Performance Improvement Advisory Team

Behavioral Science Research
2121 Ponce de Leon Blvd., Suite #250
Coral Gables, FL 33134
Meeting Minutes
Date: July 21, 2017

Attendees

Name	Organization	BSR Staff Present
Nelson Maldonado	AHF	Vanessa Bobadilla
Anderson Montana Garcia	AHF	Petra Brock-Getz
Rhonda Wright	Borinquen	Susy Martinez
Alien Jose Lopez	Care Resource	Francisco Sastre
Toni Levy	Care Resource	Sandra Sergi
Stephen Williams	CHI	
Sacha Fiol	Empower U	
David Goldberg	Florida Department of Health	
Monica Banarnon	Jackson Health System	
Lileaus Hill	Pet Center	
Takisha Nelson	SFAN	
Winifred Moore	SFAN	
Jessica J. Marie	The Village	
Karen Hilton	University of Miami	
Jasmin O'Neale Lewis	University of Miami	
Sonya O. Boyne	University of Miami	
Samantha Ross	University of Miami	
James L. Powell		

Call To Order	George Barroso called the meeting to order at 9:35a.m.; the meeting was extended to 12:15 pm.
Minute Review	Minutes were reviewed, no changes were made.

Topic	Discussion	Follow-up
Ryan White Program Update	Carla Valle-Schwenk reported the County received the final notice of award and received $7500 dollars more than last year. The Part A program received a score of 95 percent. The grant application guidance is due in a few weeks. The RFP for a new data entry system will go out in August 2017.	N/A

Topic	Discussion	Follow-up
Ryan White Outreach Update	Susy Martinez reviewed the Outreach Performance Outcomes Report for Quarter I. An 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. The Outreach Review (OREV) and Outreach Consultation (OCON) Report were reviewed for QTR I. Three (3) outreach agencies did not meet the ten (10) hour of review and five (5) outreach supervisors did not meet the ten (10) hours of CON. Agency H has been without a supervisor during QTR I. Carla requested BSR contact agency H to verify if there is an outreach supervisor replacement until the assigned supervisor returns.	BSR will follow up with agency H to review supervisor coverage. Francisco will provide Carla with a draft of the non-compliance letter. The County will submit the non compliance letter.
MCM Update	Sandra Sergi provided comparison data for Review (REV) utilization for FY 2016 and FY 2017 for QTR I. It appears some MCM supervisors are improving, but not all. A total of 67% of RW MCM supervisors increased REV and CON utilization. MCM certification will include AETC module questions.	The County will submit the non -compliance letter to agencies not meeting the minimum requirement. Invite High Performers of REV and CON Utilization to present on best practice model at a future supervisor training. BSR will send screen shots of reports related to the QM Report Card to MCM supervisors.
Record Review Update – Francisco Sastre	Francisco Sastre reported during May and June BSR provided technical assistance following the results of the Quality Management Report Card.	Next Steps BSR QM will continue to provide technical assistance following the release of the Qtr I QM Report Card.
New Ryan White Clients Update – Petra Brock-Getz	Data file for QTR I has been delayed for a couple of weeks due to some contracts not being executed. The same issue is affecting the QM Report Card.	New Client Report will be reviewed at the next PIAT meeting.

Topic	Discussion	Follow-up
QM Report Card	ACMS has programmed a Viral Load field so users can enter any viral load test in SDIS. All viral load results will be captured in the missing viral load report.	N/A
Automatic Closure in ACMS	Currently the SDIS closes cases after 365 days. The issue with this is that even a phone call attempt with no response is considered an *activity*, which further extends an inactive case another 365 days. Francisco Sastre proposed closing a case after nine (9) months of missing viral load data in SDIS. Samantha Ross proposed programming a pop up in SDIS to alert the MCMs and/ or Peers of potential case closure.	Automatic Case Closure Protocol will be drafted.
OON Gap Analysis	Vanessa Bobadilla explained the BSR QM Department will contact Ryan White providers who register OON clients. Following the phone call, BSR will compile a list of staff who should be trained at ACMS on how to properly register clients in SDIS.	BSR will provide update on OON Gap Analysis at next meeting.
PIAT Peer Educator Project	BSR QM conducted an analysis of peer utilization based on billing codes (copy on file). Findings based on billing data show that peers are not being fully utilized in ways that are described in the Service Delivery Guidelines. Sandra reviewed the SHARE presentation with attendees and requested feedback. The aim of this project is to create a peer manual and additional training (a management component may be necessary as well).	BSR to research best practice for hiring Peers.
Outreach Service Definition	The following revisions were made to the Outreach Service Definitions: Section B. ***Outreach to People Lost to Care or at Risk of Being Lost to Care*** -Any Pharmacy including ADAP should contact the MCM who generated the prescription referral. The Three (3) attempts or actions prior to referring to outreach must be clearly defined in the Outreach Service definition. Additional phone numbers and addresses to the outreach referral for the purpose of locating the client was discussed. Carla agreed to allow MCMs to communicate additional information (addresses and phone numbers) to outreach workers for the purpose of linking clients into care.	BSR will research how other EMAs define attempts. BSR will revised Outreach Service Definitions based on attendees input.

Topic	Discussion	Follow-up
Future of PIAT Meetings	Vanessa Bobadilla proposed inviting QM staff from Broward County and allot a time slot to share. Also, BSR will send out a survey that includes information on frequency and meeting start time for future PIAT meetings.	BSR to send out survey on PIAT meeting frequency and start time.
Announcements	Next meeting is scheduled for September 15, 2017.	N/A