



**Ryan White Program Performance Improvement Advisory Team**  
**Minutes of May 20, 2016**  
**Behavioral Science Research**  
**2121 Ponce de Leon Blvd., Suite #250**  
**Coral Gables, FL 33134**

<b>Attendees:</b>	<b>Organization</b>
Alvarez, Armando	AHF
Francis, Rosemonde	Borinquen Health Ctr.
Barroso, George	Care Resource
Anson, Elsie	Care Resource
Mizell, Monica	CHI
Williams, Stephen	CHI
Pierre, Jean	CHI
Fiol, Sacha	Empower U
Stafford, Kathy	JTCHC
Valle-Schwenk, Carla	OMB-DC
Tennant, Naeem	SFAN
O’Neale-Lewis, Jasmin	University of Miami
Hilton, Karen	University of Miami

<b>Staff:</b>	
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 9:43 a.m.
2. Members reviewed the minutes of May 20, 2016; no changes were made.
3. **Standing Business**
  - **Ryan White Program Update-**
    - Carla Valle-Schwenk reported contracts were executed or were pending signatures. The Ryan White Program grant application received a 99 percent score .
    - Expenditure reports were due last Friday and few providers were given extensions. Next grant application will be out by the middle of August and due middle of October.
    - Service delivery guidelines were completed and disseminated to all providers. Guidelines can also be located on MiamiDade.gov website.
  - **Outreach Update-**
    - Susy Martinez reported on Outreach Performance Outcomes Analysis, quarter 4, Outreach Review (OREV). Agency C had highest number of contacts. Quarter II and III was reviewed indicating overall percentage falling below required 50%; quarter II 43% and quarter III 47%. Quarter III was the best quarter of linkage out of all quarters.

- Quarter IV, agency C had a high number of client contacted, 116. BSR contacted Agency C on the high volume of clients. Agency agreed to disseminate referrals to other Ryan White outreach providers. Most outreach referrals were lost to care.
  - Agency A, quarter IV, 8 of 15 of clients were linked to care. The overall percent of lost to care linked in quarter IV was 22%. The identified barriers to care reported in last quarter were: worrying about paying for HIV medication; not ready to be engaged in care. Dissatisfaction or conflict with case manager was identified in Quarters III & IV.
  - The Outreach training is scheduled for June 15th, 2016.
- ***Medical Case Management (MCM) update-***
    - Sandra Sergi reported on Review (REV) and Consultation (CON) Utilization by MCM Supervisor for March and April 2016. Carla Valle-Schwenk will send out a non-compliance letter to Agencies that have fallen below required standard.
    - Ms. Sergi reported on MCM Trainings. A new practice called Readiness Assessment was implemented. Information on training topics was sent to MCM's and they were advised to review prior to attending training. The goal of the technique is to help with the learning process and retain the information.
    - Sandra Sergi discussed the E-Learning platform and advised MCM's to register.
    - The April MCM training included a discussion of the ACA process. The importance for MCM's to follow up with ACA process was emphasized. Ms. Sergi announced MCM trainings were cancelled for June, July, & August.
    - Three Basic Case Management trainings to be held this Fiscal year in June (2016), October (2016) and February (2017).
- ***New Ryan White Clients-***
    - Petra Brock-Getz reviewed a Summary of New Clients entering the Ryan White Program in the month of April 2016. A total of 95 new clients were registered in the system mainly through Care Resource, AHF and SFAN.
    - Most prevalent risk factor of the new clients was MSM (47%).
    - Most clients were male 78%.
    - 53% of clients were below 35 years of age.
- ***Record Reviews Update***
    - Francisco Sastre Reported that BSR received the responses from the 2 providers regarding suggestions made by AETC during the Seroquel review.
    - Missing VL: Prior to monitoring viral loads, one agency's viral load was 35% and now down to 17%. Missing Viral Load reports continued to be monitored by BSR.
    - Rosemonde Francis from Borinquen Health Care Center reported having a high number of missing VL because the report was not including HIV RNA. BSR will follow up with ACMS to resolve the issue.

#### 4. Old Business

- **Integrated HIV Prevention and Care Comprehensive Plan-**
  - Dr. Francisco Sastre reported on the Integrated Comprehensive Plan. Dr. Sastre stated that a full draft of the Plan was completed this week (Tuesday). The plan will be presented in July at the Prevention Committee and the Strategic Planning, as well as to the Partnership for final approval in August.
  - Once the Plan is approved, it will be submitted to the State for final submission by September 30, 2016.
  
- **ACA Update-**
  - Dr. Francisco Sastre provided an update on ACA enrollment. A total of 1177 clients have enrolled into the ACA in 2016.
  - ADAP reported 501 clients enrolled in the Wrap Around ACA program. A total of 676 are in the Part A program of which 640 GAP cards were distributed. Out of 501 issued only 219 clients can be accounted for. ADAP has been unable to provide accurate data and confirm if client's policy is active. MCM's were requested to follow up with remaining clients.
  - Of the 676 Part A clients, the County is projecting the cost of premiums alone to be \$3.2 million for the current FY. BSR will complete an analysis on the ACA program by adherence and viral load levels for clients receiving medical care through the ACA program. Cost of the program will be included in this analysis such as premiums, PCP visit co-pays and prescription drug co-pays.
  
- **Comprehensive Health Assessment**
  - Peggy Jones-Gonzalez reported on the Comprehensive Health Assessment Client Participation Section. Three hundred forty three clients (343) responded "yes" to having an interested in receiving more information about the Partnership. Three hundred forty two (342) clients responded "yes" to having an interest in receiving more information about PIAT.
  - Petra Brock-Getz reported on new Consent To Be Contacted for Future Ryan White Program Research form created this year for BSR to contact clients directly. About 97% of clients have signed consent forms.

#### 5. New Business

- **Review of Acuity Systems**
  - Peggy Jones-Gonzalez presented a sample of acuity measures use by the Boston Public Health Commission and Simply Health Care/Clear Health Alliance Acuity System in Florida. Dr. Francisco reported all clients are currently treated at the same level of care regardless of their level of need. An acuity system would provide MCM supervisors a way to triage clients in the system.
  - Carla requested BSR review other EMA's on their acuity systems and average/max caseloads.

- **QM Quarterly Reports**

- Dr. Francisco Sastre reported on the Ryan White Program Part A/MAI Quarterly Report. The report will be implemented in the upcoming months. It will serve three purposes: monitor important indicators, assess progress of indicators, and identify areas where BSR can provide technical assistance. BSR will use the reports to monitor provider's progress.
- The goal is to track indicators and to assist where providers need assistance—the report is not designed to be punitive.
- Carla Valle-Schwenk stated corrective action will be required from providers with poor outcomes. County/BSR will recognize providers that with good outcomes.
- BSR will notify and assist providers with poor outcomes.

## **6. Announcements**

- **Care Resource AIDS Walk**

- George Barroso reported the AIDS walk that took place on April 24<sup>th</sup>, 2016 was very successful.

- Next Meeting July 15<sup>th</sup>, 2016 at 9:30a.m.