



**Clinical Quality Management (CQM) Committee
Zoom Virtual Meeting
November 19, 2021**

Members	Agency
Eddy Diaz	AHF
Kepler Verduga	AHF
Diego Schmuels, M.D.	Borinquen Medical Centers (BMC)
Rhonda Wright	BMC
Chris Varela	BMC
Nataliya Johnson	CAN Community Health
Timothy Emanzi	CAN Community Health
Hardeep Singh	CAN Community Health
Monte Brown	Care 4 U
Vanessa Mills	Care 4 U
Rafael Jimenez	Care Resource
Ariel Williams	Care Resource
Robert Chavez	Care Resource
Emma Munoz	Citrus Health Network
Tabitha Hunter	Community Health of South Florida
Rose Marcia	Empower U
Richard Ortiz	Latinos Salud

Members	Agency
Jose Ortega	Miami Beach Community Health Center (MBCHC)
Nelly Rodriguez	OMB-RWP
Ana Nieto	OMB-RWP
Patria Avila	Simply Healthcare
Naeem Tenant	South Florida AIDS Network (SFAN)
Laura Van Sant	SFAN
Sonya Boyne	University of Miami Comprehensive AIDS Program (UM CAP)
Karen Hilton	UM CAP
Guest	
Kevin Garrett	Center for Quality Improvement and Innovation
Behavioral Science Research (BSR) Staff	
Barbara Kubilus	
Dr. Robert Ladner	
Jimmy Hernandez	
Susy Martinez	
Sandra Sergi	

Note that documents referenced in these minutes were accessible to members and the public prior to (and during) the meeting, at <http://aidsnet.org/cqm-documents/>

I. Call to Order/Roll Call

Jose Ortega, CQM Committee Chair, called the meeting to order at 9:33 a.m.

II. Roll Call

Members noted their presence by indicating "Here" or "Present" in the chat box.

III. Review Agenda & Minutes

The committee reviewed today's agenda and the meeting minutes from October 22, 2021. No changes were made, both items were approved. Next steps from the last meeting minutes were reviewed.

IV. Review of Suppressed Viral Load rates among MCM Clients by Ethnicity and Gender Breakdown - 12 month period

Barbara Kubilus

Jimmy Hernandez

Barbara Kubilus and Jimmy Hernandez presented the Suppressed Viral Load rates among MCM clients by recency of VL measurement and ethnic/gender breakdown table (copy on file). Ms. Kubilus discussed that the purpose of the table is for subrecipients to identify vulnerable population(s) and generate discussion for quality improvement projects. Ms. Kubilus noted that the data includes missing viral loads. Subrecipients were encouraged to request their missing viral loads and request CIS#s to dig deeper into their population(s) of focus. Ms. Kubilus informed the members that the table would be distributed to all subrecipients following the CQM Committee meeting.

David Goldberg expressed that the White MMSC should be represented in the table. Dr. Robert Ladner explained that White males have not historically been represented as a subpopulation because of the small number of (White) heterosexual and MMSC males in the Ryan White Program.

Jimmy Hernandez reviewed the data table, the data was generated via the Provide Enterprise database system and using SQL coding. Mr. Hernandez used 4 tables to generate the data: 1) viral load suppression 2) client profile table 3) MCM sites 4) billing data. He offered to share his sequel code for subrecipients to recreate the data themselves. He recommended subrecipients requests their CIS#s to track trends in their data.

V. Root Cause Analysis Review

Kevin Garrett

Kevin Garrett from the Center for Quality Improvement and Innovation conducted a presentation on Root Cause Analysis (copy on file). Mr. Garrett focused on the Fishbone Diagram aka Ishikawa Diagram. He explained that fishbone diagram helps the team think through a process and possible causes to a problem while helping facilitate drilling down on the data. Mr. Garrett guided CQM Committee members through a construction of a fishbone diagram with the focus of the problem being "high rate of missed appointments." He recommended the fishbone diagram be completed with a team of staff with an understanding of the problem as well as consumers. He discussed that when selecting a

quality improvement project, the project should help a large number of people to have an impact. Another tool Mr. Garrett reviewed was the priority matrix; a tool used to help define ideas that would be implementable and have an impact.

VI. Next Steps

- ✓ Ms. Martinez will send the priority matrix, tutorial on run charts, fishbone template and presentation on Tool Time.
- ✓ Mr. Hernandez will send the MCM Virally Suppressed table to the subrecipients.
- ✓ Ms. Martinez will send out the communication from the Recipient clarifying that subrecipients who are developing an MAI Innovation are not required to do a quality improvement project as well.
- ✓ CQM Committee members will receive an email with details on their homework (for the upcoming technical assistance sessions) where they will identify populations of focus for their QI projects based on the table forwarded.

VII. Announcements

Ms. Martinez discussed that the position of Chair and Vice-Chair for the CQM Committee will be available in March 2022. She requested that interested members email their interest to be included on the ballot.

VIII. Next Meeting

The next meeting is scheduled for Friday, December 17, 2021, via Zoom.