



**Ryan White Program Performance Improvement Advisory Team  
Minutes of November 16, 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.
Gomez-Lopez, Awilda	Care Resource
Rivero, Marcos	Care Resource
Williams, Stephen	CHI
Gallo, Giselle	Catalyst Miami
Fiol, Sacha	Empower U, Inc.
Ortega, Jose	MBCHC
Valle-Schwenk, Carla	OMB-GC
Buissereth, Paula	PHT/North Dade
Tennant, Naeem	SFAN
Hilton, Karen	University of Miami
O'Neal Lewis, Jasmin	University of Miami
Jeffrey, Debra	Village South

<b>Staff:</b>	
Brock-Getz, Petra	BSR
Jones-Gonzalez, Peggy	BSR
Levy, Mireille	BSR
Sastre, Francisco	BSR
Sergi, Sandra	BSR

**1. Jasmine O'Neal Lewis called the meeting to order at 9:42 a.m.**

**Introductions were made.**

**2. Members reviewed the minutes of July 15, 2016; no changes were made.**

**3. Standing Business**

**• Ryan White Program Update-**

- Carla Valle-Schwenk reported grant application for fiscal year 2017 was submitted on October 18, 2016.
- Reallocations for sweeps II was completed and approved by the Partnership. Award letters to be sent out to Providers.
- Six (6) site visits to Providers were completed. Nine (9) agencies remain to be completed by February 2017.
- The Miami-Dade County Integrated Plan for HIV/AIDS Prevention and Care was drafted and submitted by September, 2016.
- The Ryan White Program prescription drug formulary was updated and will be distributed by the end of the week. Vicoprofen, a medication for clients having oral surgery was added to the formulary.
- For enrollment into the Affordable Care Act, the new process will be through American Exchange. Two (2) signatures from the County remain pending to complete approval of the process; goal is for the process to begin by end of week.

- ***Outreach Update***
  - Peggy Jones-Gonzalez reported on Outreach Performance Outcome Analysis, for Quarter I & II, June - August, 2016.
  - A total of 289 clients were contacted by outreach. One hundred & twenty five (125) clients were new to care of which seventy five (75) were linked to care.
  - One hundred sixty four (164) clients were lost to care of which thirty nine (39) clients were linked into care. Total percentage lost to care linked back to care is 23.78%. The average linked to care fell below the 50% recommended minimum linkage rate.
  - Identified barriers include: incarcerated and “didn’t want treatment where people might know me.”
  - Peggy Jones-Gonzalez reported on Outreach Review (OREV) and Consultation (OCON) utilization by Outreach Supervisor for Quarter I & II.
  - Outreach Review (OREV) 5 out of 8 agencies failed to meet the minimum required 10 hours per quarter.
  - Outreach Consultation (OCON) 5 out of 8 agencies failed to meet the minimum required 10 hours per quarter.
  - TA visits were completed for agencies that failed to meet 10 hour required standards from quarter I & technical support was provided.
  
- ***Medical Case Management Update***
  - Sandra Sergi reported on Medical Case Management Review (REV) by MCM Supervisor for Quarter II (June - August, 2016). Among the 16 agencies, 50% of Supervisors did not meet required minimum standard of 10 hours.
  - For Consultation (CON) Utilization, forty four percent (44%) did not meet required ten (10) hour standard for quarter II. Sandra will continue to follow up with Supervisors that fail to meet standards. Low CON utilization to be addressed during the Supervisor Training taking place November 22<sup>nd</sup>.
  - Sandra Sergi provided information on Basic Training for new Medical Case Managers. Sandra expressed MCM’s can benefit with more detailed training such as going through the SDIS system. Carla suggested creating a welcome package for new MCM’s in preparation for training.
  - Sandra Sergi shared reported MCM trainings focused on American Exchange and their process of enrollment into ACA. MCMs are fully aware of enrolling their clients through American Exchange for Ryan White premium assistance.
  - Sandra Sergi provided an update on e-learning portal. MCM’s were provided two (2) weeks to take the exam. A few MCM’s after two (2) attempts passed the test. The average score was 97%.
  - The Partnership approved the revised allowable Medical Conditions List for medical providers. Further recommendations will be added to this list. Carla Valle-Schwenk advised to distribute list to all Medical Providers.
  
