

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

July 23, 2015, 8:30 a.m.

NCHC – Wausau Campus

Present: Darren Bienvenue, Bill Miller, Jean Burgener, Laura Scudiere, Holly Matucheski

Excused: Dr. Eric Penniman

Also present: Gary Bezucha, Becky Schultz, Gretchen Brown, Michael Loy, Toni Simonson, Dr. Gabriel Ticho, Dianna Schlicher

The meeting was called to order at 8:31 a.m.; roll call was noted and a quorum declared. Moments of Excellence were shared.

Minutes

- **Motion**/second by Burgener/Bienvenue to approve the minutes of the May 21, 2015, meeting. Motion carried.

Outcome Data/Safety

- The Committee reviewed organization-wide and program-specific outcome data and safety data.
- Nursing home readmission rates have trended outside of the target range; a Plan, Do, Check, Act (PDCA) process improvement project has been initiated. Staff will report progress at next meeting.
- Access measures were not met due to an increase in referrals in Aquatic Therapy and staff vacancies in Outpatient Services. New staff is being recruited.
- Discussed external/partner satisfaction surveys and possible strategies to improve outcomes. Particular concern was shared regarding Crisis Services. A PDCA process improvement project will be initiated; staff will report back to the committee.
- Patient/client/resident satisfaction is not hitting target ranges. Staff shared actions taken to date, including an in-service provided to leaders by NCHC's company. A PDCA process improvement project is being initiated and staff will report progress at the next meeting.
- **Motion**/second by Bievenue/Matucheski to approve the Outcome Data as presented. Motion carried.
- Adverse event and safety data was reviewed. A continued positive trend in results was noted. No specific negative variations have been identified.
- **Motion**/second by Burgener/Bienvenue to approve the Safety Information and Adverse Events graphs as presented. Motion carried.

Closed Session

- **Motion**/second by Burgener/Matucheski 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 9:18 a.m. Roll Call taken, Yes=5, No=0.

- **Motion**/second by Bienvenue/Burgener to come out of closed session. Motion carried.
- The Committee reviewed and approved the Corporate Compliance and Ethics and Sentinel Events Investigations.

Medical Equipment and Utility Systems Management Plans

- The Committee reviewed the Medical Equipment and Utility Systems Management Plans as presented.
- **Motion**/second by Matucheski/Bienvenue to approve the Medical Equipment and Utility Systems Management Plans. Motion carried.

Auditing Report

- Information is being gathered and will be provided to the Committee at the next meeting.

Joint Commission Update

- The Joint Commission has accepted the 45-day report submitted by NCHC. A 60-day report will be submitted by August 14th.
- The engineer is anticipated to return for a follow-up inspection at any time.
- During leadership meeting with the Joint Commission, staff was commended for the preparation and information provided to Joint Commission.
- Reports on the Requirements for Improvement will be a standing agenda item moving forward.

Future Agenda Items

- Continued discussion regarding Crisis.
- **Motion**/second by Miller/Burgener to adjourn at 9:31 a.m. Motion carried.

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