

Greater Hampton Roads HIV Health Services Planning Council

Quality Improvement & Strategic Planning Committee Meeting

Norfolk Department of Human Services, 741 Monticello Avenue

Thursday, April 20, 2017: 4:00 p.m.

Call to Order: The meeting was called to order at 4:15 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:

Doris McNeill
Michael Singleton
Robert Bailey

Todd England
Tanya Kearney
Ashley Veal

Members Excused:

Catherine Derber
Gwendolyn Ellis-Wilson

Members Absent:

Rachael Artise

Staff:

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

Marsha Butler-Grantee Staff
Michael Koran-P.C. Support

Review of Minutes:

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

Old Business:

The committee reviewed the agenda for the month of March, which included the following:

- Review Implementation of Health Care Reform/National HIV/AIDS Strategy Impact to Ryan White
- Review the Comprehensive Plan
- Update Service Category Definitions
- Refine Standards of Care
- Review HRSA: HIV/AIDS BUREAU (HARSA-HAB) Performance Measures
- Determine Specific Plan-Do-Study-Act (PDSA) Initiatives and review results
- Coordinate Data Provision on Outcomes to PAP Committee for PSRA Process
- Compile Unresolved Issues in Parking Lot

Refine Standards of Care: Four Service Standards were not reviewed by the committee during the last review:

1. Mental Health Service Standard
2. Substance Abuse Service Standard
3. Medical Transportation Service Standard
4. Health Insurance Premium and Cost Sharing Assistance (HIPCSA)

The Service Standards mentioned above do not need serious review. However, the Standards will be to be put in the new format, in line with the others. The Grantee Staff requested the committee to review the Substance Abuse Service Standard first because the Standard is due for review in July. The Service Standards will, at the next meeting, be presented to the committee for review by Support Staff in the new format. It was noted that there is one change in the Health Insurance Premium and Cost Sharing Assistance (HIPCSA) to include Oral Health Co-Payments.

Review HRSA: HIV/AIDS Bureau (HRSA-HAB) Performance Measures: Due to a scheduling conflict, the Contractor was not able to attend the meeting to present the findings to the Committee. Therefore, the Grantee Staff presented the FY 2016 Quality Management Review: Summary of findings for:

- Outpatient/Ambulatory Health Services
- Oral Health
- Medical Case Management
- Medical Transportation Services
- Emergency Financial Assistance

A full review was not done for Medical Case Management because it is still a newly revised Service Standard for the TGA.

For the Review Process overview, the five Part A funded service categories had Quality Management reviews:

- Outpatient/Ambulatory Health Services: Three (3) agencies/seven (7) sites
- Oral Health: Two (2) agencies
- Medical Case Management: Seven (7) agencies
- Medical Transportation Services: Two (2) agencies
- Emergency Financial Assistance: One (1) agency.

They reviewed tools based on the HARSA-HAB Performance Measures as well as Norfolk TGA Standards of Care and best practices. They also did the review based on tools used in other TGAs. All the samples and the charts came out of CAREWare. The review period was March 1, 2015 to February 29, 2016 and the reviews were conducted from June to October.

The Grantee Staff discussed the following:

- Quality Management Review Summary
 - Outpatient/Ambulatory Health Services: There were 711 eligible patients that could be reviewed and they reviewed 186 charts which was 26%.
 - Oral Health: There were 592, and they reviewed 128
 - Medical Case Management: There were 1354, and 72 were reviewed
 - Medical Transportation Services: There were 520 clients eligible, and 86 charts were reviewed.
 - Emergency Financial Assistance: There were 71 clients and they reviewed 54 charts

Grantee Staff also discussed the:

- Findings for the five Service Categories, and
- The Performance Measures

New Business:

Discuss Needs Assessment Report: The committee extensively discussed the Needs Assessment results. The committee was requested to read over the recommendations of the report. And to also read the consumer section; that is, the questions and consumer responses for discussion at the committee's next meeting.

Committee Co-Chair: Due to the committee's work load, it was recommended that the committee should elect a co-chair. Robert was nominated and agreed to be the committee's Co-Chair. Todd moved a motion and was properly seconded by Ashley that Robert be the Quality Improvement & Strategic Planning Committee's Co-Chair. The motion passed. with two abstentions.

Review Agenda for Next Meeting: The committee reviewed and set the agenda for the May committee meeting. In addition to the P-CAT agenda items, the committee agreed to add the following items:

- Recommendations for PSRA from the Needs Assessment
- Election of the committee's Co-Chair
- Update on the Red Ribbon Exercise with the Community Access Committee

The committee chair will contact the Community Access Committee Chair to discuss the Red Ribbon exercise and will report back to the Quality Improvement & Strategic Planning Committee.

Any Other Business:

There was no other business to discuss.

Date of Next Meeting/Adjournment: The next committee meeting will be on Thursday, May 18th, at 4:00 p.m. With no further business, a motion was moved and properly seconded by Robert to adjourn the meeting. The motion passed.

Respectfully submitted:

Doris McNeill-Committee Chair