- ***Record Reviews Update***
  - Targeted record reviews were conducted at four (4) provider agencies that have high detectable viral loads, outreach low-linkage, and outreach review. The main findings included: high detectable viral loads and lack of current viral load lab results. The main findings for the TA among the 4 agencies with low linkage was lack of documentation.

- No major findings were reported from the reviews conducted for MCM supervisor Review Code conducted by Supervisor. Possible explanation for low utilization is that Supervisors are failing to document for time spent with MCM.
- Missing VL are decreasing. One agency that had a high number of missing viral load (30%) in mid- year is currently at 6.5%.
- Carla Valle-Schwenk advised to remind providers of the importance in obtaining clients Viral Load lab results.
- ***New Ryan White Clients***
  - Petra Brock-Getz reported on New Clients in Ryan White Care for the month of August, 2016. Total of 88 clients came into care through providers AHF, Care Resource & MBCHC. Primary risk factor remains through MSM (75%). Majority of new clients enrolled are males (80.5%) and under the age of 35 (51.3%).

#### 4. Old Business

- ***Update on Integrated HIV Prevention and Care Comprehensive Plan***
  - Francisco Sastre reported on the Integrated HIV Prevention & Care Comprehensive Plan. Plan was submitted in September and will be implemented January 2017 until December 2021.
  - Combined Integrated Plan Review Team will monitor the plan. Meeting every 3 months to assess goals of the plan.
- ***ACA Update-***
  - Francisco Sastre provided an update on the ACA re-enrollment process. Twelve hundred (1200) clients due for re-enrollment.
  - Goal for all to be enrolled by December 15<sup>th</sup>, 2016.
  - 2,236 clients eligible to enroll into ACA for first time in 2017.
  - A post card was mailed out to 444 clients eligible for re enrollment to contact their MCM.
  - The enrollment process with American Exchanged was explained and described. Weekly reports from American Exchange will be distributed to supervisors of each agency. ADAP will receive same report in order to generate payment.
  - Per Carla, once subscriber's number is obtained, that will be the time to issue certified referral.
- ***Viral Load Lab Results Requirement***
  - Francisco Sastre discussed the importance of having required viral load lab results within 6 months of enrollment/assessment in the RWP.
  - The plan is for the viral load requirement to go into effect March 1, 2017.

#### 5. New Business

- ***MCM Service Definitions***
  - BSR requesting feed-back on the MCM service definitions. Carla Valle-Schwenk stated changes were made by HRSA with service delivery guidelines & definitions. Concerns pertaining to service codes can be addressed but indicate reason why change and how will this improve the system.
  - Due to time limitation, both MCM service definitions and changes made by HRSA will be sent out to providers allowing time for change and will be presented at next PIAT meeting.

- Francisco Sastre is requesting for providers to submit comments/suggestions to BSR in order to address issues prior to next PIAT meeting taking place in January.
- ***MCM Survey***
  - Mireille Levy provided information on the MCM Comprehensive Study. The purpose of study is to create a measuring tool focusing on job satisfaction and performance. Important to determine caseload size and its effectiveness on clients.
  - Following completion of survey, focus groups will take place with medical case managers, MCM Supervisors, and peer educators. Group recommended providing survey electronically. An incentive will be in place for MCM's to complete survey.
- ***Ryan White 2016 Client Satisfaction Survey***
  - Petra Brock-Getz discussed Client Satisfaction Survey of which 491 clients participated. The purpose of the annual survey is to see how satisfied clients are in receiving Core Services (i.e., Outpatient Medical Care, Oral Health Care services) through Ryan White providers. Overall, 80% of clients were satisfied with services.
  - 71% of clients reported being very satisfied with Oral Health Care Services. Much improved from previous year. Wait time to receive dental services remains an issue.
  - The majority of clients indicated that needs were being met. Housing continues to be an issue.
  - Clients were asked to rate level of satisfaction from providers and information to be provided next PIAT meeting.

## **6. Announcements**

- MCM Appreciation Luncheon is taking place December 8<sup>th</sup>, 2016.
- Next meeting January 20, 2017 at 9:30a.m.