



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

Members	Agency
Brad Mester	AIDS Healthcare Foundation (AHF)
Kepler Verduga	AHF
Neil Walker	AHF
Silvana Erbstein	AHF
Rhonda Wright	Borinquen Medical Centers (BMC)
Hardeep Singh	CAN Community Health (CAN)
Tim Emanzi	CAN
Edgar Mojica	Care Resource Community Health Center (CRCHC)
Rafael Jimenez	CRCHC
Robert Chavez	CRCHC
Manny Pico	CRCHC
Monte Brown	Care 4 U
Luis Lopez	Citrus Health Network (CHN)
Emma Muñoz	CHN
Tabitha Hunter	Community Health of South Florida
Kirk Palmer	Empower U Community Health Center
Resha Mehta	EUCHC
Franklin Monjarrez	Jessie Trice Community Health Systems (JTCHS)
Teresa Watts	JTCHS

Members	Agency
Jose Ortega	Miami Beach Community Health Center (MBCHC)
Carla Valle-Schwenk	Miami-Dade County Office of Management and Budget MDC-OMB-GC
Ana Nieto	MDC-OMB-GC
Nelly Rodriguez	MDC-OMB-GC
Theresa Smith	MDC-OMB-GC
Takisha Nelson	Public Health Trust (PHT)
Laura Van Sant	PHT
Naeem Tenant	PHT
Laquanna Scott-Lightfoot	PHT
Karen Hilton	University of Miami CAP
Samantha Ross	UM CAP
Behavioral Science Research CQM Staff	
Barbara Kubilus	
Frank Gattorno	
Robert Ladner	
Sandra Sergi	
Guests	
Bolivar Nieto	Gilead Sciences

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

Rhonda Wright, CQM Committee chair, called the meeting to order at 9:32 a.m.

II. Roll Call (Zoom Attendees)

This agenda item was skipped.

III. Review Agenda & Minutes

The committee reviewed today's agenda and the meeting minutes from June 17, 2022. No changes were made, both items were approved.

IV. Icebreaker activity

Frank Gattorno

Frank Gattorno engaged the CQM Committee members in an icebreaker activity. He requested feedback on something that members can improve on in their personal life if they were to engage in a personal improvement project.

V. Subrecipients QI Projects Plan step responses/Lessons Learned

Public Health Trust/Prevention Education & Treatment Center *Naeem Tenant*

Naeem Tenant presented PHT/PET Center's Plan step (copy on file). He shared the following:

What change are you testing?

- PHT/PET plans to schedule the oral health care appointment on the same day as the client's primary care visit; reminder calls are made the day prior to the oral health care appointment.

What do you predict will happen? Why?

- An increase in scheduled OHC appointments among the SFAN Clients (specifically Hispanic MMSCs).
- An increase in the number of billed clients who received an OHC service in the last 12 months (among 18 Hispanic MMSC) from 0%-50%.

Who will be involved?

- SFAN Administration
- SFAN QA Coordinators
- PET Center Supervisor
- PET Center Medical Case Managers

What data will be collected?

- Scheduled dental appointments
- No shows dental appointments
- Future dental appointments

Citrus Health Network (CHN)

Emma Muñoz

Emma Muñoz presented CHN's lessons learned (copy on file). CHN QI staff completed the 5 why's to define the root cause of why clients did not attend their OAHS appointments and were not virally suppressed. They identified that there were few clients who were not virally suppressed among their Hispanic MMSC. Following the root cause analysis and the receipt of the Quality Improvement Dashboard, CHN discovered that their Retention in Medical Care (RiMC) was at 94%, this average is well above the Ryan White Program Average.

Ms. Muñoz reviewed the Best Practices used at CHN for the high rate of RiMC among their MCM clients. She reported the following:

- CHN confirms OAHS appointments and MCM appointments.
- The use of telehealth when clients are reluctant to attend face to face appointments.
- Transportation assistance
- Follow-up when clients miss scheduled appointments
- Engaged staff
- Treat clients with care and respect

Jessie Trice Community Health Systems (JTCHS)

Franklin Monjarrez

Franklin Monjarrez presented JTCHS's Plan step (copy on file).

What change are you testing?

- MCMs will ensure follow-up phone calls are made prior to scheduled appointments among their 55+ MCM clients not retained in medical care.

What do you predict will happen? Why?

- JTCHS predicts that the percentage of 55+ participants RiMC will increase due to the participation in the QI intervention.

Who will be involved?

- Medical Case Managers
- Nursing Staff

What data will be collected?

- Internal EMR (Epic) reports to ensure clients attend medical appointments.
- Provide Enterprise Miami to generate various reports.

VI. Engagement in Care Presentation

Bolivar Nieto

Bolivar Nieto, Community Liaison with Gilead Sciences conducted a presentation on *Engagement In Care*. He reviewed potential indicators for engagement in care. He discussed social determinants of care and how they may be significant barriers to being engaged and retained in care.

Mr. Nieto, discussed several of the challenges for being engaged in care, these include homelessness, immigration status, and health literacy.

VII. Clinical Quality Management (CQM) Performance Report Card Cycle 1 Data

Dr. Robert Ladner reviewed the CQM Performance Report Card Cycle 1. Dr. Ladner explained that the CQM Performance Report card was sent out to all CQM committee members to review.

He reviewed with the CQM Committee members the indicators on the CQM Performance Report Card that are without targets. He requested that the CQM committee members provide feedback on the targets for the following indicators:

- **C5** HIV Care Continuum-% RWP clients with non-missing VL measurement
- **M5** MCM-% RWP clients with non-missing VL measurement
- **N5** OAHS-% RWP clients with non-missing VL measurement
- **M6** MCM-% MCM clients with MCM plans of care (action plans) created or updated two or more times (and at least 90 days apart) within previous 12 months (HAB/HRSA Performance Measure)
- **M7** MCM-% MCM clients with MCM contact within previous 90 days
- **M9** MCM-% MCM clients receiving Oral Health Care services

There will be discussion on the indicators at the next CQM Committee meeting in August 2022.

VIII. Next Steps

- ✓ CQM members were encouraged to request and utilize their agency's QI Dashboard which is generated by BSR; and can assist during the execution of their QI projects from BSR.

IX. Announcements

CQM Committee members were encouraged to attend the monthly quality improvement symposium.

X. Evaluation/Poll

CQM committee members completed an evaluation via a poll feature. The results of the evaluation include: the session provided useful information-100% agreed and Satisfaction with the meeting overall-88% satisfied, somewhat 12%.

XI. Next Meeting

The next meeting is scheduled for Friday, August 19, 2022, via Zoom.