



**Clinical Quality Management (CQM) Committee
Zoom Virtual Meeting
June 17, 2022**

Members	Agency
Brad Mester	AIDS Healthcare Foundation (AHF)
Neil Walker	AHF
Javier Sosa	AHF
Rhonda Wright	Borinquen Medical Centers (BMC)
Diego Shmuels	BMC
Tim Emanzi	CAN Community Health (CAN)
Edgar Mojica	Care Resource Community Health Center (CRCHC)
Monte Brown	Care 4 U
Rafael Jimenez	Care Resource Community Health Center (CRCHC)
Robert Chavez	CRCHC
Edgar Mojica	CRCHC
Tabitha Hunter	Community Health of South Florida
Kirk Palmer	Empower U
Resha Mehta	Empower U
David Goldberg	Florida Department of Health-Miami Dade County (FDOH)
Karen Poblete	FDOH
Cassandra Edwards	Jessie Trice Community Health System
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
Laura Van Sant	Public Health Trust (PHT)
Naeem Tenant	PHT
Takisha Nelson	PHT
Karen Hilton	University of Miami CAP
Eva Agasse	UM CAP
Gabrielle Jones	UM CAP
Sonya Brown	UM CAP
Latoya Johnson	UM CAP
Behavioral Science Research	
Susy Martinez	
Frank Gattorno	
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

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

II. Moment of Silence

Ms. Wright called for a moment of silence in recognition of lost loved ones including Jasmin O'Neale-Lewis, the former CQM Committee vice-chair and Marta Pizarro, CQM Committee member.

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 April 15, 2022. No changes were made, both items were approved. Next steps from the last meeting minutes were reviewed.

IV. Icebreaker activity

Frank Gattorno

Frank Gattorno engaged the CQM Committee members in an icebreaker activity; he requested feedback on something that members were currently planning that is fun or exciting.

The Model for Improvement (MFI) subrecipient Quality Improvement responses

Public Health Trust/Prevention Education & Treatment (PET) Center

Naeem Tenant

Naeem Tenant presented the following MFI responses for PET Center's quality improvement project (copy on file):

What are we trying to accomplish?

By June 30, 2022, we will increase the percentage of PET center's MCM clients without an OHC billed visit in the last 12 months (among 18 Hispanic MMSC) from 0% to 50%.

How will we know that change is an improvement?

- 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%.

What change can we make that will result in an improvement?

- The client's primary visit scheduled on the same day as the OHC appointment
- Client reminder calls the day prior to the OHC visit
- The MCM, Peer, PCP and OHC provider educating clients on the importance of maintaining OHC appointments
- Providing an incentive (Partnership merchandise) as a thank you to the clients who kept their OHC appointment

Jessie Trice Community Health Center (JTCHS)

Cassandra Edwards presented the following MFI responses for JTCHC's quality improvement project (copy on file):

What are we trying to accomplish?

By July 31, 2022, they will decrease the number of clients not retained in medical care (RiMC) among their 55+ clients from 24 clients to 10 clients.

How will we know that change is an improvement?

Jessie Trice aims to increase the number of 55+ RiMC by proactively educating participants on how to navigate telehealth and increasing their understanding of agency COVID protocols.

What change can we make that will result in an improvement?

- Case Managers will educate 55+ participants on how to navigate Telehealth and COVID protocols.
- Case Managers will educate participants on how Telehealth calls are established and conducted.
- Case Managers will ensure follow-up phone calls are made prior to scheduled appointments.
- Nursing staff will reach out to 55+ participants on a monthly visit to discuss COVID related concerns.

V. Review of Plan Step

Susy Martinez

Susy Martinez presented the Plan step, the first step in the PDSA cycle (copy on file). She explained that the plan step outlines the following core questions:

- What do you predict will happen? Why?
- What change are you testing?
- Who will be involved?
- What are the action steps and who is responsible for each step?
- What resources are needed?
- What is the time period for the test?
- What data will be collected and how?

CQM Committee members discussed the importance of having a team that incorporates all the staff involved in the change idea including multi disciplines and or departments to facilitate the success of the QI project to in turn have an improved client experience. Ms. Martinez will share the QI reporting template with subrecipients who are engaging in quality improvement projects to continue documenting the progress of their PDSA cycles.

VI. Next Steps

- ✓ BSR will provide the Plan Step presentation to CQM Committee members.
- ✓ Subrecipients with quality improvement projects will present their Plan step at the next CQM Committee meeting.
- ✓ BSR will send the QI reporting template.
- ✓ BSR will continue with the Technical Assistance (TA) calls to assist subrecipients with the execution of their QI projects.

VII. Announcements

Karen Hilton thanked CQM Committee members for their messages and their attendance at Jasmin O'Neale-Lewis's memorial service.

VIII. Evaluation/Poll

CQM committee members completed an evaluation via a poll feature. The results of the evaluate include: the session provided useful information-100% agreed and Satisfaction with the meeting overall-97% satisfied, somewhat 7%.

IX. Next Meeting

The next meeting is scheduled for Friday, July 15, 2022, via Zoom.