

Joanne Montgomery, Mitchell Namias & Anthony Santella, Co-Chairs

Quality Improvement Strategic Planning & Assessment Committee Meeting Minutes

Meeting Date: Thursday, March 2, 2023
Start Time: 9:40am
End Time: 11:59am
Location: Burroughs Community Center & Zoom Teleconference
Presiding Chair: Anthony Santella
Recorder: Cliff Barnett

Summary of Committee Votes

- Approval from the February 2, 2023 Meeting Minutes.

Council Member Assignments

- Attend Committee/Council meetings as outlined in the Council Bylaws.

Staff Member Assignments

(1.0) Moment of Silence

Anthony called the meeting to order at 9:40 am. A moment of silence was observed in recognition of all who have been affected by HIV/AIDS.

(2.0) Welcome and Introduction

All participants introduced themselves.

(3.0) Co-Chair Announcements

There were none

(4.0) Approval of February 2, 2023 Meeting Minutes

Chris Cole made a motion to approve the Quality Improvement meeting minutes from February 2, 2023 and Gigi Chau seconded it.

For: (7) Ardila, Cole, Namias, Radocchia, Santella, Spencer, Stewart

Against: (0)

Abstain: (2) Datcher, Namias

Rich Radocchia made a motion to approve the Strategic Planning & Assessment meeting minutes from February 2, 2023 and Inthiany Ardila seconded it.

For: (7) Ardila, Cole, Namias, Radocchia, Santella, Spencer, Stewart

Against: (0)

Abstain: (2) Datcher, Namias

(4.0) New Business/Old Business

- **Review the Strategic Planning and Assessment Planning Council Activity Timeline**

The Committee reviewed the Planning Council Activity Timeline and determined that everything was on track.

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- **Review Integrated Comprehensive Plan**

This is being put on hold until further feedback is received from HRSA and CDC. We will discuss this at April's meeting.

- **Define One New Study and Present Results – Discuss Populations of Focus and Medical Case Management Needs Assessment Regarding Service Categories.**

We discussed a survey that will go to all case managers that will help us to prioritize all the services that are funded by Ryan White, not just services that our EMA funds. We will identify all funded services and non-funded services. We will continue to discuss a process to prioritize all services.

We also need to get all data requests to DPH done as soon as possible. The data request would be the following:

1. EMA wide Care Continuum for year ending 12/31/2021.
2. Care Continuums broken out by our priority populations; Transgender Women of Color, MSM of Color broken down by age and Women of Color. We also would like Newly Diagnosed and Linked to Care numbers as well.

Staff presented the work done by Andy to review the data of all female clients in our EMA of childbearing age and there were some issues with clients having missing data issues. We will continue this discussion next month and identify the areas of importance from this.

- **Review the Annual Quality Improvement Plan for 2023**

Ronnie Andrews presented the Quality Improvement Plan for 2023. is a live document that can be changed at any time as part of Quality Improvement. There are 3 separate objectives. There are 4 performance measures that are being reviewed:

- a. Outpatient Ambulatory Health Services
- b. Medical Case Management
- c. Food Bank/Home Delivered Meals
- d. Medical Transportation

- **Evaluation of our EMA's Regional System**

How do we evaluate that our regional system is working?

The regional system in our EMA, which started over 10 years ago, is unique as no other EMA in the country uses a similar model. While we think the regional system is working given our EMA-specific continuum of care data, it should be evaluated from the perspectives of different stakeholders. The different stakeholders who should be included in the evaluation include the clients (examine viral load, quality of life, access to care, choice of providers, location of providers, and use of providers outside the RW network, regional leads (communication with recipient, flexibility in applying for funds, selection process), sub-contractors (communications with leads and recipient, relationship with leads and recipient, selection process), and the recipient (communications with leads and sub-contractors, selection process, contracting timeline). The regional system was set up to ensure that people were getting services in all areas. However, we never saw how it is working? How do we figure out if it is a successful model?

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- a. The recipient's office will put the PC decisions into action. Does it work for the client in relation to viral suppression
- b. It may be a good idea to something along the lines of someone who checks out the organizations (secret shopper)
- c. The quality of life for the consumers, more than just viral suppression
- d. Access to services – What region are you receiving those services?

How can we address some of the concerns of the community in order to get them more involved?

People need to feel that they can be candid. We need to create a way for people to feel comfortable talking about issues with their providers. Grievance process does not always work. People may not know or understand the process. They may also be afraid to start it on their provider.

(5.0) Announcements

There were none.

(7.0) Adjournment

The meeting adjourned at 11:59 am

Quality Improvement/Strategic Planning and Assessment Committee Attendance Record – 2023

	Council Member	Jan	Feb	Mar	April	May	June	Aug	Sept	Oct	Nov
1.	Inthiany Ardila	X	X	X							
2.	Samuel Bowens	A	A	A							
3.	Gigi Chaux	A	A	X							
4.	<i>Chris Cole PC Co-Chair</i>	A	X	X							
5.	Wallace Daniels			A							
6.	Brian Datcher	X	X	X							
7.	Kimberly Fair										
8.	Kenneth Flyte	X	X	A							
9.	Kisha Gainer										
10.	Gloria McNeil										
11.	Joanne Montgomery, Co-Chair	X	X	A							
12.	Mitchell Namias, Co-Chair	X	X	X							
13.	Richard Radocchia	X	A	X							
14.	Carmella Ricciardelli			A							
15.	Anthony Santella, Co-Chair	X	X	X							
16.	Carolyn Spencer	X	X	X							
17.	<i>Roberta Stewart PC Co-Chair</i>	X	X	X							
18.	Tracey Webster										
19.	Lisa Weeks										
	Ryan White Office	X	X	X							
	Planning Council Staff	X	X	X							
	% of Council present:	75%	75%	65%							

Jamelia Beckford, Kathy Jennings, Jean Brown, Nida Butt, Nitza Agosto