

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

Monday, December 7, 2015

Board Members Present: Mike O'Brien, Dr. Steven Kulick, Duane Paulson, Christine Howard, Janel Brandtjen

Staff Members Present: Mary Lu Visauer, Jeff Lewis, Joan Sternweis, Dr. James Rutherford, Heidi Danko, Pat Russell, Randy Setzer, Cindy Buchholz, Crystal Boyd, Jennifer Beyer

Excused Absence: Lori Cronin

Mike O'Brien called the meeting to order at 1:30 p.m.

Minutes:

The September 14, 2015 minutes of the Joint Conference Committee meeting were reviewed.

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

Announcements

Brandtjen commented that due to the election on April 5, 2016, Mental Health staff members may want to have available informational packets for new Waukesha County Supervisors appointed to the Joint Conference Committee.

Hospital Statistics:

Lewis shared a handout on the hospital statistics, and provided a summary report on the Committee of the Whole (COW). According to the statistics page of the handout, the average length of stay is dropping. This is a result of long stays and very ill individuals, so seeing a higher turnover rate for admissions that have been fairly consistent. The average census is again high and steady up through July and August 2015 at 612, declined in September, October, and November, 2015 at 333 days. The admissions for CY2015 were fairly steady and stable as individuals were discharged faster due to less complicated, multiple diagnoses, and treatments that had required more extensive stays compared to the earlier months of CY2015.

MOTION: Janel Brandtjen made a motion, second by Christine Howard to accept the Hospital Statistics report. All voted and the motion carried.

Performance Improvement

Danko reported on the period of September, October, and November 2015. The following departments have met all of their performance improvement standards for the months reviewed. They include:

- Housekeeping (June-August 2015)
- Lab (May-July 2015)
- Occupational Therapy (April-June 2015)
- Pharmacy (July-September 2015)

The departments not meeting their threshold in one or more areas for this reporting period include:

- Dietary (July-September 2015)
- Health Information Department (April-June 2015). A special Performance Improvement project is underway to monitor the accuracy of the incomplete chart locator sheet.
- Infection Control (July-September 2015)
- Inpatient Psychiatric Services (March-May 2015)
- Medical Services (March-May 2015)
- Nursing (July-September 2015)
- Psychology groups (May-July 2015)
- Seclusion and Restraint (May-July 2015)
- Social Work (June-August 2015)

Danko reviewed the detailed findings and plan of correction for each department noted.

MOTION: Janel Brandtjen made a motion, second by Dr. Steven Kulick to accept the Performance Improvement report. All voted and the motion carried.

Utilization Review (UR):

Boyd reported the Mental Health Center had a total of three patients who have been inpatient at the hospital longer than two weeks. All inpatients are receiving active treatment and one is waiting for placement. Lewis commented the hospital closely monitors those longer hospital stays to see that the criteria is met.

MOTION: Janel Brandtjen made a motion, second by Dr. Steven Kulick to accept the Utilization Review report. All voted and the motion carried.

Medical and Psychological Staff:

Rutherford reported one psychiatrist moved on November 1, 2015 from the Clinical Services Outpatient Clinic to the Mental Health Center Inpatient unit full-time. This psychiatrist is a child psychiatrist with a history of adult psychiatry in the correctional system. Prior to this move, the Mental Health Center contracted with locum tenens that finished October 31, 2015.

Rutherford noted the hospital is recruiting for two psychiatrist positions at a contract placement for a few months, but has not been successful due to lower salaries offered at

with the County as opposed to what is offered in the Midwest region. Problems continue with recruitment of a Chief Psychiatrist position at the hospital.

MOTION: Janel Brandtjen made a motion with one caveat, that because of the market forces, the County needs to provide additional dollars to attract staff, second by Christine Howard to accept the Medical and Psychological Staff report. All voted and the motion carried.

