

**WAUKESHA COUNTY HEALTH AND HUMAN SERVICES
JOINT CONFERENCE SUB-COMMITTEE
MINUTES
Monday, March 4, 2019**

Board Members Present: Christine Beck, Christine Howard, Dr. Adel Korkor,

Staff Members Present: Crystal Boyd, Cindy Buchholz, Lisa Davis, Luis Diaz, Maureen Erb, Mireya Garcia, Cliff Hoeft, Debra Lane, Jeff Lewis, Jennifer Micheau, Dr. James Rutherford, Jenny Rutter, Joan Sternweis

Excused Absence: Larry Nelson, Mike O'Brien, Jennifer Beyer, Will Emslie, Laura Kleber, Sandy Masker, Antwayne Robertson, Pat Russell, Dr. Isha Salva

Supervisor Howard called the meeting to order at 1:37 p.m.

Minutes:

The December 3, 2018 minutes of the Joint Conference Committee meeting were reviewed and approved.

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

Announcements:

Jeff Lewis announced that at the NAMI Awards, Joan Sternweis, Jillian Versweyveld, and Paul Brennan will be receiving awards. Joan Sternweis will be receiving a lifetime achievement award. Jeff Lewis introduced Marie Joncas, Occupational Therapy Supervisor, to the group.

Hospital Services Update:

a. Overview of Hospital Operations

Jeff Lewis verbally reported on the Hospital Operations. Jeff Lewis, Crystal Boyd, and Debra Lewis are rounding with staff. Rounding is a tool to check in with staff on what is going well, and ideas for improvement. An idea that came out of rounding was a Recovery Committee, which will be composed of interested staff who will research and promote the latest trauma informed and best practice to the staff to keep them recovery focused. Other projects include: reviewing and upgrading our treatment planning process, enhancing our interpretive services to include interactive sign language, and the implementation of M Modal, a direct entry voice to text device which physicians utilize to enter information into the EMR. At the Mental Health Center, Crystal and Debra continue to recruit for nursing staff.

b. Building Updates

Jeff Lewis verbally reported on the building updates. He noted that the Records/Administrative Services room project is complete. The room was

repainted and new cubicles were added. On the Inpatient unit, one of the seclusion rooms is in the process of resurfacing. For the Multipurpose room, we have ordered new chairs, tables and technology. As Jeff reported at the last meeting, the whole building now has ultraviolet air handlers. We are preparing for a power outage. The Mental Health Center has a generator which operates every outlet and electrical component should the power go out. We are bringing a trailer to test and maintain our system as our power will be out for two to eight hours.

c. Committee Reports

Jeff Lewis verbally reported on the Committee of the Whole sub-committees. Jeff Lewis informed the group that the Client Rights committee has met and found that there were a few limitations in the last quarter. None of the limitations required administrative review and were all associated with clinical decision making. One complaint was filed, and investigated by a rights specialist. There was no finding of a rights violations.

Quality Assurance/Performance Improvement committee has met and Jeff Lewis will defer to their report. The committee is in the process of updating their policy.

The Utilization Review committee has met and their policy and procedure will be brought forward to the June meeting for review.

The Infection Control Committee continues to meet and Jeff Lewis reported there are no hospital acquired infections. Part of infection control is to look at our water safety plan. We have had our water at the Mental Health Center tested per CMS requirements and the vendor will place our finalized results and plan on-line.

There are no issues to report from the Pharmacy Committee, but they are meeting to discuss how we would utilize a medication machine in our facility and how it would interact with Avatar.

Credentialing Committee has no new privileges requested.

Jeff Lewis reviewed the Emergency Preparedness Plan with the group. He also discussed the risk factors which include: severe weather, cyber-attack, and intruder.

MOTION: Christine Beck moved, second by Adel Korkor, MD, to accept the Hospital Services Update Report. Motion carried unanimously.

Hospital Statistics:

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

Lisa Davis 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 Revenue— Actual vs. Budget 2013–2018, Mental Health Center Average Census, Mental Health Center Monthly Admissions, the Mental Health Center Admission Data, Mental Health Institute Referrals, and Mental Health Center Rates.

MOTION: Adel Korkor, MD Christine Beck moved, second by Christine Beck to accept the Hospital Statistics Report. Motion carried unanimously.

Utilization Review (UR)/Insurance Denials:

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 Contacts – December 2018, January, February 2019, Insurance Type by Month Admissions – December 2018 – February 2019, Commercial Insurance Discharges – December 2018 – February 2019, Discharges Stays 14 Days or Longer – December 2018 – February 2019, Readmission Rate – June 2018 – January 2019, and Top 10 Diagnoses Discharged Patients - December 2018 – February 2019.

