



**Ryan White Program Performance Improvement Advisory Team
Minutes of March 17, 2017
Behavioral Science Research
2121 Ponce de Leon Blvd., Suite #250
Coral Gables, FL 33134**

Attendees:	Organization
Barroso, George	Care Resource
O'Neal Lewis, Jasmin	University of Miami
Fiol, Sacha	Empower U
Francis, Rosemonde	Borinquen
Williams, Stephen	CHI
Ross, Samantha	University of Miami
Valle-Schwenk, Carla	OMB-GC
Job, Janelle	Care Resource
Hilton, Karen	University of Miami
Maldonado, Nelson	AHF
Wheeler, Tiffany	Care Resource
Ortega, Jose	MBCHC
Conley, Rokecia	CHI
Zayas, Matilde	Hope for a Brighter Day

Staff:	
Brock-Getz, Petra	BSR
Sastre, Francisco	BSR
Martinez, Susy	BSR

1. George Barroso called the meeting to order at 9:44 a.m.

Introductions were made.

2. Members reviewed the minutes of January 20, 2017; no changes were made.

3. Standing Business

• Ryan White Program Update-

- Carla Valle-Schwenk reported the County is preparing to close out the fiscal year. March 30, 2017 is the last day for the County to receive reimbursement requests. Invoices will not be paid past the deadline.
- The Service Delivery Guidelines have been delayed. Updates on changes to the insurance services and changes to the service category names were provided at the last Ryan White Program Provider Forum.
- Health Resources Services Administration (HRSA) reporting instructions are pending.
- ADAP is expanding their formulary however; medications are not available at the local pharmacy. ADAP is anticipating medications will be available in June. The local pharmaceutical program will most likely be phased out and clients would access ADAP or General Revenue for medications.

- Our project officer reported we did well on the grant application. Client numbers are higher this year and the Ryan White Program is hoping the increase in numbers translates into more funding for the Ryan White Program.
- **Outreach Update-**
- *Outreach Performance Outcomes Analysis Report*
 - At the last meeting Stephen Williams requested an Outreach Performance Analysis report be run for a 6 month time period to verify if running the report for a longer period would generate improved linkage results. Susy Martinez presented results for the time period of July 1, 2016 to December 31, 2016. Two (2) agencies fell below the linkage rate which is higher than quarter III. Six (6) agencies fell below the linkage rate versus 7 agencies in quarter III. The overall linkage rate was 42.64% versus 37.92% from quarter III.
 - Agency “C” has an enormous amount of clients and not enough staff. BSR contacted the outreach supervisor and was informed there was a user at the agency registering clients using the outreach screens who were not outreach clients.
 - The Outreach Linkage to Care Team is addressing possible causes for low linkage rates for both new and lost to care
- *Outreach Review (OREV) and Consultation (OCON)*
 - Susy Martinez reported on the Outreach Review (OREV) and Consultation (OCON) utilization by Outreach Supervisor for Quarters I-IV report. There was an increase of OREV utilization in QTR IV. Half of the outreach supervisors are meeting the minimum 10 hours requirement. Agency “D” has had zero (0) utilization for quarters I-IV.
 - Outreach Consultation (OCON) 4 out of 8 agencies failed to meet the minimum required 10 hours per quarter. Outreach Supervisors had the highest utilization in Qtr III for FY 2016.
 - BSR created a non compliance letter for the County to send outreach providers not meeting the minimum requirement. The letter includes required action steps for improvement as well as non compliance being tied to reimbursement.
- **Medical Case Management Update-**
- *Medical Case Management Review (REV) and Consultation (CON) Report*
 - Susy Martinez reported on Medical Case Management Review (REV) by MCM Supervisor for Quarters IV. Among the 16 agencies, five (5) MCM supervisors did not meet the required minimum standard of 10 hours.
 - For Consultation (CON) Utilization, among the 16 agencies, seven (7) MCM supervisors did not meet the required ten (10) hours for quarter IV. Sandra will continue to follow up with MCM supervisors that fail to meet the standards.
 - A similar non compliance letter will be sent to MCM supervisors who do not meet the minimum requirement.
- *MCM monthly trainings*
 - Susy Martinez reported as of March 2017 MCM monthly trainings are divided in small groups with two sessions per day. The feedback from the MCMs and peers has been favorable thus far.

