



Ryan White Planning Council

New Haven & Fairfield Counties
Ric Browne and Charlotte Burch, Co-Chairs

Quality Improvement Committee Meeting Summary - **DRAFT** FAST FACT PAGE

Meeting Date: Friday, October 3, 2008 from 12:00 to 2:00 pm
Start Time: 12:15 pm
End Time: 1:20 pm
Location: Hill Health Center, New Haven
Presiding Chair: Ric Browne
Recorder: Sara Nichols, Planning Council Staff

Meeting Accomplishments/Summary of Votes

- Approved Meeting Minutes for 6/6/08 and 8/8/08.
- Approved Quality Management plan
- Reviewed QM site visit summary report
- Reviewed Super Pod primer

Council Member Assignments

- Ensure committee has enough members present to have quorum.

Staff Assignments

- Post agenda and meeting minutes on website (www.ryanwhitecare.org)
- Convene Super Pod

Attendance Record - 2008

Committee Members	1/18	3/28	4/18	5/2	6/6	8/8	10/3	11/7	12/5
Jose Aquino		●							
Henry Bethea			●						
Charlotte Burch	●	●	●	●	●	●	●		
Ric Browne	●	●		●	●	●	●		
Christine Romanik	●	●	●		●		●		
Adaline DeMarrias	●	●	●						
Tom Kidder			●	●	●	●	●		
Robert Sideleau	●	●	●	●	●	●	●		
Ryan White Office	●	●	●	●	●	●	●		
Planning Council Staff	●	●	●	●	●	●	●		
PC Members & Public Participants	10/3/08 – Deborah Gosselin (Part B), Brian Datcher, Mary Walton								



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(1.0) Welcome and Introductions

Co-chair Ric Browne welcomed meeting participants, asked everyone to introduce themselves, and held a moment of silence to honor individuals affected, infected, or who have died from HIV/AIDS. Mr. Browne reminded people that the meetings are open and members of the public and press may be present. Persons wishing to maintain confidentiality of their HIV status should consider the public nature of the meeting.

(2.0) Co-Chair Announcements and Meeting Objectives

Ric Browne reviewed the agenda for the meeting and asked if anyone had any questions. There were no questions.

(3.0) Approval of the Meeting Summary

(3.1) Robert Sideleau made the motion to approve the 6/6/08 minutes, Christine Romanik seconded. Correction noted, Minutes approved, 4 yes (Sideleau, Kidder, Burch, Romanik), 1 abstention (Browne).

(3.2) Tom Kidder made the motion to approve the 8/8/08 minutes, Charlotte Burch seconded. Same correction as 6/6/08 noted, Minutes approved, 3-yes (Sideleau, Kidder, Burch), 2 abstentions (Romanik, Browne).

(4.0) New/Old Business

(4.1) Quality Management Plan - Tom Butcher distributed the final QM plan. He stated that the revisions from previous meetings have all been incorporated and asked for the committee to approve this plan. He stated the heading are in line with HRSA's guidelines. This is the current plan of that we have been acting on already. Mr. Butcher led the group through each of the goals and discussed where we are currently to date as following the plan.

(4.1a) Motion to accept the Quality Management Plan as presented made by Tom Kidder, seconded by Christine Romanik.

(4.1b) Discussion: Robert Sideleaus stated we have reviewd the and it look good.

(4.1c) Motion passed, 4 yes (Sideleau, Kidder, Burch, Romanik), 1 abstention (Browne).

(4.2) Review Quality Management site visit summary – Sara Nichols distributed a handout illustrating the overall results from the site visits. She stated that the quality management site visits were completed for all the TGA contractors between June and July. The scores for the total TGA and the breakout of regions were discussed.

(4.2a) Ric Browne asked so where do we go from here.

(4.2b) Tom Butcher responded by asking members to look at the QM plan. Goal 1 is to achieve a TGA overall quality score of 95% or better. The score from this audit was 88%. So the next activity is for the QM staff and RW office to provide technical assistance to individual providers who scored low on the review. Mr. Butcher illustrated that QM plan is a really an active document to follow the necessary steps to achieve our goals.

(4.2c) Tom Kidder stated this plan is great, delighted with having it laid out easy to follow. He asked how the technical assistance would fit with the training with Cross Parts collaborative and/or AETC.



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(4.2d) Tom Butcher responded that our responsibility is to make sure quality services are available and getting to consumers. He stated that he has been in contact with Karina Danvers of AETC to follow up on training requests.

(4.2e) Debi Gosslin announced that Part B has created new forms for Medical Case Managers to use to make it easier to collect the data required for audits. Christine Romanik suggested that these would be given to Tom Butcher to review before distributing to Part A contractors.

(4.2f) Brian Datcher asked how do you get information from the consumers to compare the results of the provider audits. He suggested there may be richer data to confirm or dispute the independent audit.

(4.2g) Mary Walton stated that some providers conduct consumer satisfaction surveys and are required to show these results during the audit.

(4.2h) Tom Butcher stated that consumer input is always a good idea. He suggested a coordinated body with consumer and providers to get this information.

(4.2i) Charlotte Burch stated that this is a good idea, and it does work to discuss how agencies can improve services.

(4.2j) Tom Butcher stated that the goal is to assure the consumer voice is really listened to and the input is valuable.

(4.2k) Ric Browne asked if anyone had any questions about the site visits, there were none.

(4.3) Tom Butcher distributed a handout on the Super Pod primer.

(4.3a) Mr. Butcher described the purpose of the group. He stated the goal is to measure what matters, and to be able to do something about it; it's a way to knit systems together; powerful of getting mix of disciplines together and consumer involvement; and the intent is to improve the quality of care.

(4.3b) Mr. Butcher stated that single provider groups will be convened to lay the ground work for the cross discipline work. A representative from each provider group will be identified. He stated the process will take a few months. Again, the goal is to get people into care, maintain in care, and re-engage into care if fallen out.

(4.3c) Ric Browne asked if mental health and substance abuse services are typically provided together or separate in the TGA. Tom Butcher responded that they are separate, but the goal is to find a better way.

(4.3d) Tom Kidder recommended reviewing the work of Bob Drake regarding integration of services. Mary Walton stated that the Hill Health Center is a model program with one stop shop of HIV/HEP C/MH/SA under one roof.

(4.3e) Ric Browne stated that the movement of Quality Management is now 2-fold. Tom Kidder stated that they are parallel to the quality movement, whereas Quality Assurance used to be punitive; Quality Improvement is both assurance and ways to improve it; and Quality Management is how do manage it so that it is a process that is working.

(4.3f) Tom Butcher referenced the "Plan-Do-Study-Act".



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(4.3g) Mary Walton stated that the overall goal when the super pod is done, next year during the audits we want to see how we meet HRSA expectations for medical outcomes as compared to last year so that we can see direct results that matter.

(4.3h) Tom Butcher added that the impact on the health of the consumers is most important and that the data this committee generates informs strategic planning for the TGA.

(4.4) Discussion on the Cross Parts collaborative led by Tom Butcher and Debi Gosslin. Five states will be working on generating the common goals, states include New Jersey, Pennsylvania, Texas, Virginia and Connecticut.

(5.0) Announcements

Ric Browne announced the next meeting will be Friday, November 7th in Bridgeport at 12 – 2pm. He stated the agenda would include Report of the start up of the Super Pod.

(6.0) Adjournment

Ric Browne adjourned the meeting at 1:20 pm