

# Performance Improvement Advisory Team

Behavioral Science Research  
 2121 Ponce de Leon Blvd., Suite #250  
 Coral Gables, FL 33134



**Meeting Minutes**  
 Date: January 19, 2018



## Attendees

Name	Organization	BSR Staff Present
Rosemonde Francis	Borinquen	Petra Brock
Louis Torres	Care Resource	Susy Martinez
George Barroso	Care Resource	Robert Ladner
Stephen Williams	CHI	Sandra Sergi
Sacha Fiol	Empower U	
Carla Valle-Schwenk	MDC RWP	
Naeem Tenant	SFAN	
Jasmin Oneale-Lewis	University of Miami	
Karen Hilton	University of Miami	
Sonya O. Boyne	University of Miami	
Samantha Ross	University of Miami	
Debra Jeffrey	The Village South	

Call To Order	George Barroso called the meeting to order at 9:37a.m. The meeting was extended to 11:45 am.
Minute Review	Minutes were reviewed, addition of the Outreach Service Definitions being tabled to be added to the minutes.

## Standing Business

Topic	Discussion	Follow-up
<b>Ryan White Program Update-Carla Valle-Schwenk</b>	<ul style="list-style-type: none"> <li>The County is in the process of reconciling the ACA enrollment list. The last count of RW Part A ACA clients enrolled was 527 and over 1200 ADAP ACA clients enrolled. DOH will provide Part A with funding to assist with premiums for February-December 2017. DOH has agreed to continue funding Part A ACA clients with premiums for the next fiscal year; however, premium assistance from DOH is pending approval from the Board of County Commissioners.</li> </ul>	N/A

Topic	Discussion	Follow-up
<p><b>Ryan White Program Update-Carla Valle-Schwenk</b></p>	<ul style="list-style-type: none"> <li>• The PAC Waiver program ended in December of 2017. The County has agreed to provide extensions for all OON referrals currently in place until the end of March 2017. The County is in communication with MMA and LTC insurance providers to assist with the OON referral process. Carla Valle-Schwenk emailed a PAC Waiver Action Plan to providers for clarification (copy on file).</li> <li>• She is working on finalizing the Ryan White Program Service Delivery Guidelines Service Definitions.</li> <li>• The county is sending out Sweeps and continuation award letters.</li> <li>• ADAP is expanding their formulary. As a result of ADAP's expansion, Part A will reduce the number of medications on the prescription drug formulary to approximately 85 medications. Carla clarified immunizations and vaccines may be billed to Part A.</li> </ul>	

<p><b>Ryan White Outreach Update-Susy Martinez</b></p>	<p>Susy Martinez reviewed the Outreach Performance Outcomes Report for Quarter I. And told 258 clients were contacted by Outreach. The overall linkage rate for QTR I-new to care clients was 69.23% and 39.81% for lost to care clients. QTR II 246 clients were contacted by outreach. The overall linkage rate for QTR II for new to care clients was 76.09% and 39.50% for lost to care. Quarter III had 155 clients were contacted by outreach. The overall linkage rate was 78.69% and 51.06% slightly above the recommended rate of 50%. Quarter III has been the highest overall linkage rate for new and lost to care clients since the monitoring of the Outreach Performance linkage to care began.</p> <ul style="list-style-type: none"> <li>• Susy Martinez reported the Outreach Linkage to Care Team will pilot test an improvement project with the goal of increasing linkage rates for new to care clients.</li> </ul>	<p>Susy Martinez will break out the identified barriers for new to care and lost to care clients.</p>
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Topic	Discussion	Follow-up
<b>Ryan White Outreach Update-Susy Martinez</b>	<ul style="list-style-type: none"> <li>• Carla Valle-Schwenk voiced a concern with the identified barrier of "dissatisfaction with medical provider." Susy Martinez will delve into the history of services client received who reported the dissatisfaction. Attendees discussed breaking out the identified barriers for new to care and lost to care clients.</li> <li>• Carla Valle-Schwenk reported the Partnership will identify service priorities and the effectiveness and cost of the services including outreach at the Needs Assessment meeting. She explained DOH has funding to expand their linkage staff. The outreach service category may potentially change for the fiscal year 2019.</li> </ul>	
<b>MCM Update-Sandra Sergi</b>	<ul style="list-style-type: none"> <li>• MCM supervisors and MCM leads completed SMART goals as it relates to monitoring indicators on the report card and the HIV Continuum at the MCM supervisor training. The next MCM supervisor training is scheduled for February 5, 2018. A list of pharmacies that accept the GAP card was shared at the training.</li> <li>• The Monthly MCM trainings included a review of the use of the GAP card and how bills are processed. A tri-lingual GAP card resource guide was created for MCMs to share with their clients. An unmet need survey was promoted for clients to complete and send to BSR by February 9th. Sandra will send an email reminder to MCMs on the deadline for the submission of the surveys.</li> </ul>	N/A