- **Record Reviews Update-**
 - Francisco Sastre reported BSR will now approach Technical Assistance (TA) visits differently. Providers will receive a formal report that includes findings and recommendations for improvement. TA reports will be sent to providers and the County. He stressed TA visits are not punitive.
 - March TA visits will focus on missing viral load.
 - **New Ryan White Clients-**
 - Petra Brock-Getz reported on New Clients in Ryan White Care for the month of December 2016. Total of 76 clients came into care primarily through providers B and K. Primary risk factor remains through MSM (64.5%). The majority of new clients enrolled are males (82.9 %) and under the age of 35 (47.4%).

4. Old Business

- **ACA Update-**
- Francisco Sastre provided an update on the 2017 ACA enrollment. One thousand seven hundred and sixty (1760) clients enrolled at the end of the open enrollment period. This is a huge increase from last year.
- The County and BSR will be meeting to prepare for the next enrollment period to discuss what worked and did not work.
- Samantha Ross requested an ADAP ACA enrollment report that includes payment amount and check number.

5. New Business

- **Tamiami ID Card-**
 - Susy Martinez presented the application process for obtaining a Tamiami Agency ID card. The Tamiami ID card is only acceptable for clients who have residency issues as a last resort. The ID is a non government issued card that costs \$35.00. This card may also be used for picture ID purposes for all clients.
 - Carla suggested reviewing this issue at the next MCM supervisor training.
- **Mental Health Service Definition-**
 - Attendees reviewed the mental health service definitions. There are providers who may be using alternative treatment modalities that HRSA has not approved. Some methods discussed included Hypnosis, Reiki and Crystal therapy. Carla requested BSR summarize treatment modalities, benefits and licensing requirements for the state. Carla will present information to HRSA's project officer. BSR will request suggestions from mental health providers on different modalities and benefits and how it applies to the HIV population.
 - Providers discussed the importance of properly screening clients for mental health. Some providers are using the PHQ2 and PHQ9 to screen clients for depression and refer to mental health services.
 - The County will update the Mental Health Service definition to include ICD-10 or DSM 5.

- ***Viral load Report***
 - Francisco Sastre presented the Missing Viral load Analyses by Site Report. Providers currently receive a monthly missing CD4 and viral load report. In the past, the report included no labs reported from the beginning of the calendar year of the reporting period. The new criteria for the report includes viral load with no labs for the 6 month reporting period that correlates with the new lab requirement.
 - There was a discussion on programming a block for the new viral load lab requirement to extend it to eight (8) months versus a seven month block. It was agreed to program a block of 7 months for billing but the rule will continue to be six (6) months. BSR will continue to monitor missing viral load data.
- ***Improvement Project***
 - There was a discussion of PIAT members working on a specific improvement project. At the last PIAT meeting, Karen Hilton had suggested focusing on one of the Integrated HIV Prevention and Care Comprehensive Plan goals/barriers. Susy reviewed NHAS 2020 Goal #2-Increase Access to Care and Improve Health Outcomes for People Living with HIV or AIDS R1.1b measure HIV related co morbidities and acuity level associated with dropping out of Ryan White Program. Attendees agreed to work on goal R1.1b and create an acuity system as their improvement project. BSR will share the acuity comparison at the next meeting.
- ***Level of Care (Form 603)-***
 - Carla reported that the Level of Care form 603 was removed from the Client *Eligibility Documentation Checklist for Miami-Dade County Ryan White Program Services*. PAC Waiver medical case managers will have to obtain other acceptable proof of HIV+ status on the checklist. This requirement begins April 1, 2017.

6. Announcements

- Next PIAT meeting is scheduled for Wednesday, May 24, 2017.