

OPEN MEETING MINUTES

Waukesha County Health and Human Services Joint Conference Sub-Committee Monday, December 2, 2019

Present Committee Members: Christine Beck, Christine Howard, Dr. Adel Korkor, Mike O'Brien

Absent Committee Members: Larry Nelson

Present HHS Staff: Crystal Boyd, Luis Diaz, Will Emslie, Maureen Erb, Mireya Garcia, Debra Lane, Jeff Lewis, Jennifer Micheau, Dr. Pat Russell, James Rutherford, Jenny Rutter, Joan Sternweis

Absent HHS Staff: Jennifer Beyer, Lisa Davis, Cliff Hoeft, Laura Kleber, Michael Kopec, 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 September 9, 2019 minutes of the Joint Conference Committee meeting were reviewed and approved.

MOTION: Dr. Adel Korkor moved, second by Christine Beck, to accept the minutes from the Joint Conference Committee meeting on September 9, 2019. Motion passed without a negative vote.

3. Business Topics

a. Privileging

1. *Chaz Johnson, MD*

Dr. Rutherford verbally reported that the Credentialing Committee has met. The privilege renewals are for a 1-year time period through December 31, 2020. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

2. *Eric Monticello, APNP*

Dr. Rutherford verbally reported that the Credentialing Committee has met. The privilege renewals are for a 1-year time period through December 31, 2020. Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

3. *Herbert Roehrich, MD*

Dr. Rutherford verbally reported that the Credentialing Committee has met. The privilege renewals are for a 1-year time period through December 31, 2020.

Licenses have been confirmed to be current, CMEs are up-to-date, and background checks have been performed.

MOTION: Christine Beck moved, second by Dr. Adel Korkor to accept the privileging of Chaz Johnson, MD; Eric Monticello, APNP; and Herbert Roehrich, MD. Motion passed without a negative vote.

4. Reports

a. *Hospital Services*

i. *Building Updates*

Jeff Lewis verbally reported that the Mental Health Center is in the process of updating their cameras. All internal cameras will not be recording. The Mental Health Center continues to utilize their water management plan for 2019-2020. They are testing and actively disinfecting their water system. They have new monitors in the MPR and group rooms. Continue replace furniture

ii. *Operational Updates*

Will Emslie verbally provided an update on the policies and procedures. He noted there are currently 100 in various stages of review. 68 of those related policies and procedures are related to Dietary, Occupational Therapy, Infection Control and Social Work. There are seven (7) policies that are department wide. Health Information Management is in the process of reviewing 32 policies.

Jeff Lewis verbally reported in June 2019 the Mental Health Center had three (3) CMS surveys. The revisit and follow up contacts resulted in CMS accepting the Mental Health Center's plan of correction and the response was that the Mental Health Center is substantially in compliance. The Inpatient Unit has added programming including assigning a staff member as a Patient Engagement Specialist. The results have shown increased participation in treatment by the patients. The Inpatient Unit has added a new Food Service Specialist, Michael Kopec. Staff at the Mental Health Center are working with the District Attorney, the Sheriff's Department and the Public Defender as a part of CJCC pilot project to have patients have an initial appearance for minor criminal offenses by video from the Mental Health Center.

iii. *Committee Reports*

Jeff Lewis verbally provided an update on all of the committee reports.

Clients' Rights Committee

The Client Rights Committee meets quarterly. They review all complaints formal and informal as well as any rights limitations. Last quarter there were three formal reviews and one informal review. No rights violations were found and there were no appeals of the findings.

Committee of the Whole

The Committee of the Whole continues to meet monthly with one exception in October due to limited availability of medical staff. The Committee of the Whole reviews the committee reports, policies, operational issues and QAPI. The information from the meetings are summarized in the reports presented to the Joint Conference Committee.

Emergency Preparedness

The MHC Emergency Preparedness met in November. They reviewed 2019 events. The team identified the 2020 risks from an All Hazards evaluation of the Mental Health Center which includes: weather, armed intruder, interruption in water supply, interruption in power supply, and interruption in our electronic health record.

The committee approved the Mental Health Center's Emergency Preparedness Plan and will meet in January for a formal annual review to include the HHS Director and Clinical Services Manager.