MOTION: Adel Korkor, MD moved, second by Christine Beck to accept the Utilization Review/Insurance Denials Report. Motion carried unanimously.

Fiscal Post-discharge Insurance Denials:

Cliff Hoeft verbally reported on the YTD 2017 and YTD 2018. There was a 5% increase of paid claims. There was a 7% decrease of timely filing denials. There was a slight uptake in denials for patients that have maxed out their lifetime Medicare psychiatric benefit dates, but we work with them if they need to be put on a payment plan or bill their secondary insurance. There was an 8% increase in commercial payers from 2017 to 2018. Medicaid HMOs also went up 6%. Straight Medicaid went down 3% and Medicare went down 9%.

Motion: Adel Korkor, MD moved, second by Christine Beck, to accept the Fiscal Post-Discharge Insurance Denials Report. Motion carried unanimously.

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 March 4, 2019 Review Period: October – December 2018 Discharges, 2018 Inpatient Satisfaction Surveys, and 2018 Inpatient Satisfaction Surveys Group Therapy.

Motion: Adel Korkor, MD moved, second by Adel Korkor, MD, to accept the Quality Assurance/Performance Improvement Report. Motion carried unanimously.

Medical and Psychological Staff:

James Rutherford, MD verbally reported we are trying to recruit to hire for weekend staff. Currently full-time physicians are picking up the weekend work. We are looking for a larger pool to come in on weekends and as needed.

MOTION: Adel Korkor, MD moved, second by Christine Beck to accept the Medical and Psychological Staff Report. Motion carried unanimously.

Policies and Procedures:

Jeff Lewis reviewed the policies and procedures. We are looking at all of our policies and procedures to prioritize the order for updating. Jeff noted that we have reformatted our policies which include the addition of definitions, who is the author, who staff can contact, and regulatory references.

a. Death and Death Reporting

Jeff Lewis reviewed the changes to the policy which includes definitions, who the policy assists, and that the charge nurse will need to wait to notify patients' guardian or next of kin until Administration or law enforcement directs them to do so.

b. Emergency Preparedness Communication Plan

Jeff Lewis reviewed the purpose of this policy which is to provide consistent and reliable communications, both internally and externally, when an emergency occurs. This policy tells us who will do what, when and where in regards to communication in an emergency.

c. Observation Checks for Patient Safety

Jeff Lewis reviewed the updates which includes that staff will complete a CSSRS on admission, discharge, and intermittently. As well, the policy eliminates 30 minute checks and all patients will be on 15 minute checks. We have added a component that bedroom doors need open up to 3 inches. We have changed the form to include an area if staff hear of a concern, it is noted on form.

d. Provision of Food and Water in the Event of an Emergency

Jeff Lewis reviewed the updates to this form which includes definitions for various types of food and provides us with guidelines for food supply for 50 people for 3 days.

e. Shelter in Place

Jeff Lewis reviewed this policy which is related to what we would need to do if we need to keep everyone in the building. This policy defines who is considered essential. The policy provides information as to where staff can rest, and what bathing requirements are. This policy provides for recovery strategies and regular training.

f. Therapeutic Activities

Jeff Lewis noted that this policy combines twenty-five (25) policies into one (1). This policy looks at how we define and assign patients to groups.

g. Voting

Jeff Lewis noted that having the right to vote is a client right. Essentially this policy identifies how patients vote while hospitalized. The social work staff will identify potential voters, and the patient must provide 2 business days' notice in order to vote.

MOTION: Christine Beck moved, second by Adel Korkor, MD to accept the Death and Death Reporting, Emergency Preparedness Communication Plan, Observation Checks for Safety, Provision of Food and Water in the event of an Emergency, Shelter in Place, Therapeutic Activities, and Voting Policies and Procedures. Motion carried unanimously.

New Business:

There was no discussion on this topic.

Next Meeting Agenda Items:

The next meeting is scheduled for Monday, June 3, 2019.

Adel Korkor, MD informed the group about his embarking on the 50 States in 50 Days Run Walk for Mental Health <https://fivefiftyfifty.com/>. He did urge us to develop a team to organize a team for the June 25, 2019 event.

Adjournment:

The meeting adjourned at 2:54 p.m.

MOTION: Adel Korkor, MD moved, second by Christine Beck to adjourn the meeting. Motion carried unanimously.

Respectfully submitted,
Maureen Erb, Recorder

Approved on 6/3/2019