



**Clinical Quality Management (CQM) Committee
Zoom Virtual Meeting
April 15, 2022**

Members	Agency
Brad Mester	AIDS Healthcare Foundation (AHF)
Sandra Najuna	AHF
Eddy Diaz	AHF
Javier Sosa Duran	AHF
Rosemonde Francis	Borinquen Medical Centers (BMC)
Rhonda Wright	BMC
Hardeep Singh	CAN Community Health (CAN)
Nataliya Johnson	CAN
Tim Emanzi	CAN
Edgar Mojica	Care Resource Community Health Center (CRCHC)
Manny Pico	CRCHC
Rafael Jimenez	CRCHC
Robert Chavez	CRCHC
Marta Pizarro	Care 4 U
Monte Brown	Care 4 U
Naomie Muzeau	Care 4 U
Marta Pizarro	Citrus Health Network (CHN)
Kirk Palmer	Empower U
Rose Marcial	Empower u

Members	Agency
David Goldberg	Florida Department of Health-Miami Dade County (FDOH)
Javier Romero	FDOH
Franklin Monjarrez	JTCHC
Teresa Watts	JTCHC
Jose Ortega	Miami Beach Community Health Center (MBCHC)
Carla Valle-Schwenk	Miami-Dade County Office of Management and Budget MDC-OMB-GC
Nelly Rodriguez	MDC-OMB-GC
Theresa Smith	MDC-OMB-GC
Laquanna Scott-Lightfoot	Public Health Trust (PHT)
Laura Vansant	PHT
Naeem Tenant	PHT
Karen Hilton	University of Miami CAP
Samantha Ross	UM CAP
Eva Agasse	UM CAP
Gabrielle Jones	UM CAP
Samantha Ross	UM CAP
Behavioral Science Research	
Barbara Kubilus	
Jimmy Hernandez	
Frank Gattorno	
Robert Ladner	
Susy Martinez	
Sandra Sergi	

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

I. Call to Order/Roll Call

Brad Mester, CQM Committee vice-chair, called the meeting to order at 9:32 a.m.

II. Moment of Silence

Mr. Mester called for a moment of silence in recognition of lost loved ones.

II. Roll Call (Zoom Attendees)

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 February 18, 2022. No changes were made, both items were approved. Next steps from the last meeting minutes were reviewed.

IV. Icebreaker activity

Jimmy Hernandez/Frank Gattorno

Jimmy Hernandez and Frank Gattorno engaged the CQM Committee members in an icebreaker activity; they requested feedback on skills that members would like to develop especially if they could develop (the skill) easily.

V. CQM Performance Report Card – Cycle four (3/1/21-2/28/22) *Jimmy Hernandez*

Mr. Hernandez provided a summary of the CQM Performance Report Card, Cycle 4 (copy on file). The data was presented using line graphs for the fiscal year (3/1/2021-2/28/2022). In cycle 4, there was a slight increase in the total number of active Ryan White Program clients and medically case managed (MCM) clients. Outpatient Ambulatory Health Services (OAHS) showed a reduction of 250 clients. Retention in medical care (RiMC) fluctuated throughout the fiscal year.

VI. Quality Improvement Feedback Hour Part III

Jessie Trice Community Health System (JTCHS)

Franklin Monjarrez

Franklin Monjarrez presented JTCHS's quality improvement project (copy on file). Mr. Monjarrez indicated that JTCHS has identified MCM clients who are 55 years and older and are not RiMC as their priority population. JTCHS's QI team used the 5 why's for their root cause analysis. JTCHS hypothesizes that a potential barrier may be the limited use of Telehealth services for this population. Clients who are 55+ years old have limited access to smart devices and/or are not educated on the use of technology enabling telemedicine. Marta Pizarro, program director with Citrus Health Network offered to assist JTCHS with ideas to support their quality improvement project.

Public Health Trust/ Prevention, Education and Treatment Center (PET)

Naeem Tenant

Naeem Tenant, QA coordinator, presented PHT/PET Center's QI project planning responses (copy on file). Mr. Tenant reported that they have identified MCM Hispanic Male to Male Sexual Contact (MMSM) clients without an oral healthcare appointment in the last 12 months as their priority population. The PET Center team used the 4 steps drilling down data tool to determine the root cause for clients not attending the oral health care appointment. Some of the causes included available appointments conflicted with the client's work schedule, the clients were utilizing a non-RWP (out of the RWP network) oral health care provider. The next step for the PET center team is to work on the model for improvement questions.

VII. The Model for Improvement (MFI) Review

Susy Martinez/Sandra Sergi

Susy Martinez and Sandra Sergi presented an overview of the Model for Improvement (MFI) framework (copy on file). Ms. Martinez reviewed the elements of the MFI framework and discussed how the framework will guide subrecipients throughout their QI journey. The MFI is comprised of three main questions:

- 1) What are we trying to accomplish? This question establishes the aim statement.
- 2) How will we know that a change is an improvement? This step refers to outcome and process measures, the data that is used to determine whether the QI project facilitated an improvement (or not).
- 3) What change can be made that will result in an improvement? The change idea/s, identifying ways to do better, looking at current processes, brainstorming ideas, interventions, setting the framework for the Plan, Do, Study, Act (PDSA) cycle.

The CQM Committee members participated in polling questions during the MFI presentation. They were polled on the following questions:

The Aim statement addresses the following- (74%) answered correctly.

An example of a good Aim Statement is- (89%) answered correctly.

The second question in the MFI is how will we know that a change is an improvement? - (75%) answered correctly.

The second question in the MFI identifies the intervention or change idea of the quality improvement project? - (40%) answered correctly.

Ms. Martinez informed members that a template with the MFI and the PDSA cycle framework will be provided to the CQM Committee members to use as a guidance as well as to document their QI projects.

VIII. Next Steps

- ✓ BSR will provide the MFI and PDSA guidance and template to CQM Committee members.
- ✓ BSR will continue with the Technical Assistance (TA) calls to assist subrecipients with the execution of their QI projects.

IX. Announcements

- Various CQM Committee members sent farewell wishes to Jimmy Hernandez.

X. Evaluation/Poll

There was no evaluation. See polling questions in section VII.

XI. Next Meeting

The next meeting is scheduled for Friday, May 20, 2021, via Zoom.