Fire and Safety

The Fire and Safety Committee is in the process of reviewing and updating the Mental Health Center Fire and Safety manual. Drills continue to occur monthly and have been without incident.

Infection Control

The Infection Control Committee continues to meet and there have been no hospital acquired infections. All staff are participating in annual Infection Control training. Debra Lane noted that there was an onsite flu clinic on October 31, 2019 where employees received flu shots. The clinic was well attended.

Pharmacy and Therapeutic Committee

The Pharmacy and Therapeutic Committee have been reviewing the medication quality indicators with the pharmacist to look for efficiencies.

Quality Assurance/Performance Improvement (QAPI)

Jeff Lewis noted that the QAPI Committee met in November. They reviewed and accepted quality improvement plans from departments where there were quality measures below threshold. They continue to engage in special projects where an issue is identified. QAPI is monitoring performance for health and safety.

Utilization Review

The Utilization Committee continues to meet quarterly. They have found no aberrant practice patterns. There were no referrals to the physician advisor for a review of the length of stay. The Utilization Review professional continues to engage with prescribers and the team regarding justification for active treatment and discharge planning.

MOTION: Christine Howard moved, second by Christine Beck, to accept the Hospital Services Update Report. Motion passed without a negative vote.

b. 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."

MOTION: Christine Beck moved, second by Dr. Adel Korkor to accept the Hospital Statistics Report. Motion passed without a negative vote.

c. *Fiscal Post-Discharge Insurance Denials*

Jeff Lewis verbally reported the Fiscal Post-Discharge Insurance Denials for Jennifer Beyer. When comparing 2019 Year-To-Date and 2019 Year-to-Date, there was an increase of 123 claims. 2019 Year-To-Date denials show a marked decrease in timely filing and lack of authorization for denials. The LEAN project addressing appeals has resulted in success with overturning denied claims. Appeals for Inpatient Services are worked diligently by the Inpatient billing team and have resulted in increased revenue.

MOTION: Christine Howard moved, second by Dr. Adel Korkor, to accept the Fiscal Post-Discharge Insurance Denials Report. Motion passed without a negative vote.

d. *Utilization Review*

Jennifer Micheau verbally provided an update of Utilization Review in which she reviewed the Utilization Review activities including insurance contacts, authorizations and appeals. Of note, Waukesha County Mental Health Center has gained platinum status with United Health Care.

MOTION: Dr. Adel Korkor moved, second by Christine Beck to accept the Utilization Review/Insurance Denials Report. Motion passed without a negative vote.

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 December 2, 2019; Review Period: July - September 2019 Discharges". She provided an update on the departments reviewed, departments that met all indicators and special projects reviewed. She also provided an update on concurrent monitoring and QualityNet reporting.

MOTION: Christine Howard moved, second by Christine Beck, to accept the Quality Assurance/Performance Improvement Report. Motion passed without a negative vote.

f. *Medical and Psychological Staff*

Dr. James Rutherford verbally reported that the Mental Health Center is close to obtaining an Order Entry/Order Connect Console which will allow staff to prepare discharge documents for patients and provides a medication reconciliation. He also noted that Dr. Kang-Chahal will be retiring on December 16, 2019 and Mental Health Center Administration will be using an agency to recruit for this position. Dr. Rutherford informed the group that Dr. Isha Sava has returned part-time and the Mental Health Center does not have a timeline when Dr. Salva will be able to see patients and in what capacity.

MOTION: Dr. Adel Korkor moved, second by Christine Beck to accept the Medical and Psychological Staff Report. Motion passed without a negative vote.

5. *Announcements and Updates*

Jeff Lewis informed the group that Joan Sternweis has announced her December 19, 2019 retirement.

6. New Business

There was no discussion on this topic.

7. Other

Maureen Erb informed the group of the 2019 JCC meeting dates which are March 2, 2020, June 1, 2020, September 14, 2020, and December 7, 2020.

8. Next Meeting Agenda Items

There was no discussion on this topic.

9. Public Comment

There was no discussion on this topic.

10. Adjourn

MOTION: Christine Howard moved, second by Dr. Adel Korkor, to adjourn the meeting at 2:52 p.m. Motion carried unanimously.

Minutes respectfully submitted by Maureen Erb

Approved on 4/13/2020