

Greater Hampton Roads HIV Health Services Planning Council

Quality Improvement & Strategic Planning Committee Meeting

Norfolk Department of Human Services, 741 Monticello Avenue

Thursday, January 17, 2019: 4:00 p.m.

Call to Order: The meeting was called to order at 4:05 p.m.

Moment of Silent Reflection: The committee observed a moment of silence and reflection for those affected and infected by HIV and AIDS.

Welcome/Introductions/Roll Call: Attendance was called as follows:

Present:

Gwendolyn Ellis-Wilson
Todd England
Tanya Kearney

Doris McNeill
Ashley Brown

Absent:

Catherine Derber
Jerome Cuffee

Tony Boston
Michael Singleton

Visitors:

Deryk Jackson
Lynea Hogan

Staff:

Marsha Butler-Grantee Staff
Michael Koran-P.C. Support
Teresa – PC Support Staff

Thomas Schucker-P.C. Support
Jacquelyne Wiggins-Grantee Staff

Review of Minutes:

The committee did not have a quorum to vote on the minutes.

Reports of Officers, Boards, Standing Committees:

Review of the P-CAT:

The committee reviewed the committee's P-CAT. Under old business, the committee's agenda was as follows:

- CQM – Review/Update Quality Management Plan and Outcomes
- CQM – Review/Update Input for the Recipient's Quality Improvement Plan
- CQM – Review/Update Clinical Quality Management Performance Measures Portfolio
- Review/Update Service Category Definitions
- Define Needs Assessment
- Review/Update Committee Planning Council Activity Timeline (P-CAT)
- Review/Prepare Committee Activity Budget to Grantee
- Compile Unresolved Issues in Parking Lot.

CQM – Review/Update Quality management Plan and Outcomes: The Grantee Staff did not present a CQM Update because the CQM committee has not yet met to have a report for the Quality Improvement & Strategic Planning Committee.

Review/Update Service Category Definitions: The committee should review the Service Category Definitions to ensure that they align with the Policy Clarification Notice (PCN) 1602.

PCN 1602 has a requirement of a care plan for Non-Medical Case Management. The committee, however, noted that funding of Referral of Health Care and Support Services is similar to Non-Medical Case Management; minus the care plan. The committee was, therefore, advised to change the name to: *Referral for Health Care and Support Services*, but continue with the status quo. Funding for this service category will require movement of funds from the Non-Medical Case Management Service category. And this will require making amendments to existing contracts. Support Staff will discuss with the Recipient to find out the legal implications of this recommendation. The committee tabled the discussion on this issue but will review the issue, at the next meeting, in preparation for March 1st. At the next meeting, the committee will review the HRSA Service category definition for the service.

The committee will, therefore, look at developing a service standard for the *Referral for Health Care and Support Services* service category. The committee will add a care plan to the Non-Medical Case Management Standard of care in order to make a distinction between the two services. This will enable the Norfolk TGA to be in compliance with PCN 1602 by March 1st.

Review the Food Bank/Home Delivered Meals Service Standard. Previously, the committee agreed to look at the Food Bank/Home Delivered Meals Program after one year of data from the providers. The committee reviewed, specifically, the eligibility process of the service. According to the data under review, for period March 1st to August 31st, 2018 a total of:

- 309 clients (unduplicated) utilized the service. That is, 1466 units served, of \$25.00 gift cards.
 - 107 Female
 - 188 Male
 - 14 Transgender
- The highest utilization of age range was from age 41 years and above.
 - 21-31 years old - 31 clients
 - 31-41 years old - 51 clients

Thus, a total of 82 were under the age of 41 years. The rest were over the age of 41 years. Of those served, one of the TGA's EIIHA populations, were:

- 258 – African-American

After extensive discussion, the committee recommended the following updates to the Food Bank/Home Delivered Meals program:

- Change the definition of a Unit of Service to one \$50.00 voucher/gift card effective March 1.
- Household income to 400% FPL.

This is in an effort to offer a more reasonable amount of funds to cover nutritional groceries/necessities and will also reduce the administrative burden on the Providers.

The committee agreed to add a requirement to the program that: *Staff administering the program must complete one hour of HIV nutritional training once per year and should*

have documentation of the said training. That staff person will be responsible for reviewing the clients' receipts and approving additional food vouchers/gift cards from the program. The Performance Measure is Viral Load Suppression.

There was a request, for the committee, to consider moving the FPL from 400% to 500%. For the sake of retention and in the best interest of patients, eleven (11) patients were moved from the TGA RW Part A Program to Part B Program, which is at 500% FPL. With the impact Medicaid Expansion is expected to have on some services, it was felt that there will be an excess amount of funding, and therefore, absorbing such a small number of cases into the current services will not create a shortfall for other services. When a decision is made to move to 500%, Part A will be able to again, offer services to these clients.

Needs Assessment: The committee did not conduct a needs assessment in 2018. However, the committee was advised to start thinking about a needs assessment for 2019 because it could require an RFP to go out from the Recipient's Office. One recommendation was for the committee to look at people "*Living and Aging with HIV.*" This will be for people 50 years and older. The survey will be looking at what their specific needs are, the services currently in place versus what they feel they need to continue living healthy lives. The committee is considering the kind of data they want to look at to begin the process of developing the tools for the assessment.

Client Satisfaction Survey: It was noted that the Recipient's Office conducted a Client Satisfaction Survey. The survey questions were about services in general and agency specific. The Grantee Staff will give the committee, the requested information including the results of the survey. However, it was reported that the survey was still ongoing.

Support Staff, who represented Collaborative Research as Contractors to work on the HOPWA Needs Assessment, gave a brief synopsis of the completed survey. The HOPWA Representative on the Council will present the results to the Planning Council on a slow release.

Support Staff have asked the Virginia Department of Health (VDH), for a list of private Infectious Disease Providers in the TGA so that the committee can send out the palm cards informing about the Ryan White services in the area. The committee's project is still in the developmental stages. Committee members were invited to provide input regarding the information to be included on the palm cards.

Information about the RW Norfolk TGA's Outcome for Viral Suppression by Service Category: The committee request for this information from the Grantee's Office was for the current grant year. The Grantee Staff stated that she had the information and would email it to the Co-Chairs during the course of the week.

For a recap, the committee will, at the next meeting, review Non-Medical Case Management, Referral for Health Care and Support Services; the committee will, also, review the final draft for Food Bank/Home Delivered Meals service to make sure that it is updated correctly, Emergency Financial Assistance (EFA) services, request to the Recipient for monthly Insurance Plan Breakout. The committee will start to discuss data sources for the PSRA Process which will be held in July. Once the results of the Client Satisfaction Survey have been received, committee will review the Service Utilization Data.

Any Other Business:

There was no other business to discuss.

Date of Next Meeting:

The next meeting will be Thursday, February 21st, at 4:00 p.m.

Adjournment: With no further business to discuss, a motion was accepted to adjourn the meeting.

Respectfully submitted:

Doris McNeill - Co-Chair

Michael Singleton - Co-Chair