

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

March 17, 2016, 10:30 a.m.

NCHC – Wausau Campus

Present: Darren Bienvenue (by phone), Dr. Eric Penninman, Ben Bliven

Excused: Dr. Gabriel Ticho, Joanne Kelly

Also present: Becky Schultz, Michael Loy, Katlyn Coles, Laura Scudiere, Gary Bezucha, Kim Gochanour

The meeting was called to order at 10:33 a.m.; roll call was noted and a quorum declared. Moments of Excellence were shared. Ben Bliven introduced himself to the committee.

Minutes

- **Motion**/second by Penninman/Bienvenue to approve the minutes of the January 21, 2016, meeting with the amendment to be made to minutes that list adjourning time of “12:10am” to change to “12:10pm”. Motion carried.

Outcome Data/Safety

- The Committee reviewed organization-wide and program-specific outcome data. Data measures and opportunities for improvement discussed.
 - Staff vacancy rate continues to show improvement. Employee turnover rate continues to show room for improvement.
 - Continue to see largest number of vacancy rates in Nursing Home with CNA positions and with Dietary Aide positions in Food Services.
 - Patient Experience Satisfaction measures were discussed.
 - Recommendation for future agenda item at next meeting: Review Department Specific patient experience data more in-depth.
 - Community Partner Satisfaction to be presented at next meeting after first quarter results have been reported.
 - Nursing Home Readmission and Psychiatric Hospital Readmission rates are showing continuous improvement.
 - AODA Relapse Rate showing a slight increase. Staff will monitor for 3 point trend.
 - Crisis Treatment Collaborative Outcome Rate data to be presented at next Committee meeting. Awaiting new system implementation and execution for feedback gathering.
 - Criminal Justice Outcome Measure implementation discussed. This measure will be discussed further at next meeting to determine what tools can be used to put metrics to this measure and Committee will determine whether or not to leave this measure on the dashboard at that time.
 - Recidivism Rate for OWI data presented. Within target range and continuing to show positive decrease.
 - Financial measures, Direct Expense/Gross Patient Revenue and Days in Account Receivable, discussed. Increase in Direct Expense/Gross Patient Revenue exceeded budget for February. Financial impact being driven by increase in Behavioral Health Service needs and model restructuring.
 - Discussed NCHC Access measures within Best Practice timeframe.
 - No specific trends at program levels with regard to specific program measures noted.

- Discussed Employee Engagement Survey outcome measures for 2015 and main areas of needed improvement noted.

Closed Session

- Due to quorum requirements, the Committee was unable to review and approved the Corporate Compliance and Ethics Reportable Events Investigations and a Closed Session did not take place. These items will be reviewed at the next Committee meeting.

Process Improvement Project- Crisis Services

- Process Improvement Project discussed. PowerPoint presentation presented. Short-term immediate actions detailed.
- Current operation updated for Crisis Services reviewed.
- Working toward a “No Refusal Model” for Crisis Services.

Emergency Operation & Security Management Review

- Emergency Operation Plan Policy presented.
- Security Management Plan Policy presented.
- Due to time constraints, these agenda items will be reviewed in depth at next Committee meeting.

2016 Action Plan Items

- 2016 Action Plan Items presented, which include:
 - Service Excellence
 - Behavioral Health Center Excellence
 - Electronic Medical Record Operability
- Due to time constraints, the action plan items will be discussed in-depth at the next Committee meeting.

Future Agenda Items

- Review Department Specific Dashboard Data during Outcomes Review as they relate to Patient Experience Data.
- Review Emergency Operation and Security Management policies.
- **Motion**/second by Bienvenue/Penniman to adjourn at 11:49 a.m. Motion carried.

K/C