospital Services Report. All voted and the motion carried.

Hospital Statistics:

a. Admissions, Discharges, Length of Stay, Average Census

Lisa Riggle provided an update on the Mental Health Center Statistics and reviewed a packet of information that was provided to the group. The packet was comprised of the Mental Health Center Admission Data, Mental Health Institute Referrals, Mental Health Center Average Census, Mental Health Center Monthly Admissions, and the Mental Health Center – Actual vs. Budget 2013–2018.

b. Review of Inpatient Charges and Collections

Randy Setzer provided an update on the document titled 2017 MHC Revenues. This document shows what we collected in revenue in 2017. This information correlates to the date we received the income. The same is true for the income we collect from DOA – Collections. We are nearing completion of working with IT in order to create the reports for Fiscal.

MOTION: Supervisor Wood made a motion, second by Supervisor Howard to accept the Hospital Statistics Report. All voted and the motion carried.

Fiscal Post-discharge Insurance Denials:

Randy Setzer verbally provided on the yearly comparison of Claim MD data from 2016 to 2017. There was a 4 percent increase in total billed charges for 2017, a 71 percent increase in total payments received for 2017, and a 26 percent increase in total adjustments for 2017. Randy noted, there was a decrease of 23 percent of claims needing to be corrected from 2016 to 2017. In 2016, there were 34,830 in total claims that needed to be corrected, and in 2017 there were 26,730 total claims that needed to be corrected.

The average number of days until payment was received in 2016 was 24 days and in 2017 it was 23 days. Most payers have a turnaround time of 1 to 3 weeks, with a few

payers taking significantly longer due to them not having the capability of electronic payments. By the end of 2018, we hope that we will have electronic pay arrangements with 80 percent

MOTION: Supervisor Howard made a motion, second by Supervisor Wood to accept the Fiscal Post-discharge Insurance Denials Report. All voted and the motion carried.

Utilization Review (UR)/Insurance Denials:

Jeff Lewis introduced Jenny Rutter. Jenny Rutter provided an update on the Utilization Review/Insurance Denials and reviewed a packet of information that was provided to the group. The packet was comprised of the following documents: Insurance Type by Month Admissions – November 2017 – February 2018, Commercial Insurance Discharges – November 2017 – February 2018, Discharges Stays 14 Days or Longer – November 2017 – February 2018, Insurance Calls – January 2018, and Insurance Calls – February 2018

MOTION: Supervisor Howard made a motion, second by Supervisor Wood to accept the Utilization Review/Insurance Denials Report. All voted and the motion carried.

Quality Assurance/Performance Improvement

Heidi Danko verbally reported that the Quality Assurance/Performance Improvement (QAPI) team continues to meet with each department to review their quality improvement criteria and modify it to include the electronic health record (EHR). She informed the group that the QAPI Committee met and reviewed the Quality Improvement Plans (QuIPs) to determine if they were trying to meet the thresholds.

Heidi Danko provided an update on the Performance Improvement and reviewed a packet of information that was provided to the group. The packet was comprised of the following documents: Waukesha County Mental Health Center 2017 30 Day Readmissions, and Waukesha County Mental Health Center 2017 Inpatient Satisfaction Surveys based on 36 surveys. Heidi noted that the 2017 Inpatient Satisfaction Surveys results were consistent with past surveys.

MOTION: Supervisor Wood made a motion, second by Supervisor Howard to accept the Quality Assurance/Performance Improvement Report. All voted and the motion carried

Medical and Psychological Staff:

Isha Salva, MD verbally reported that today is the second day of entering orders into Order Entry/Order Connect. She noted that we are currently at full capacity and working hard. Staff is onboard to learn the new system. Dr. Salva noted that staff will progress with the Order Entry/Order Connect and find efficiencies. She noted that we are working on bringing a weekend staff member onboard.

MOTION: Supervisor Howard made a motion, second by Supervisor Wood to approve the Medical and Psychological Staff Report. All voted and the motion carried.

Next meeting Agenda Items:

The next meeting will be on Monday, June 4, 2018. Agenda items for the next meeting include:

- Policies and Procedures
- Avatar Update
- September Meeting to be Rescheduled

Adjournment:

The meeting adjourned at 9:36 a.m.

MOTION: Supervisor Howard made a motion, second by Supervisor Wood to adjourn the meeting. All voted and the motion carried.

Respectfully submitted,
Maureen Erb, Recorder

Approved on 6/4/18