

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

**September 17, 2015, 10:30 a.m.**

**NCHC – Wausau Campus**

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

Excused: Jean Burgener

Also present: Gary Bezucha, Becky Schultz, Michael Loy, Toni Simonson, 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.

**Motion**/second by Bienvenue/Penniman to amend the agenda to add the nursing home survey report as an agenda item. Motion carried.

Minutes

- **Motion**/second by Penniman/Matucheski to approve the minutes of the July 23, 2015, meeting. Motion carried.

Outcome Data/Safety

- The Committee reviewed organization-wide and program-specific outcome data and safety data.
- Staff will continue to work to provide benchmark data for all areas.
- Adverse events have increased due to improved reporting. The only trend identified is falls in the nursing home. There is a process improvement team working on this.
- The Committee was updated on process improvement actions taken for client/patient/resident satisfaction, including training on first impressions, key phrasing techniques and employee engagement strategies.
- Staff reviewed contributing factors to the access measure results, including closing of 3-4 group homes in the past month in the Wausau area, recruitment challenges in Outpatient and high volumes in day treatment. Measures that are not meeting the internal target are still well below benchmark; an overall action plan is being developed for access.
- Safety data was reviewed. A continued positive trend in results was noted. No specific negative variations have been identified other than falls.
- **Motion**/second by Penniman/Bienvenue to approve all Outcome Data as presented. Motion carried.

Closed Session

- **Motion**/second by Bienvenue/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 10:59 a.m. Roll Call taken, Yes=5, No=0.

- **Motion**/second by Miller/Penniman to come out of closed session. Motion carried.
- The Committee reviewed and approved the Corporate Compliance and Ethics and Significant Events Investigations, finding that appropriate action(s) were taken.

#### Auditing Report

- A subcommittee has been developing audit reports for the past six (6) months.
- Timeliness reports are being monitored through electronic process.
- The subcommittee has identified content elements for all critical documents in medical record.

#### HIPAA Risk Assessment Action Plan

- A HIPAA Risk Assessment was conducted by a third party to evaluate the physical environment and Information Systems is protecting patient/client/resident information.
- No critical issues were found; action plan addresses areas of concern has been developed.
- The Committee requested Jenny Anklam to provide further information to the Committee.

#### Process Improvement Project – Crisis Services

- A process improvement project was initiated as a follow-up to concerns identified by providers and clients.
- A formal group will be established, comprised and led by non-NCHC person(s), to conduct an assessment of Crisis Services.
- The Committee discussed other individuals that should be included to the group and specific areas to be addressed by the group.
- Reports on progress will be provided

#### Joint Commission Update

- Joint Commission Accreditation was awarded for all of Behavioral Health Services, the gold standard for quality.
- The corrective action report was accepted for the one hospital accreditation process; NCHC is awaiting a one-day verification visit.

#### Nursing Home Survey Report

- Fifteen (15) citations were identified in the informal exit conference; 5 citations were dropped in the Statement of Deficiencies, all of which were low-level citations.
- A Corrective Action Plan will be submitted.

#### Future Agenda Items

- HIPAA Risk Assessment overview to be provided by Jenny Anklam.
- Trauma Informed Care training.
- Investigation process for grievances/complaints.
- **Motion**/second by Penniman/Miller to adjourn at 11:54 a.m. Motion carried.

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