

**WAUKESHA COUNTY HEALTH AND HUMAN SERVICES
JOINT CONFERENCE SUB-COMMITTEE
MINUTES
Monday, March 2, 2015**

Board Members Present: Lori Cronin, Dr. Steven Kulick, Janel Brandtjen arrived at 1:45 p.m.

Staff Members Present: Jennifer Beyer, Cliff Hoeft, Mary Lu Visauer, Jeff Lewis, Joan Sternweis, Cindy Buchholz, Crystal Boyd, Janet Rasmussen, Pat Russell, Cynthia Lilley, Krin Kramer, Dr. Rada Malinovic.

Dr. Steven Kulick called the meeting to order at 1:38 p.m.

Minutes:

The December 8, 2014 minutes of the Joint Conference Committee meeting were reviewed.

MOTION: Janel Brandtjen made a motion, second by Lori Cronin to accept the minutes as published. All voted and the motion carried.

Hospital Statistics:

Lewis provided an interim report. The full year end report will be presented at the June meeting. Sixty-two individuals were readmitted within 30 days of discharge. This is less than 9% of our admissions for 2014; target goal is less than 10%, and industry standard is 9.5%. As part the discharge planning evaluation, Lewis is looking at those readmitted to see if they had a follow up appointment prior to the second admission. One individual remains at the Winnebago institute.

Lewis distributed a handout on calls to the Mental Health Center Inpatient unit. Lewis is tracking the amount of calls the Inpatient staff receive, type of call, and time spent. According to the handout, 166 were referrals from 211 and emergency detention calls. The callers may have had a question about medication, looking for hospitalization, or may be acute in nature. This handout does not include walk-ins. Sternweis noted that another reason for the tracking of calls is to expand the Crisis Intervention Services.

Approval for the Hospital Statistics Report was deferred to the June 2015 meeting.

Performance Improvement:

Lewis announced that Heidi Danko is on board as the new Quality Assurance Performance Nurse. Formal introduction will be made at the June 2015 meeting. Danko was a nurse in the Public Health Department and key to various core implementation projects in the Business Application Support unit.

Lewis distributed a report. The following departments have met all of their Performance Improvement standards for this quarter: Dietary, Housekeeping, Infection Control, Lab, Pharmacy, Psychology Groups, and Social Work. The following departments did not

meet their threshold in one or more measures for this quarter: Facilities Management, Health Information Department, Inpatient Medically Managed Detoxification, Inpatient Psychiatric Services, Medical Services, Nursing, Occupational Therapy, and Seclusion and Restraint.

MOTION: Janel Brandtjen made a motion, seconded by Lori Cronin to accept the Performance Improvement report. All voted and the motion was carried.

Utilization Review (UR):

For the month of February 2015, there were 29 patients admitted with private insurance: 19 were preauthorized, 7 to be determined, and 3 went into retro review. Two patients at the Mental Health Center for an extended stay.

MOTION: Janel Brandtjen made a motion, seconded by Lori Cronin to accept the Utilization Review report. All voted and the motion carried.

Medical and Psychological Staff:

Dr. Rutherford reported the Mental Health Center is short a psychiatrist on the Inpatient unit due to the retirement of Dr. Reed. The center is looking to fill two psychiatrist positions, one with a locum tenen who will be available in the near future for a three month block of time, and recruitment of a full time Psychologist for the Outpatient unit. In the Outpatient Clinic, Dr. Chahal, a child psychiatrist, replaced Dr. Pletzke who retired in February 2015.

MOTION: Lori Cronin made a motion, seconded by Janel Brandtjen to accept the Medical and Psychological Staff report. All voted and the motion carried.

Hospital Services Update:

Lilley distributed a report on the 2014 Mental Health Center Statistics. One half of the report references the current client monthly statistics, and the other half is the revenue on a cash basis that was received in a month. For 2014 calendar year, the Mental Health Center brought in \$2,544,000, which is an increase from 2013 statistics reported of \$2,396,000. Lilley noted this due to additional resources and skilled leveled individuals, as well as the collection referral process in place.

MOTION: Janel Brandtjen made a motion, seconded by Lori Cronin to accept the Hospital Services update. All voted and the motion carried.

Insurance Denials:

Beyer reported she is working on restructuring the insurance denial process. She is part of a subgroup where some things in Avatar will be changing, ways to bill more effectively to reduce denials, generate more revenue and then implement.

Policies and Procedures:

The policy on Communication Accommodations for Persons with Limited English Proficiency was presented. The policy was originally developed for all of Health and Human Services and later modified to add language specifically for the Mental Health Center. The language reads that the Mental Health Center who are working with a Limited English Proficiency client will call the main agency receptionist and ask to have an announcement made requesting that interpreter staff call the respective receptionist number. If no staff from the Staff Interpreter Resource List is able to provide translating services within 5 minutes, the receptionist may contact the language line or repeat the announcement.

MOTION: Janel Brandtjen made a motion, seconded by Lori Cronin to approve the policy on Communication Accommodations for Persons with Limited English Proficiency. All voted and the motion carried.

Other:

Update on Clinical Work Station (CWS):

Lewis provided a brief highlight on the Clinical Work Station (CWS). He stated that CWS relates to the EMR for the hospital and the outpatient and social service areas. The department is working with Netsmart on building the forms. Lewis explained the three phase approach process, and stated everything is in the validation phase.

Tour of New Coder Suite:

Lewis shared a before picture of the area repurposed. The new coder's suite is located outside of the multipurpose meeting room so you can see how the money was utilized to restructure this area.

Next meeting Agenda Items:

The next meeting will be on Monday, June 1, 2015.

Adjournment:

The meeting adjourned at 2:36 p.m. to a tour of the new coder suite.

MOTION: Janel Brandtjen made a motion, seconded by Lori Cronin to adjourn the meeting. All voted and the motion carried.

Respectfully submitted,
Linda Johnson, Recorder

Approved on 5-4-15.