

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, April 9, 2015 in in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Chairman Tom Lund
Paula Laundrie, Helen Smits, Carole Andrews, Craig Huxford, JoAnn Graschberger

Excused: Bill Clancy, Susan Hyland

Also

Present: Erik Pritzl, Executive Director
Nancy Fennema, Director of Community Programs
Michelle Hermes, Director of Nursing-Hospital
Dawn LaPlant, Health Information Manager
MSW Student

1. Call Meeting to Order:

The meeting was called to order by Chairman Tom Lund at 5:15 pm.

2. Approve/Modify Agenda:

GRASHBERGER/LAUNDRIE moved to approve the agenda.
The motion was passed unanimously.

3. Approve Minutes of March 12, 2015 Human Services Board Meeting:

ANDREWS/SMITS moved to approve the minutes dated March 12, 2015.
The motion was passed unanimously.

4. Approval of the Bylaws of the Medical Staff of the Brown County Community Treatment Center:

Director of Community Programs Fennema stated that the bylaws were updated as a response to the most recent state survey. They specify the responsibilities of the governing body, which is now the Human Services Board. Board Member Andrews is serving on the QAPI Committee.

ANDREWS/SMITS moved to approve the medical staff bylaws of the CTC.
The motion was passed unanimously.

5. Approval of the Quality Assurance and Performance Improvement Policy:

HIM Manager LaPlant stated that the Quality Assurance and Performance Improvement Policy defines the scope, roles, responsibilities and meeting structure of the QAPI program.

GRASCHBERGER/HUXFORD moved to approve the Quality Assurance and Performance Improvement policy.
The motion was passed unanimously.

6. Approval of the Sentinel Event Management Policy.

HIM Manager LaPlant stated that the Sentinel Event Management Policy defines what a sentinel event is, how to do the root cause analysis and the reporting structure.

ANDREWS/LAUNDRIE moved to approve the Sentinel Event Management policy.
The motion was passed unanimously.

7. Executive Director's Report:

Executive Director Pritzl presented and handed a written report to the board (attached).

LAUNDRIE/ANDREWS moved to receive and place on file.
Motion was carried unanimously.

8. Financial Report:

A financial report was submitted with the board packet agenda. Executive Director Pritzl stated that our Finance Manager has resigned and they have a transition plan in place.

SMITS/HUXFORD moved to receive and place on file.
Motion was carried unanimously.

9. Statistical Reports:

Please refer to the packet which includes this information.

10. Approval for New Non-Continuous Vendor:

Please refer to the packet which includes this information.

11. Request for New Vendor Contract:

Please refer to the packet which includes this information.

12. Other Matters:

Chairman Lund announced that presentations from the various Human Services units will resume at the board meetings. Smits stated that the unit updates help the board to know what the departments' needs are.

Q: Citizen Board Member Huxford asked how the proposed psychiatric center in the area would affect our Community Treatment Center hospital.

A: Director of Nursing Hermes stated that she doesn't foresee us being in competition as we serve a different clientele than they would. Our mission is to serve the individuals who aren't able to be seen at other facilities in the area.

Q: Citizen Board Member Huxford asked about an issue of a client not being admitted to the CTC due to capacity and being transferred to the ER.

A: Director of Nursing Hermes stated that it usually isn't about having the beds available but instead, it's an issue of having the psychiatrists available to see the clients.

Q: Citizen Board Member Laundrie asked what is being done with clients who are detoxing.

A: Director of Nursing Hermes stated if individuals have any history of seizures or withdrawals, they need to go to a medical facility and diversion is not able to be utilized.

Q: Citizen Board Member Laundrie asked about a news broadcast she saw talking about laying off people in our department.

A: Executive Director Pritzl stated that was in reference to the transition of our clients to Family Care. Director of Community Programs Fennema stated it is a state requirement to do the press release and we did tell all affected staff ahead of time. Most of the affected staff members have secured positions with the Managed Care Organizations. Fennema stated we will have specific numbers of where employees are going when we get closer to the transition date. Pritzl also added that Channel 5 came out and interviewed our Long Term Care Manager regarding the press release.

Next Meeting: Thursday, May 14, 2015
5:15 p.m. – Sophie Beaumont Building, Board Room A

13. Adjourn Business Meeting:

ANDREWS\SMITS moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 5:40 p.m.

Respectfully Submitted,

Kara Navin
Office Manager/Recording Secretary

Brown County Human Services

Executive Director's Report to the Human Services Board & Committee

April 9, 2015

Members of the Board/Committee:

It would seem fitting to start by expressing my gratitude for being selected as the Executive Director of Brown County Human Services, and to provide some background as an introduction to you as board members. Prior to starting this position, I was working for the University of Wisconsin-Madison as the Director of the Southern Child Welfare Training Partnership. Before being in that position I was a health and human services director in Dodge and Columbia counties for five and a half years cumulatively. My educational background includes a Masters of Science in Social Work from UW-Madison, and a Bachelors of Social Work from UW-Green Bay. I am just completing my Masters of Business Administration from Lakeland College, and will graduate in May.

I am only in my first two weeks here, and I have been immersed in learning about the programs, resources and people within the department, and in the community. I have spent time at the Community Treatment Center becoming familiar with the operations at the facility. The interim administrator, Jordon Bruce from Apra Consulting, has been doing a very good job at working through the issues identified in the recent surveys, including implementation of the plan of correction. In addition to the surveys, other changes have been made to the staffing plan to smooth out operational issues, and provide better continuity of service and care. The recruitment has started for the administrator position, as the consulting arrangement is short term.

The roll out planning for Family Care continues, and the long term care staff members have been continuing to provide services to people before the transition. Staffing for this has been a challenge as we focus on the needs of the people receiving services, while working with staff who are making transitions in their careers.

Another area that has received attention in the past week has been in our financial area. As the closeout for 2014 was completed, an adjustment was needed to balance the budget which will result in an anticipated transfer of just over \$2.1 Million from existing fund balances. One of the areas involved in this was the Community Treatment Center, and Bay Haven (Community Based Residential Facility) in particular due to a lower than expected census. Other areas included changes in the State of Wisconsin Managed Care Reimbursement (WIMCR) calculation, higher than expected placement costs in the adult behavioral health area, higher than expected placements for children, and lower than expected revenues in child care eligibility and certification claiming in income maintenance.

Finally, I want to thank Nancy Fennema for providing leadership as the interim Executive Director. Nancy has proven invaluable as I make the transition into the position by providing information, and sharing her knowledge of the department. She has been a welcoming presence over the past two weeks, as have so many staff members.

Respectfully Submitted By:



Erik Pritzi
Executive Director

NPC Monthly Report

1. **Patient Care Issues-** There has not been any concerns identified.
2. **Contracted Services Issues-** Continuing to progress towards purchase of Omnicell (automated dispensing machine). In discussion with Greenfield regarding OT (Occupational Therapy) services needs for the hospital.
3. **Summary of patient complaints-** There was on complaint from a BH client regarding services received from her SW. There was one complaint from a NPC client upset that he could not use his cell phone to email. These complaints are being investigated and are tracked and trended through the QAPI committee.
4. **Federal/State Regulatory Concerns-** Auditing continues to be completed to monitor progress with our accepted state plan of correction. Working on the Federal plan of correction currently. Anticipate a follow up Federal survey in May.
5. **Approval of Medical Staff appointments-** Nothing to report at this time.
6. **Other Business-** Nothing to report at this time.

Prepared by Michelle Hermes RN, BSN, DON