



**Ryan White Program Performance Improvement Advisory Team**  
**Minutes of March 18, 2016**  
**Behavioral Science Research**  
**2121 Ponce de Leon Blvd., Suite #250**  
**Coral Gables, FL 33134**

Attendees:	Organization
Francis, Rosemonde	Borinquen Medical Ctr.
Barroso, George	Care Resource
Williams, Stephen	CHI
Fiol, Sacha	Empower U
Valle-Schwenk, Carla	OMB-GC
O’Neale-Lewis, Jasmin	University of Miami
Hilton, Karen	University of Miami

Staff:	
Brock-Getz, Petra	BSR
Jones-Gonzalez, Peggy	BSR
Martinez, Susy	BSR
Sastre, Francisco	BSR
Sergi, Sandra	BSR

1. George Barroso called the meeting to order at 9:36 a.m.
2. Members reviewed the minutes of January 15, 2016; no changes were made.
3. **Standing Business**
  - **Ryan White Program Update-**
    - Carla Valle-Schwenk reported receiving partial award totaling about 14 million for the Fiscal year 2016. Final notification of award to occur possibly end of April, early May 2016.
    - No Grant application results at this time but Project Officer stated application well done.
    - Service delivery guidelines updates remain in progress following 2015 guidelines.
    - Ryan White client level data service RSR report is due next week. Waiting for few Providers to complete corrections.
  - **Outreach Update-**
    - Susy Martinez discussed joint visits that occurred with DOH in January 2016 to discuss the Linkage to Care process to ensure forms are being used appropriately.
    - Meeting occurred on January 29<sup>th</sup>, 2016. DOH is moving forward to linking clients into care from 90 to 30 days.
    - The Ryan White Part A/MAI Outreach training took place on February 12, 2016 at the United Way Building. DOH was present. Linkage to care was discussed. Borinquen and Community Health of South Florida (CHI) presented on their best practice model.

- The next Outreach training will be scheduled in July, 2016.
  - Susy Martinez reviewed the Outreach Review (OREV) and Outreach Consultation (OCON) Supervisor Report for all four quarters (copy on file). First quarter Outreach Supervisors did not meet their quota. Second quarter 2 providers met 10 hour requirements for REV code. Quarter 3 zero providers met their required hours. Quarter 4, agency B & H met their required hours. Main complaint from outreach supervisors is not finding the time to bill.
  - Susy Martinez reviewed the Outreach Performance Outcome Analysis (OCON) report for all 4 quarters (copy on file). For the first quarter, all agencies did not meet the required 10 hours. For the 2<sup>nd</sup> quarter, two agencies, Agency A & G met their required hours. Quarter 3, all four agencies failed to meet their required hours. Quarter 4, Agency B, only agency to meet their hours out of 8 agencies. Change in Outreach Supervisors for agency A & D occurred, possibly interfering in meeting requirement. Susy Martinez sends unblinded reports with outcomes to Supervisors. The County is requesting an unblinded report for the year and will follow-up with agencies not meeting required hours with a non-compliance letter.
  - Carla Valle-Schwenk inquired if 10 hours for Outreach Supervisors is too many hours for them to meet standard. BSR to follow up by presenting annual report on number of outreach contacts by agency.
- ***Medical Case Management (MCM) update-***
    - Sandra Sergi reviewed the MCM Supervisor Review (REV) and Consultation (CON) for the Fiscal year 2015-2016 (copy on file.) In quarter 4, one Supervisor left agency, another Supervisor changed agency. In quarter 4, six out of sixteen Supervisors in review (REV) did not make the required 10 hours; 2 failed to provide information (N/A). In quarter 4, eight Supervisors in consultation (CON) failed to make required 10 hours, 1 agency unable to provide information (N/A).
    - Carla Valle-Schwenk is requesting to track caseload of the Supervisors as part of reporting. As well as to provide caseload unblinded and total number of clients for the year.
    - Francisco Sastre is requesting a notation to the non-compliance letter to query reasons why supervisor are not meeting their required hours.
    - Sandra Sergi shared the new team based approach for the monthly MCM trainings. MCMs were divided up in randomly assigned groups and will remain with their group throughout the year. They will focus on case studies and team based learning as opposed to didactic learning. MCM trainings continue to be well attended.

- ***New Ryan White Clients-***
  - Petra Brock-Getz reviewed and presented a Summary of New Clients entering the Ryan White Program Care System for the month of February 2016. A total of 102 new clients were enrolled into the system mainly from AHF, Care Resource and SFAN.
  - Risk factor of new clients is 52% through MSM.
  - Female contact with heterosexual male is 17%.
  - Unknown risk factor is 18.6% (no reason provided or not sure of how infected).
  - Most clients are male, 78% below 35 years of age.
  - Carla Valle- Schwenk stated the need to recruit an individual for the Partnership below 30 years of age to reflect demographics of clients.
  
- ***Record Reviews Update***
  - Francisco Sastre reported on the Seroquel record review. The review was requested due to unusual prescribing patterns. AETC did not identify any unusual prescribing patterns. BSR will follow up with individual cases that may need attention.
  - Francisco Sastre reported on missing viral loads since August 2015. One provider's result for missing viral load was 35%. A targeted missing viral load review and technical assistance in the month of February and March 2016 was provided for said provider. The agency provided with the target record review resulted in a drop to 16% for the missing VL, a significant improvement following the record review.

#### **4. Old Business**

- **Integrated HIV Prevention and Care Comprehensive Plan-**
  - Dr. Sastre reported on the Integrated HIV Prevention and Care Comprehensive Plan that will be implemented by January 2017. The report will be presented at the May 9<sup>th</sup> Partnership meeting for approval.
  
- ***ACA Update-***
  - Francisco Sastre provided an update on ACA enrollment. A total of 729 GAP cards for clients enrolled into Part A ACA and Wrap Around program were distributed. ADAP ACA Wrap Around program, 177 GAP cards were issued. For Part A clients, 552 GAP cards were issued. According to ADAP report, 835 clients have ACA insurance services. Of those 835, Part A can only account for 177 clients that received referrals for services.

- Due to limitation, Carla Valle-Schwenk reported some providers did not follow protocol therefore, billing ID information was not provided to MBCHC and payments for policies were not made.

## **5. New Business**

- ***RN/ASN Nursing Credentials-***

- Carla Valle Schwenk reported a Ryan White provider hires registered nurses with an Associates in nursing degree not with a bachelor's degree. Dr. Francisco Sastre reported on the comparison of nursing credentials for a Registered Nurse with Associates in Nursing degree and a bachelor's degree to determine if the qualifications meet the MCM standards of a bachelor's degree. Dr. Sastre suggested for the provider to state equivalent.

## **6. Announcements**

- AIDS Walk for Care Resource April 24, 2016.
- Next Meeting May 20, 2016 at 9:30 am.