

**WAUKESHA COUNTY HEALTH AND HUMAN SERVICES
JOINT CONFERENCE SUB-COMMITTEE (JCC)
MINUTES
Monday, August 27, 2018**

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

Staff Members Present: Jennifer Beyer, Crystal Boyd, Cindy Buchholz, Heidi Danko, Lisa Davis, Cliff Hoeft, Laura Kleber, Jeff Lewis, Pat Russell, Dr. James Rutherford, Dr. Isha Salva

Excused Absence: Luis Diaz, Will Emslie, Maureen Erb, Debra Lane, Sandy Masker, Antwayne Robertson, Jenny Rutter, Joan Sternweis, Mary Lu Visauer

Guests: Mireya Garcia

Chairperson Supervisor O'Brien called the meeting to order at 1:32 p.m.

Announcements:

a. HHS Board Member Update

Nelson reported that he, Howard, Robertson, and Kleber have held meetings regarding potential HHS Board members. He stated that there are two candidates that would be excellent additions for the JCC – Chris Beck from Healing Hearts, and Dr. Adel Korker, a retired doctor that founded the Adel B. Korkor Foundation, an organization that addresses mental health care. After a final meeting with the candidates, if all parties agree to add them to the HHS Board, a recommendation would be made to the County Executive, and the candidates would be approved at the September 25 HHS Board meeting, increasing the Board to twelve members. Nelson hopes that by the December the JCC Board membership would increase to five members.

Hospital Services Update:

a. Overview of Hospital Operations

Lewis verbally reported that policies and procedures are in the process of being reviewed. Staff is looking at a consistent format for all policies and procedures.

The Mental Health Center (MHC) is preparing for the annual training of all staff and volunteers. The training will include infection control, fire and safety, Emergency Preparedness, and client rights.

b. Building Updates

Lewis verbally reported that the roof and bathroom door projects have been completed. Waukesha County is waiting on a bid to resurface a seclusion room to have softer surfaces. The projects that are being established for 2019 include painting, carpeting, and furniture replacement. The MHC medical records area will also be receiving new cubicles.

c. Committee Reports

Lewis verbally reported that the Fire and Safety Committee recently met with Bridget Gnadl from Emergency Preparedness, and reviewed weather and armed intruder risk factors, as well as facility hazards.

Nelson inquired how people are screened for contraband. Lewis stated that patients are screened prior to coming on the unit. Visitors are informed what is not allowed on the unit, and informed where they may store their possessions and bags while they are visiting the client.

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

Hospital Statistics:

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

Lewis distributed and reviewed a document titled "Total Monthly MHC Discharges." He stated that approximately 700 admissions and 7000 patient days are projected for 2018. The average census is 22.

Motion: Nelson moved, second by Howard, to accept the Hospital Statistics Report. Motion carried unanimously.

Utilization Review (UR):

Lewis distributed and reviewed documents titled "Insurance Calls" (June and July), "Commercial Insurance Discharges; June-July, 2018," "Insurance Type by Month Admissions, June-July, 2018," and "Discharges Stays 14 Days or Longer."

There is a trend that those with insurance tend to stay on the inpatient unit longer than those without insurance. Patients that are on the inpatient unit longer than 14 days have their cases reviewed daily, regardless of insurance status.

Davis reviewed the budgeting process for the MHC hospital. Costs are calculated on an annual basis.

There was a discussion regarding how patients receive a bill. Patients that do not have insurance are billed, with a potential for the bill to go to Collections if left unpaid for 3 months in a row. The patients have access to the Ability to Pay program, which is presented to them on admission, or when the clinical team agrees on an appropriate time for the Fiscal representative to speak to the patient. Howard suggested speaking to the patient about Ability to Pay at the time of discharge as well.

Motion: Howard moved, second by Nelson, to accept the Utilization Review Report. Motion carried unanimously.

Post-Discharge Insurance Denials:

Beyer verbally reported that the Quarter 2 billing is not yet completed. There has been an increase in claims denied due to no authorization, so a LEAN team was put together

to help decrease the claims. There has been decreases in claims denied for incorrect insurance set-up, as well as those denied for untimely filing.

