

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM
QUALITY COMMITTEE MEETING MINUTES – OPEN SESSION**

June 11, 2013 3:30 p.m.

NCHC - Wausau Campus

Present: Gretchen Thuot, Darren Bienvenue, Jean Burgener

Absent: Laura Scudiere

Also present: Gary Bezucha, Becky Schultz, Toni Simonson, Karen Schremp-Schinker,
Paula Hawkins

The meeting opened at 3:30pm; roll call was noted and a quorum declared.

Moments of Excellence

- We received notice of another recognition for Mount View Care Center (MVCC). We were named in the top 1% of nursing homes in the nation for the Women’s Choice Award. It is based on all of our quality measures, and has more detailed selection criteria than the US News & World Report Award (the top 10% in the nation).
- Staff met with Wausau Schools to see how the pilot project of counseling in the schools went. All involved believe it went well. We will deploy into 19 schools in the Wausau School District, and will pilot it in the DC Everest High School in the fall.

Confidentiality Statements

- Confidentiality statements were distributed and signed by those in attendance. This is to cover information shared during closed session. Corporate Compliance and Safety Committee members also sign them.

Closed Session

Motion Burgener, 2nd Bienvenue, to move into closed session pursuant to Section 19.85(1)(c) and (f) Wis. Stats. for the purpose of considering employment and performance evaluation of any public employee over which the governmental body exercises responsibility, and preliminary consideration of specific personnel problems, which if discussed in public, would likely have a substantial adverse effect upon the reputation of any person referred to in such problems, including specific review of performance of employees and providers of service and review of procedures for providing services by Agency. Roll call vote: Thuot - yes; Burgener – yes; Bienvenue - yes. Motion carried.

Outcome Data

Organizational Outcomes: The Committee reviewed current results and improvement actions.

- Employee turnover rate data is being reviewed. A formal process improvement process has been initiated to reduce CNA turnover.
- Outpatient Access – Days to Service improvement actions were discussed:
 - We have a process improvement team looking at access.
 - Walk-in clinic is available with timeslots each day.
 - We are recruiting for a full-time staff in Merrill. Antigo is now at full staff. Two therapists were recently hired in Wausau.

Program Specific Outcomes: The Committee reviewed current results and discussed improvement actions being taken on those not met.

- Every program has a 90-day plan to ensure improvement.
- Accountability action plans and structure to put those action plans in place falls on leadership and the senior leader. The Accountability and Improvement Team looks for trends and reports back to senior leadership. The system is integrated into the management system. There is ongoing oversight.
- **Motion** Bienvenue, 2nd Burgener, to approve the organizational outcome report and program specific outcomes with continued reporting and actions on access. Motion carried.

Safety

The Committee reviewed Safety Data and the following reported initiatives:

Executive Summary:

- **Motion** Burgener, 2nd Bienvenue, to approve the Executive Summary on Safety. Motion carried.

Adverse Events:

- There are de-escalation and patient transfer competency validation processes in place to address these events.

Environment of Care: Safety & Security Plan: The Committee reviewed the Plan.

- The plan covers safety and security of environment, equipment, supplies and information.
- It covers all of our sites and additional venues.
- **Motion** Burgener, 2nd Bienvenue, to approve the NCHC Safety and Security Management Plan. Motion carried.

Life Safety Plan: The Committee reviewed the Plan.

- Focused on fire safety, smoke/exhaust, etc.
- **Motion** Bienvenue, 2nd Burgener to approve the Life Safety Plan. Motion carried.
- We will have a security guard presence beginning July 1st from 7PM to 1AM, 7 days a week.

Corporate Compliance and Ethics

The Committee reviewed the following key Initiatives and actions:

Executive Summary:

- All corporate compliance items are reviewed by the Corporate Compliance Committee and Ethics Committees and reported to this committee.
- Minutes from the Corporate Compliance Committee and Ethics Committee meetings will go to the Quality Committee.
- The Committee found all follow-up actions to be appropriate.
- **Motion** Bienvenue, 2nd Burgener, to approve the corporate compliance report. Motion carried.

Future Agendas

- Review charter for purpose/direction of committee
- Report back on Crisis Services and Inpatient Behavior Health Outcome Measures
- Crisis services adverse event rates – more information
- Update report on access to services
- Report data on rate of infections that resulted in re-hospitalization
- Report on MDS coding accuracy and diagnosis coding accuracy – in Corporate Compliance report

Motion to return to open session by Burgener, 2nd Bienvenue. Motion carried.

Joint Commission Update

- Targeting July 2014 for accreditation survey.
- Target of August 1st 2013 to have all written policies and procedures aligned with Joint Commission standards. Once written, there will be in-depth assessment to align practice with policies and procedures beginning in the Fall.
- January 1, 2014 we will launch education for employees.
- Leadership and governance chapters will need Quality Committee and board approval. This fall we will begin education for the board.
- At a minimum, a plan for repairs to the pool to meet Joint Commission Life Safety requirements must be done to achieve accreditation.

Announcements from Closed Session

- Minutes (open and closed sessions) of the 3/12/13 and 4/3/13 meetings were approved.

Motion Bienvenue, 2nd Burgener, to adjourn at 5:02p.m. Motion carried.

Pdh