Hospital Services Update

Lewis provided an update related to the Mental Health Center's subcommittees and workgroups. Items completed at the mental health center include:

1. Installed and completed a new air conditioning/chiller system.
2. In process of redoing the lobby area interview room for walk-ins to the hospital.
3. The exterior edifice has been repaired.
4. Carpeting in the hospital will be completely updated by end of December 2015.
5. Preparing the hospital facility for the upcoming winter months.
6. New alarm panels on doors are complete as some problems were had with the man trap doors. All alarms are closely monitored.
7. In 2016 looking to resurfacing one of the isolation rooms.
8. Continue to run fire and safety drills, which have gone well. We had a lockdown drill this past quarter which went very well.
9. Updating the housekeeping walkthroughs every month, no major issues have been reported.
10. Started using the AUDIT and monitoring tool through the social work department to assess for alcohol use. The tool is a simple 10 question questionnaire. It provides useful information for assessments of newly admitted patients.
11. We are reviewing the hospital policy and procedures to get everything on a 2 year rotation.
12. HIPAA training is in process and should be complete by the end of 2015.
13. We are working with Genoa Pharmacy in terms of stocking medications and responding to the needs of the hospital. We began to offer flu shots and taking more initiative in pursuing no smoking for people who want to quit. We are giving patients referral information if they want to quit smoking.
14. After 31 years, Janet Koller announced her retirement in February 2016.
15. We are actively working with Walworth County. We established a contract early in 2015 where we would accept the emergency detentions and patients on referral from Walworth County.

MOTION: Janel Brandtjen made a motion, second by Christine Howard to accept the Hospital Services update report. All voted and the motion carried.

Insurance Denials

Beyer reported on the current process for insurance claim denials. Claim.MD will be implemented in December 2015. Claim.MD is a clearinghouse which will allow Waukesha County to electronically submit claims, and receive electronic remittances. Additionally, less denials, quicker reimbursement, the ability to get graphs, statistics, and quicker turnaround time on insurance denials. Beyer will share a report at the next meeting.

MOTION: Janel Brandtjen made a motion, second by Dr. Steven Kulick to accept the Insurance Denials report. All voted and the motion carried.

Other

a. Overview of the Credentialing Process

Beyer explained the process of how she does credentialing and in getting current providers in network with insurance companies we contract with. The department is looking at centralizing the privileging and credentialing process together, in the event of an audit, and to improve efficiency of process.

b. Medical and Psychological Staff Privileging and Reappointments

Rutherford stated Waukesha County reappoints every two years and are recommending the following reappointments:

- Jennifer Carrasco, Ph.D., Psychologist
- Gobind Kang Chahal, M.D., Psychiatrist
- S. Jon Kim, M.D., Psychiatrist
- James Rutherford, M.D., Clinical Director

Rutherford stated all criminal background checks have been conducted on the above reappointments. In addition to the criminal background report that is forwarded to the National Credentialing Committee, Lewis stated licensure is checked along with educational background, references, national databank search, monthly search with the Office of Insurance (OIG), letters of reference, and internal compliance trainings.

MOTION: Duane Paulson made a motion, second by Dr. Steven Kulick to approve Medical and Psychological Staff Reappointments. All voted and the motion carried.

c. Electronic Medical Records

Setzer reported on the Electronic Medical Records system with Netsmart. Modules within Netsmart include Avatar PM and Clinical Workstation (CWS). Netsmart has been implemented in a number of counties in the state of Wisconsin which will assist counties to fill mandated requirements from the state.

As an example, a mandated requirement from the State is the Program Participation System (PPS). The state mandates that any episode related to substance abuse, mental health, or core program be reported. Currently, Waukesha County reports this through its PeopleLink or Legacy System. Until Netsmart is fully operational and they can deliver a product which will replace Waukesha County's current Legacy system, we are unable to go live. Another issue related to CWS is with implementing the best practice manner in terms of how episodes are required and setup. Waukesha County is working with Netsmart to implement Insight on February 1, 2016.

MOTION: Christine Howard made a motion, second by Dr. Steven Kulick to approve item a. Overview of the Credentialing Process report and item c. Update on Electronic Medical Records report. All voted and the motion carried.

Next meeting Agenda Items:

The next meeting will be on Monday, March 7, 2016. Agenda items for the next meeting include:

- Update on Electronic Medical Records
- Staffing update
- New Claim.MD report
- Year end Hospital report showing new client versus number of admissions.

Adjournment:

The meeting adjourned at 2:40 p.m.

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

Respectfully submitted,
Linda Johnson, Recorder

Approved 3-7-16