<p><b>New Ryan White Clients Update – Petra Brock-Getz</b></p>	<p>Petra Brock-Getz reported on New Clients in Ryan White Care for November (copy on file.) There was a total of 72 clients receiving care for the first time in November. The majority of Ryan White clients presented MSM as the risk factor and the majority of clients are males at 83%. Under half of new clients were between the ages of 35 and 49 years old. Twenty three (23) percent of new clients had a suppressed Viral load and 44% were not suppressed. Carla requested Petra all a disclaimer on the report that client are not necessarily newly diagnosed.</p>	<p>New Client Report will be reviewed at the next PIAT meeting.</p>
<p><b>Outreach Service Definitions-All</b></p>	<p>Attendees reviewed the outreach service definitions. There was clarification on inappropriate outreach activities that include the following scenarios: clients who walk into the MCM agency and the Peer and MCM are not available, must wait to be seen by the Peer and or MCM without the outreach worker intervening with the client. Also, if an outreach worker hands out their business card out in the community and the client walks into the agency as a result of that , the outreach worker should directly refer the client to an MCM or Peer and not register the client in SDIS.</p> <ul style="list-style-type: none"> <li>• Section I, page 85 of 100: D 2. Addition-Counseling and Testing Site referrals for new to care clients.</li> <li>• Section I, page 86 of 100: D 2. Addition-when two outreach workers are not available, a Peer may go with an outreach worker as a back-up for safety reasons. The Peer may use Peer safety back up code (PSFT). Creation of a new code for Peers in SDIS.</li> </ul>	<p>Susy will send Carla Valle-Schwek revisions to the Outreach Service Definitions.</p>

<p><b>Outreach Service Definitions-All</b></p>	<ul style="list-style-type: none"> <li>• Provide education on available care and treatment options and services for HIV+ individuals including clients with a signed Ryan White Certified Referral, a Referral Consent Linkage to Care Form, Jail linkage referral or Department of Corrections Certification with the goal of directly empowering and enabling the client to access existing HIV/AIDS service programs, including Counseling and Testing Sites.</li> <li>• Inappropriate Outreach Activities-Any service provided outside of the appropriate activities listed above, is not reimbursable by the Ryan White Program.</li> </ul> <p>Section I .page 88 of 100-Addition-Staff training: It is recommended outreach workers complete the online learning curriculum from SE AETC. Outreach workers cannot bill for the completion of the AETC modules. Section I. page 90 of 100. The travel OTVL is missing from the encounter list. Carla Valle-Schwenk will investigate the reason the code is not listed.</p>	
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**New Business**

<b>Topic</b>	<b>Discussion</b>	<b>Follow-up</b>
<b>PAC Waiver-Carla Valle-Schwenk</b>	Carla Valle-Schwenk sent out an email regarding the PAC Waiver action plan (copy on file.) Individuals who are completing the registration must enter the OON information in SDIS.	
<b>Acuity</b>	Acuity was tabled for the next meeting.	
<b>Meeting frequency</b>	Attendees agreed to hold PIAT meetings on a monthly basis.	Susy Martinez will reserve a room for PIAT to be held monthly.
<b>Announcements</b>	<b>Next meeting is scheduled for March 16, 2018</b>	N/A