

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM
QUALITY COMMITTEE MEETING MINUTES**

September 18, 2014, 2:00 p.m.

NCHC – Wausau Campus

Present: Laura Scudiere, Jean Burgener, Dr. Eric Penniman, Bill Miller

Excused: Holly Matucheski, Darren Bienvenue

Also present: Gary Bezucha, Becky Schultz, Toni Simonson, Gretchen Brown, Gabe Ticho, Michael Loy,
Paula Hawkins

The meeting was called to order at 2:05pm; roll call was noted and a quorum declared. Moments of excellence were shared.

Minutes

- **Motion**/second by Burgener/Penniman to approve the minutes of the 7/24/14 meeting. Motion carried.

Outcome Data

The NCHC Quality Outcome dashboard was reviewed.

- Clinical outcomes continue to be positive.
- Making improvements with People outcomes.
- Suggestion to footnote what the directional arrows mean on the dashboard.
- Nursing home readmission rates continue doing well.
- Psychiatric hospital readmission rate – still below national rate. Had an increase in July; activity was up. Running at a 90-95% occupancy.
- Outpatient services access – implemented process improvement strategies. Currently have five clinician vacancies in Wausau out of 11 positions. Also reviewing each client (clinical review) to assure the care they need is really one-to-one psycho-therapy, if not, moving to group therapy. We are doing aggressive recruitment efforts for the open positions.
- We are moving forward on developing a residential alcohol and drug program.
- The committee found the data and corresponding actions to be appropriate.

Program-Specific Outcome Data

The outcome data for all programs was reviewed.

- Transition to electronic medical record/billing is contributing to the high direct cost of service in inpatient.
- This is also the case in the Birth-to-Three program. We have changed our staffing pattern in this program. It is financially overall in a positive status.
- Support services expense management has been good, which is good in a time when revenues are lagging.
- Internal customer satisfaction scores are improving.

Safety

The Committee reviewed patient/client/resident and employee adverse event data.

- We are seeing positive results in adverse events, and are very happy with the reduction in employee adverse events. Workers compensation claims are running about half of last year's rate.

- Safety team analyzes all events. No trends were identified.
- Medication errors jumped from 4 to 40. There is benchmark data for the nursing home. We will be doing work around reporting. It is believed med errors were under reported in the past.
- We recently implemented an automated reporting system for occurrence reports. This will allow for more real time analysis and immediate action when necessary.
- We have begun categorizing events, utilizing Just Culture philosophy to evaluate events by human error, process failure, or reckless behavior.

Corporate Compliance and Ethics

- We are establishing a proactive audit function team to meet timeliness of billing, assure we are not over-charging, and to look at questionable billing areas (level of service coding). We are adding proactive audit functions.
- HIPAA investigations – some concerns with the new electronic record are being addressed.
- **Motion**/second by Penniman/Burgener to accept the NCHC Overall and Program-Specific Outcome Data , Safety, and Corporate Compliance reports as presented. Motion carried.

Key Cross Functional Process Improvement (PI) Initiatives

- BHIC (Behavioral Health Integrated Care) PI – discussed status with the DHS (Department of Health Services) pulling out of the process and the disappointment of all involved.
- Employee Turnover reduction
 - We have improved our ability to track turnover data.
 - Turnover is predominately in the entry level staff areas such as dietary and Certified Nursing Assistants.
 - Human Resources is adding an additional staff person, so there will be a person dedicated to inpatient, one to outpatient, and one to support departments for assistance with Human Resource matters.
 - Human Resources will be more involved in the recruitment/hiring process.
 - The committee requested a breakdown of full-time, part-time, occasional status, professional staff turnover, and voluntary versus involuntary terminations.
 - We are working on vacancy rates, and in what categories.
- The committee found the improvement actions to be appropriate and will review progress at future meetings.

Future Agenda Items

- Meetings for 2015 will be scheduled for the 3rd Tuesdays from 10:30AM-12:00PM. Individual meetings can be rescheduled as needed if a quorum is questionable.

Motion/second by Penniman/Miller to adjourn at 3:16 p.m. Motion carried.

pdh