

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

December 1, 2014, 10:30 a.m.

NCHC – Wausau Campus

Present: Darren Bienvenue, Laura Scudiere, Dr. Eric Penniman, Bill Miller

Excused: Holly Matucheski, Jean Burgener

Also present: Becky Schultz, Gretchen Brown, Michael Loy, Dianna Schlicher

The meeting was called to order at 10:31 a.m.; roll call was noted and a quorum declared. Moments of excellence were shared.

Minutes

- **Motion**/second by Penniman/Miller to approve the minutes of the 9/18/14 meeting. Motion carried.

Consent Agenda

- **Motion**/Second by Bienvenue/Penniman to approve the Outcome Data and Safety information by consent agenda. Motion carried.

Closed Session

- **Motion**/second by Miller/Penniman to adjourn 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 and to allow staff to remain. Motion carried and moved into closed session at 10:38 a.m.
- **Motion**/second by Miller/Bienvenue to come out of closed section. Motion carried.
- **Motion**/second by Penniman/Bienvenue to approve the Corporate Compliance and Ethics Reports as presented in closed session. Motion carried.

Key Cross Functional Process Improvement (PI) Initiatives

- Employee Turnover reduction
 - As requested from the September meeting, the Committee was provided a breakdown of full-time, part-time, occasional status, professional staff turnover and voluntary versus involuntary terminations.
 - Human Resources staff have met regularly with nursing home administration and reviewed hiring practices.
 - Reviewed the turnover information; turnover decreases after the first 100 days.
 - Exit interviews are expanding to identify reasons for turnover.
 - Further discussion was tabled until the next meeting.

Annual Quality Report and 2015 Plan Recommendations

- Reviewed the Excellence in Quality Model.
- Discussed 2014 accomplishments:
 - Joint Commission accreditation application;
 - Culture of Safety and improvements in safety that significantly reduced the number of adverse events;
 - Establishment of the Ethics Committee which allowed NCHC to advance ethics policy, training and boundaries; and
 - The continued development of leaders to drive quality/work with employees.
- Reviewed organizational outcomes.
- NCHC met or exceeded 114 program outcomes.
- Reviewed and discussed focus for 2015 Quality Measures.
 - Opportunity to get more medication errors reported due to a better reporting system.
 - Lack of alcohol and drug treatment in county and the perception of NCHC by law enforcement were discussed.
 - Residential unit for alcohol/drug treatment will reopen in January.
 - OWI recidivism rate is very low.
 - Staff has continued efforts to further communication with law enforcement.
 - The Committee commended NCHC for their continued effort in educating leadership.
 - Discussed the lack of psychiatric services and proposed increased efforts to improve psychiatric services in 2015.
 - The Committee would like to see continued focus on financial measures.
 - Discussed how lowering the employee turnover rate can increase patient satisfaction.
 - Employee engagement is important.
 - Pay system is based on job competency, core values and outcomes.
- Reviewed the recommendations for 2015.
 - Integrate Best Practice in all areas.
 - Key areas for process improvement were discussed.
 - Reviewed organizational dashboard.
 - Develop transition of care processes where there is focus on shared clients/partnering/collaborative care management, including team-based decision making.
 - Taskforce of local providers to discuss HIPAA harmonization.
 - Institute team-based decision making that engages the employee engagement and involves more staff in decision making.
 - Review/support policies and ongoing education to ensure leaders understand their role in communicating policy to staff.

Motion/second by Penniman/Bienvenue to approve the Annual Quality Report and 2015 Recommendations with additions discussed. Motion carried.

Motion/second by Penniman/Miller to approve the 2015 Organization Quality Dashboard with additions as discussed. Motion carried.

Future Agenda Items

- Employee Turnover – Ongoing with a summary of exit interviews in 3 months.

- Board training/role on Joint Commission.

Motion/second by Bienvenue/Miller to adjourn at 12:03 p.m. Motion carried.

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