CQM Program
Ryan White Part A/MAI
Miami-Dade County

Clinical Quality Management (CQM) Committee
Zoom Virtual Meeting
December 17, 2021

Members	Agency	Members	Agency
Brad Mester	AIDS Healthcare Foundation (AHF)	Richard Ortiz	Latinos Salud
Eddy Diaz	AHF	Jose Ortega	Miami Beach Community Health Center (MBCHC)
Silvana Erbstein	AHF	Vince Hodge	Midway Specialty Care Center
Rosemonde Francis	Borinquen Medical Centers (BMC)	Ana Nieto	Office of Management and Budget-Ryan White Program (OMB-RWP)
Rhonda Wright	BMC	Nelly Rodriguez	OMB-RWP
Tim Emanzi	CAN Community Health (CAN)	Laura Van Sant	Public Health Trust/South Florida AIDS Network (PHT/SFAN)
Nataliya Johnson	CAN	Naeem Tenant	PHT/SFAN
Hardeep Singh	CAN	LaQuanna Lightfoot	PHT/SFAN
Monte Brown	Care 4 U Community Health Center (Care 4 U)	Patria Avila	Simply Healthcare
Vanessa Mills	Care 4 U	Gabrielle Jones	University of Miami
Rafael Jimenez	Care Resource Community Health Center (CRCHC)		
Manny Pico	CRCHC	**Behavioral Science Research (BSR) Staff**	
Robert Chavez	CRCHC	Barbara Kubilus	
Marta Pizarro	Citrus Health Network (CHN)	Dr. Robert Ladner	
Tabitha Hunter	Community Health of South Florida (CHI)	Jimmy Hernandez	
Rose Marcial	Empower U Community Health Center (Empower U)	Sandra Sergi	
Kirk Palmer	Empower U	Susy Martinez	
Resha Mehta	Empower U		
David Goldberg	Florida Department of Health-Miami Dade County (FDOH-MDC)		
Teresa Watts	Jessie Trice Community Health Systems (JTCHS)		

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__

Jose Ortega, CQM Committee Chair, called the meeting to order at 9:35 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 November 19, 2021. No changes were made, both items were approved. Next steps from the last meeting minutes were reviewed.

IV.   __Icebreaker activity__   *Barbara Kubilus*

Barbara Kubilus engaged the CQM Committee members in an icebreaker activity. The members engaged in a "Would you Rather" activity (copy on file) in which members were asked if they would rather have 2-meter-long arms or 2-meter-long legs and the reason/s why.

V.   __Time for Action! Drilling Down on the Data__   *Susy Martinez*

Susy Martinez presented a *Time for Action! Drilling Down on the Data* (copy on file). Ms. Martinez discussed that the purpose of the presentation was to provide a step-by-step guide on drilling down on the data. Drilling down on the data is important because: helps identify client barriers to care, facilitates looking beyond the numbers, identifies potential areas for improvement, encourages involvement from different team members/departments; all working towards the effort of improving client health outcomes, satisfaction, and engagement.

Using the *Suppressed Viral Loads Among MCM Clients by Recency of VL Measurement and Ethnic/Gender Breakdown table*, CQM Committee members participated in an interactive activity reviewing the 4-step process on drilling down on the data. Ms. Martinez asked CQM Committee members which population(s) suggested QI opportunities. The following steps were completed during the meeting:

Step 1-*Identify the clients who are not virally suppressed*. Closed cases, clients who are deceased, have moved, or transferred to another agency were removed from the denominator included.

Step 2-*Identification of Possible client barriers (root causes) leading to unsuppressed viral load rates.* Possible barriers were identified.
Step 3 *Create a table: reasons why clients are not virally suppressed.* The table should include potential reasons/barriers for unsuppressed viral loads and the number of clients affected by each of these. One reason/barrier was identified as it affected the majority of the clients that were identified with unsuppressed viral loads.

Step 4 *Develop a follow-up QI intervention plan or "change idea."* The committee agreed that medication adherence is a broad barrier/cause and an additional root cause analysis would be necessary prior to developing a change idea.

VI. **Preparing for the Technical Assistance Call**   *Sandra Sergi*

Sandra Sergi reviewed with the CQM Committee members the resources and data that have been provided to the Ryan White Program Subrecipients who will be participating in the upcoming quality improvement projects. Five questions have been sent out to Subrecipients to answer prior to the initial Technical Assistance (TA) call. TA calls will be scheduled during the month January 2022.

VII. **Next Steps**

- ✓ CQM Committee members participating in quality improvement projects will complete the 5 questions sent by BSR and have responses available by January 2022.

VIII. **Announcements**

- ▪ Ms. Kubilus announced that 10 CQM Committee members who had a high level of participation will receive a prize. Dr. Robert Ladner announced that those 10 participants will receive a $10 gift card in the mail. **The funds for the gift cards are not being used with Ryan White Program dollars.**

- ▪ An evaluation of the meeting will be emailed to all attendees.

- ▪ 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.

IX. **Evaluation/Poll**

Ms. Martinez polled CQM Committee members on their comfort level with attending in person CQM Committee meetings. The results of the poll included: 14.2% felt very comfortable, 36% felt comfortable, 21.4% felt somewhat comfortable, 21.4% were not comfortable and 7% their agency does not allow them to attend in person meetings

X.   Next Meeting

The next meeting is scheduled for Friday, January 21, 2021, via Zoom.