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

Medical and Psychological Staff:

a. Medical and Psychological Staff Update

Dr. Salva verbally reported that there is a need for a new medical doctor due to a recent departure. The committee also discussed the recruitment needs to help cover the needs of the hospital.

b. Privileging of Medical Staff

Dr. Salva verbally reported that the Credentialing Committee has met. Most of the privilege renewals are for a 2-year time period. Dr. Raza will be approved for September 2018 through December 31, 2019, as he is still within his first year at Waukesha County. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed. The providers up for renewal are:

- Dr. John Christianson
- Dr. Jeffrey Follansbee
- Dr. Cary Kohlenberg
- Dr. Manfred Kreuzpaintner
- Dr. Rada Malinovic
- Dr. Malti Patel
- Dr. Mustansar Raza

The maximum term for privileging is 2 years. There was discussion about performance monitoring for providers.

Motion: Howard moved, second by Nelson, to accept the privileging of Doctors Christianson, Follansbee, Kohlenberg, Kreuzpaintner, Malinovic, Patel, and Raza. Motion carried unanimously.

Overflow and Diversion to Alternate Facilities:

Lewis distributed and reviewed a document titled "Waukesha County Mental Health Center; Diversions to Other Hospitals."

The committee reviewed the primary reasons for using a hospital other than the MHC. HHS staff track and monitor the use of other hospitals.

a. State Institutes

In the event that a patient is sent to a state institute, a county representative monitors the case. Waukesha County tries to have a person transferred to the MHC if at all reasonably possible.

b. Local Hospitals

Waukesha County uses local hospitals as an alternative when the person has a history with that provider. Local hospitals are explored as an option for diversion or overflow first.

A reason for many of the diversions in 2017-2018 is the need for additional staff. Due to trainings with the implementation of new systems, as well as other vacancy issues, MHC has had to limit the capacity at times to safely meet the needs of the individual patients. Lewis commented that, while the staffing issue may continue in 2019, we are anticipating a decrease in time allocated to training.

Motion: Nelson moved, second by Howard, to accept the Overflow and Diversion to Alternate Facilities Report. Motion carried unanimously.

Policies and Procedures:

a. Policies and Procedures Updates

Lewis verbally reported that while there are no policies and procedures to present today, a project has begun. The project will review each form, determine if there is a policy associated with the form, and make any necessary updates to the form and/or policy. Staff are hoping to complete the project by May. At the same time, staff is finding other policies requiring updating.

He also commented that Health and Human Services is looking into a policy and procedure software program that would allow for easy storage and maintenance of policies throughout the department.

Avatar Implementation Update:

Dr. Salva verbally reported that the Avatar implementation is going well, but is tedious. She and Dr. Rutherford acknowledged that they know processes will get better as time goes on. Staff will also be able to compile their priorities to be addressed on processes that could increase efficiency and/or decrease error.

An issue that is being addressed is the medication reconciliation form given to the patient at discharge. The information must be very clear to the patient. Currently, staff are entering additional information or handwriting it on this form so patients can understand what is directed. Staff is working with BAS to find solutions that will make the process more efficient.

Inpatient staff have been meeting with BAS on a weekly basis to troubleshoot any potential issues. The meetings have been helpful, showing fewer issues being reported over time. The inpatient team has assigned a full time person to work on issues, test new forms, and train staff; this has proven to be extremely helpful.

Kleber added that when there are errors, Avatar allows staff to see who is making those errors so that the issue can be addressed with the staff person directly.

Quality Assurance/Performance Improvement (QA/PI):

Danko distributed and reviewed a document titled "QAPI JCC Report."

Danko verbally reported that Order Entry has helped with ensuring signatures, dates, and times on entries. They are looking at telephone orders to ensure that the orders are validated within the required amount of time.

Danko is retiring in 7 weeks, and an offer has been extended to a candidate. The MHC is also looking at bringing in an additional staff person in 2019, which would result in QA/PI and Utilization Review being combined into one division.

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

New Business:

Nelson announced that on September 26-28, the Healing Trauma, Healthy Communities Conference, regarding trauma-informed care, would be at the new Bucks Arena and Wisconsin Center. Additional details are forth coming.

Lewis will provide the new board committee members a brief orientation on the JCC when they agree to become part of the committee.

Next Meeting Agenda Items:

None.

Adjournment:

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

Respectfully submitted,
Janelle McClain, Recorder

Approved on 12/3/18