

**WAUKESHA COUNTY HEALTH AND HUMAN SERVICES  
JOINT CONFERENCE SUB-COMMITTEE  
MINUTES**

**Monday, December 4, 2017**

**Board Members Present:** Christine Howard, Mike O'Brien, Dr. Steven Kulick, Chuck Wood

**Staff Members Present:** Crystal Boyd, Cindy Buchholz, Heidi Danko, Maureen Erb, Debra Lane, Lisa Riggle, Dr. James Rutherford, Joan Sternweis

**Excused Absence:** Jennifer Beyer, Luis Diaz, Will Emslie, Cliff Hoeft, Laura Kleber, Jeff Lewis, Sandy Masker, Antwayne Robertson, Pat Russell, Dr. Isha Salva, Mary Lu Visauer

Chairperson Supervisor O'Brien called the meeting to order at 1:30 PM.

**Minutes:**

The September 11, 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:**

Supervisor Howard informed the group that CHIPP has named Mental Health as one of the top three initiatives for 2018.

**Hospital Services Update:**

**a. New Beds**

Jeff Lewis verbally reported when the Mental Health Center conducted an environmental scan, the team identified a risk with the beds. Currently our beds have springs. The new beds are a plastic frame which the mattress is placed on. This will reduce risk.

**b. Staffing Coverage and Efficiencies**

Jeff Lewis verbally reported to the group that two of the areas the Mental Health Center Administration is looking at are staffing coverage and efficiencies. Specifically, they are looking at staffing patterns and seeing if there are ways to bolster up certain shifts to better accommodate patients.

**c. Emergency Preparedness**

Bridget Gnadl verbally reported on where we are with the new CMS Emergency Preparedness rule. After review of the rule, we have exceeded the expectation of the details of the rule. Bridget revisited the four main components to the rule: 1) Program has to include a risk assessment and planning, 2) Compiling a centralized book, 3) Communications plan, and 4) A training and testing component. The risk

assessment identified top risks, which include: weather, water/sewage, and cyber-attack. We have had three exercises: Countywide Network Outage, Shelter in Place, and a Computer Outage. Bridget noted that the Emergency Preparedness Plan will be a continual work in process.

**d. Update on EMR Go Live**

Jeff Lewis verbally reported that the Mental Health Center Inpatient Unit went live with the EMR on July 10, 2017 and we continue to monitor Inpatient documentation. We will be going live with Order Entry the end of January. We have designated and allocated resources to ensure that the go live event is successful. There has been testing, training and creation of reports and forms.

MOTION: Dr. Steven Kulick 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 2013–2016.

Lisa informed the group that the daily rate for 2017 was \$1005. The daily rate for 2018 will be \$1108 which is an increase of \$103. From 2017 to 2018, the daily rate has increased by 12% and from 2016 to 2017, we had a 1.8% increase. The Board expressed an interest in hearing about the revenue and collections process.

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

**Utilization Review (UR)/Insurance Denials:**

Crystal Boyd verbally reported that we have a census of 22 and of those 22 patients 2 have had stays greater than two weeks and both are receiving active treatment and could not be placed in a less restrictive setting.

Jeff Lewis verbally provided Jennifer Beyer's update on the insurance denials. This is a continuation of the data presented at the last meeting which includes quarter 1, 2 and part of 3. Thus far, our data shows that we have an average across quarters 1, 2, and part of 3 of a 30% increase in paid claims. Over quarters 1 through 4, we have an average of 26% decrease in denials. Claims are going up and denials are going down.

MOTION: Dr. Steven Kulick made a motion, second by Supervisor Wood to accept the Utilization Review Report. All voted and the motion carried.

### **Performance Improvement**

Heidi Danko presented a verbal report on the information for Quality Assurance Performance Improvement (QAPI). She noted that the quarterly Patient Satisfaction Survey results improved from last year. The Explanation of Services Explained had the lowest results. The highest satisfaction was with staff being helpful and respectful.

Heidi verbally reported that this flu season the Mental Health Center worked with Public Health to provide a flu shot clinic for staff without benefits. It was noted that 22 staff attended.

Heidi verbally reported on QA in EMR and that our QAPI team is working hard on concurrent review of patient charts. When errors are found, they are fixed. QAPI also looks at monitoring indicators for our contract services. QAPI continues to analyze the readmission rate.

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

### **Medical and Psychological Staff:**

James Rutherford, MD verbally reported there have been no change in medical and psychological staff. He noted that the Inpatient Service daily census has increased to the low 20s. We have hired a psychiatric nurse practitioner who will be working in the Outpatient area. We will be moving some of Dr. Chahal's Outpatient time to Inpatient which will improve our psychiatric coverage. This is due to take effect January 1, 2018. We will then assign 3 psychiatrists to the inpatient unit. This additional time will be replace some of the contract Psychiatry time we have been using.

MOTION: Supervisor Wood made a motion, second by Dr. Steven Kulick to approve hospital privileges. All voted and the motion carried.

### **Next meeting Agenda Items:**

The next meeting will be on Monday, March 5, 2018. Agenda items for the next meeting include:

- Policy and Procedures will be brought forward regarding the EMR and Emergency Preparedness.
- Netsmart update
- Utilization Review
- Revenue and Collections process
- Brief demo of what the Business Analytics system can do

### **Adjournment:**

The meeting adjourned at 2:33 p.m.

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

Respectfully submitted,  
Maureen Erb, Recorder

Approved on 4/25/18