Santa Cruz County Health Services Agency
Quality Management Draft Minutes
6-18-20

Topic	Discussion/Recommendations	Action	Responsible Party	Follow up Date
Welcome and Intro.	Eliko convened the meeting of the Quality Management Committee by welcoming attendees.	None	N/A	N/A
Attendees:	**Marion Jordan, Serena Mohammad, Eliko Bridgewater, Eddie Brandow, Raquel Ruiz, and Dr. Michele Violich**	None	N/A	N/A
Guests:		None	N/A	N/A
Agenda Items				
HIV Program Updates				
Discussion with Dr Michele Violich, Medical Director of South County Clinics	Due to other priorities, Dr Violich is able to participate for 15 minutes, at the beginning of the CQM meeting, to discuss Watsonville clinic related issues. Discussion of Oral Exam PDSA and results from findings in February and May 2020. Currently this is captured in the HIV template, perhaps Dr Leonard is using another dot phrase or method to capture this information. Dr Violich suggested running both a quarterly and annual report for the next report to better identify any differences. Marion noted that due to COVID-19 restrictions of less face-to-face appointments, providers have been unable to assess oral cavities, which will impact results.	**Eddie** to identify which additional dot phrases are used (i.e. .pe oral, .pe mouth, etc) to provide for **Serena** to include and capture in the next PDSA. **Dr Violich** to identify from Dr Leonard which dot phrase is used and inform Eliko **Eliko** to send email to HIV providers informing which dot phrases can be used to capture information in oral PDSA. Complete PDSA in August, using both quarterly and annual dates	Eddie, Serena, Dr Violich, Eliko	Prior to 7/16/2020 August – run PDSA
Approval of Minutes from 5-15-20	Minutes were approved by the committee. Marion motioned an approval, and seconded by Eddie.			
Announcements				
Follow up on Action Items from 5/15/20 meeting	To be discussed in detail below.			

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Integration of WHC into RW Part C QM	Discussed which topic will be addressed at the July meeting to bring to South County Medical Director's attention. Raquel suggested including the need to train HIV providers in South County. Marion suggested discussion of Medication Adherence at next meeting. Eddie mentioned that case managers are unaware of how to use this Medication Adherence dot phrase as well.	**Marion** to send Eliko Med Adherence dot phrase. **Eliko** to create cheat sheet for case managers and integrate into Service Plan for case managers to use.	Marion and Eliko	Prior to 7/16
RW-C Conference	This conference will be virtual, and anyone can attend. Raquel, Serena would like information to register for conference. Marion suggested that if the clinical meeting is conducive for someone learning about HIV, this could be ideal for the South County provider who is interested in training in HIV.	**Eliko** to send Raquel and Serena registration information. **Eliko** to find agenda and send to **Marion** to review whether it is ideal for training purposes.	Eliko and Marion	Prior to 7/16, when agenda is made available
Data: **-Clinical Indicators, Continuity of care** **-Quarterly Performance Measure Report**	1. Review changed clinical indicator of Continuity Visits definition to HRSA's Annual Retention in Care definition to coincide with definition of quarterly report, PDSA and Aggregate Data 2.Next quarterly performance measure report will be reviewed at next meeting. For periods of 7/1/2019 – 6/30/2020. Serena to run report, including the new updated indicators. Eliko questioned as to why an annual period is used vs a quarterly period. Marion responded that some indicators such as continuity visits are assessing a 6 month period. This will be helpful to clarify with Rachel and will continue this discussion when she is present.	**Serena** to run next quarterly report	Serena	One week after 6/30/2020
Consumer Participation	The survey link via SurveyMonkey was emailed to all email addresses available on EPIC (n= 106). This increased response to a total of 36 respondents. Marion suggested if case managers can drop off surveys at client's homes when they are dropping of other deliveries. Eddie is agreeable that this is possible, each case manager will aim to complete 3-5 questionnaires. Although this will create bias, with an increase in results from	**Eliko** to request case managers to complete 3-5 surveys with clients.	Eliko and case managers	By 7/16/2020 3-5 surveys will be completed. 9/17/2020 – discuss client

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	case managed clients, with the extraordinary year of with COVID-19 restrictions of face-to-face encounters, it is necessary to move forward with the 2019 survey. Raquel mentioned that the clinics will be using an agency to complete the HRSA required clinic client satisfaction survey in the next 3-4 months, via text message. The cost of this service is lower when using a validated questionnaire and will decrease leading questions or other bias. The CQM committee will re-discuss the use of an agency to complete the survey in the Fall. The goal is to complete 50 client satisfaction surveys. Regardless if this can be completed, the end date will be 7/16/2020.			satisfaction survey for 2020, including use of validated questionnaire and outside agency to collect responses.
PDSA Update: **1-Demographics and viral suppression outcomes** **2-Cervical Pap Manual Audit**	1. Case managers updated addresses into CARe Team database. Serena imported this information and compared with EPIC. Eddie updated any needed changes into EPIC. EPIC addresses should now consider common addresses given by people experiencing homelessness and case managed clients' addresses are up to to date. Serena will run another report for the demographic PDSA with the updated addresses to understand the disparities in health related to housing status. In the previous PDSA, housing status was divided into the categories '*Living in Shelter', 'Not homeless'* and '*street,camp,bridge'.* This will be changed to the categories of *Housed* and *Inadequate Housing.* 2. Cervical Pap is due in July. Marion does this manually. Raquel questioned whether there is a way for Jessica McElveny to support creating a system in which this can be done automatically. For example, using a certain age range, gender-identify status, and various other information.	1.**Serena** to run report of demographic PDSA, changing the housing categories to *housed* and *inadequate housing* 2.**Marion** to discuss with JMAC support for creating an automatic way of auditing cervical pap. **Serena** to provide Marion with a list of current clients eligible.	1. Serena 2. Marion and Serena	1.Prior to 7/16/2020
Part C Integration into Clinics	Kaleo Kaluhiwa, Sr. Mental Health client specialist's role will be changing to provide case management. Discussed importance of Marion Jordan being present at meetings discussing Part C Integration into clinics. Created verbiage of HIV justification to be used by benefits department. Update provided regarding the first successful integration of Clinical data (CD4 and HIV VL) from EPIC to ARIES. This is vital for the annual RSR report. Eliko to submit monthly intranet postings.	**Eliko** to send email to HIV providers informing them of specialty care justification used.	Eliko	Prior to 7/16/2020

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COVID-19	Eliko discussed whether teleconference can be used when clinics begin face-to-face visits with all clients, to promote social distancing in the room with case managers. Unable to discuss this in detail, will continue conversation at the next meeting, when clinics provide face-to-face meetings.			Discuss at next meeting 7/16/2020
AMCWP Changes	Discussed closure of AMCWP by December 31, 2020. Requested suggestions if there are other agencies who may be able to take on this grant, so the program is not lost in the community. Marion suggested VNA and Lifespan.	**Eliko** to follow-up with VNA and LifeSpan r/e AMCWP		Prior to 7/16/2020

Date Minutes Accepted: 7/16/2020

NEXT MEETING: Thursday, July 16, 2020 from 11:00 am to 12:30 PM via Microsoft Teams