



North Central Health Care

Person centered. Outcome focused.

NORTH CENTRAL COMMUNITY SERVICES PROGRAM QUALITY COMMITTEE MEETING MINUTES – OPEN SESSION

March 16, 2017

10:30 a.m.

NCHC – Wausau Campus

Present: X	Steve Benson	via			
		phone	Darren Bienvenue	X	Ben Bliven
X	Kue Her	EXC	Heidi Keleske	X	Holly Matucheski
X	Corrie Norrbom	via	Jeannine Nosko		
		phone			

Others Present: Michael Loy, Laura Scudiere, Becky Schultz, Kim Gochanour, Jessica Meadows

The meeting was called to order at 10:35 a.m.; roll call noted; a quorum declared.

Public Comment for Matters Appearing on the Agenda

- No public comments were made.

Consent Agenda

- **Motion**/second, Bliven/Her, to approve the consent agenda which includes the 1/19/17 Quality Committee Meeting Minutes. Motion carried with a correction noted in the date of the December Quality minutes approved under the Consent Agenda to read 12/16/16 rather than 12/16/17. Motion carried.

Outcomes Review – B. Schultz

- Executive Summary was reviewed. Several notable items are:
 - Nursing home turnover improved 38% as a result of improvements made in the CNA onboarding.
 - Aggressive recruitment efforts are in process to connect with upcoming graduates.
 - Patient experience is seeing progress and being monitored on a weekly basis. Attribute improvement to increased focus on very specific action plans. B. Bliven congratulated staff; this is something to be excited about and celebrate for reaching 70% threshold.
 - Access to Community Treatment and Outpatient Services continues to be below target. Priority access to Outpatient and Community Treatment in efforts to reduce hospital readmissions are established. Have prioritized discharged from the hospital for admission into Community Treatment and Outpatient. Dr. Norrbom suggested a warm handoff with family also.
 - Patient/resident adverse events: A team is analyzing data after seeing an increase in resident falls in the Legacies Program and Nursing Home. Will provide additional information at the next meeting.
- **Motion**/second, Benson/Matucheski, to approve the Outcomes Review including the Executive Summary, Organizational Outcomes, Program-Specific Outcomes and Adverse Event Data. Motion carried.

Process Improvement Team Reports – Person-Centered Service Team – J. Meadows

- A review of team's progress and current activities was provided.
- 'I Am the Patient Experience' video was viewed. A link to the video will be provided to the Committee members.
- Current Patient Experience Data was reviewed and indicates that listening to the feedback and helpfulness are areas that we can focus on.
- Priority Analysis indicates that we are listening to the feedback from patient and clients.
- Committee will continue to review patient and employee engagement satisfaction data to identify key strategies to ensure integration of the Person-Centered Service model.

CLOSED SESSION

- **Motion**/second, Bliven/Norrbom, to move 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. Roll call taken: Yes=7, No=0 Motion carried and moved into closed session at 11:26 a.m.
 - Report of Investigations:
 - i. Corporate Compliance and Ethics
 - ii. Significant Events
- **Motion**/second, Benson/Norrbom, to come out of closed session. Motion carried unanimously.

Possible Announcements Regarding Issues Discussed in Closed Session

- No announcements necessary.

Joint Commission Accreditation Education – B. Schultz

- Joint Commission is an accreditation we voluntarily seek for Behavioral Health Services and Inpatient Hospital. Accreditation gives us 'deemed status' with CMS which means CMS accepts the Joint Commission accreditation and will not complete additional Medicare and Medicaid surveys.
- We were successfully accredited in June 2015 and as of 12/1/16 are now in our '18 month window' for re-accreditation.
- Joint Commission Accreditation is the gold standard of quality in health care industry.
- The survey process can include speaking with Quality Committee members as well as other Board members.
- Additional education on Joint Commission Accreditation will be provided in upcoming meetings to help members feel comfortable with the process.

Discussion and Future Agenda Items

- B. Bliven will not be at the May meeting. S. Benson, Vice-Chair, was asked to lead the Committee meeting in May.

Motion/second, Norrbom/Benson, to adjourn the meeting at 11:54 a.m. Motion carried.