

Greater Hampton Roads HIV Health Services Planning Council

Quality Improvement & Strategic Planning Committee Meeting

Norfolk Department of Human Services, 741 Monticello Avenue

Thursday, October 20, 2016– 4:00 p.m.

Call to Order: The meeting was called to order at 4:10 p.m.

Moment of Silent Reflection: A moment of silent reflection was observed for those affected and infected by HIV and AIDS.

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

Present:

Gwendolyn Ellis-Wilson
Rachael Artise
Robert Bailey
Tanya Kearney

Doris McNeill
Todd England
Ashley Veal

Members Excused:

Catherine Derber
Jerome Cuffee

Members Absent:

None

Staff:

Marsha Butler-Grantee Staff,
Thomas Schucker-P.C. Support,

Jacquelyne Wiggins-Grantee Staff,
Teresa-P.C. Support Staff

Visitors:

Richard Moore-M.A.S.S.

Carrie Redden-ToXcell Representative. (Carrie was attending the committee meeting to make a presentation on the needs assessment)

Review of Minutes:

The committee reviewed minutes from the last meeting. A motion was moved by Robert and properly seconded by Gwendolyn to approve the minutes as written. The motion passed.

Old Business:

Review the P-CAT: The committee reviewed the Planning Council Activity Timeline (P-CAT). The committee is on track based on activities outlined on the P-CAT.

The committee's agenda for the meeting included the following items:

- Review Implementation of Health Care Reform/National HIV/AIDS Strategy impact to RW
- Define Needs Assessment
- Refine Standards of Care

- Review HRSA:HIV/AIDS Bureau (HRSA:HAB) Performance Measures
- Determine Specific Plan-Do-Study-Act (PDSA) Initiatives and review results
- Compile Unresolved Issues in Parking Lot

Refine Standards of Care: The committee reviewed the following San Antonio TGA Service Standards and made revisions to comply with the Norfolk TGA requirements:

1. Food Bank/Home Delivered Meals
2. Medical Nutrition Therapy

The two service standards, which the Norfolk TGA does not currently fund, are required to be in place so that they are included in the upcoming RFP.

Food Bank/Home Delivered Meals: It was decided to fund this service category because the TGA is missing the opportunity to spend that money that can be purchased for Medical Nutritional Supplements that cannot be done under Medical Nutritional Therapy. This will be in the form of vouchers or gift cards. The Grantee will, this year, RFP all service categories including Food Bank/Home Delivered Meals service category. The committee extensively discussed the Service Standard and agreed, among other things, on the following:

- Blocking purchase of alcohol and tobacco
- The provision of what percentage of the gift card or voucher can be used for household items/hygiene products and what percentage can be used for food. This will put the burden on the provider to educate the client about how much should be spent on specific items. However, after some discussion, the committee agreed not to include this provision since this is the first year the TGA is funding this Service Standard. It was advised to wait and see if the category can be fully expended.
- Monitoring/tracking the use of the vouchers/gift cards by submission of receipts. The committee agreed, for this time, not to put too many limitations. However, there should be medical outcomes: Making sure that clients are going to their medical appointments; retention in care, and viral suppression.

The committee reviewed the San Antonio Food Bank/Home Delivered Meals Service Standard and recommended revisions that comply with the Norfolk Part A TGA. Support Staff will make the recommended revisions and email the document to the committee for approval via e-vote.

Medical Nutrition Therapy: The committee also reviewed the San Antonio Medical Nutrition Therapy Service Standard and made recommended revisions that comply with the Norfolk TGA.

After discussion of the two Service Standards, Gwendolyn moved a motion to approve the revisions that were made to the Food Bank/Home Delivered Meals and Medical Nutrition Therapy Service Standards and was properly seconded by Todd. The motion passed with one nay.

Both Service Standards will be submitted to the Grantee after approval by the committee and the Planning Council.

The committee will, at the November meeting, review the Outpatient/Ambulatory Health Services (OAHS) Service Standard.

New Business:

Presentation: Stakeholder HIV Needs Assessment Engagement Plan: The presentation on the needs assessment was made by Ms. Carrie Redden, joined on the phone by Ms. Yvonne Williams, Ms. Redden's Senior Advisor for this project. Ms. Redden is a Representative of ToXcel; the company that was awarded the contract to do the Needs Assessment.

In her presentation, Ms. Redden talked about the proposed work plan for the HIV Needs Assessment and answered the questions that the committee had raised regarding the proposed Work Plan. For the meeting, Carrie noted that she will give the committee an idea of the stakeholder's proposed work plan, to get the committee's feedback about tweaks that might need to be made to the work plan in order to accomplish what the TGA is hoping for with the needs assessment and to make sure that what the contractor is proposing is tailored to the needs of the community. Ms. Redden stated that she will also, during her presentation, launch into some of the work that should start getting done.

Ms. Redden stated that, during her presentation, she will give the committee an introduction of the Team that will be involved in the project, and talk about how they are organizing for the project. She will also talk about the proposed technical approach the team is planning, the timeline issues, the role of the Quality Improvement & Strategic Planning Committee and the stakeholder engagement, and will also ensure that there is time for questions from participants.

Ms. Redden gave a brief discussion about herself and her background, including what she hopes to accomplish for the Norfolk TGA's HIV Needs Assessment. She also briefly discussed the work of ToXcel and the individual team members that will be involved in and their roles on the project in the hope of identifying barriers, help drive resources and bring direction to service delivery.

With regard to the oversight, it was agreed that the committee will be responsible for oversight of the project. The final document can be presented to the Planning Council. However, in the meantime, the committee will submit questions they want to be included in the survey to Doris who will put everything together and send to Ms. Redden for inclusion. This should be completed by Wednesday, October 26th.

Any Other Business:

There was no other business to discuss.

Date of Next Meeting/Adjournment: The next meeting will be on Thursday, November 17th, at 2:00 p.m. With no further business, a motion was moved by Robert and was properly seconded. The motion passed.

Respectfully submitted:

Doris McNeill-Committee Chair