

Greater Hampton Roads HIV Health Services Planning Council

Quality Improvement & Strategic Planning Committee Meeting

Norfolk Department of Human Services, 741 Monticello Avenue

Thursday, August 16, 2018: 4:00 p.m.

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

Moment of Silent Reflection: The committee observed a moment of silence and reflection.

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

Present:

Doris McNeill
Todd England
Tanya Kearney

Gwendolyn Ellis-Wilson
Ashley Brown
Michael Singleton

Members Absent:

Catherine Derber
Jerome Cuffee

Staff:

Marsha Butler
Teresa – PC Support Staff

Thomas Schucker
Jacquelyne Wiggins-Grantee Staff

Visitors:

Terry Clark III-(VDH) Hampton Health Department
André Christian Brown.

Review of Minutes:

A motion was presented to the committee to approve the minutes from the April meeting. The motion passed.

Old Business:

According to the P-CAT, the committee's agenda was as follows:

- Review National HIV/AIDS Strategy (NHAS) and Norfolk TGA Continuum of Care
- Review TGA Quality Assurance Outcomes (e.g. chart reviews, service standards adherence).
- Review QI portion of Grant Guidance
- Compile unresolved issues in Parking Lot.

The committee was on schedule with the committee's activities on the Planning Council Timeline.

The committee discussed the recommendation to raise the Federal Poverty Level (FPL) from the current 400% to 500%. The Recipient's Office did not recommend raising the FPL. The data, which was not shared with the committee, will be presented to the committee at the October meeting for the committee's review, especially, in relation to the Medicaid Expansion due January 1st, 2019.

Quality Management: The Grantee Staff discussed Policy Notice 1502 which directs the Recipient's Office or Administrative Agencies to have a Quality Management Committee. Grantee Staff noted that a Quality Management Committee has been initiated and will not be under the Planning Council. There will be Planning Council Representation on the Committee and all Quality Management activities for the PDA will come under that committee and will get through to the Planning Council. The Quality Improvement & Strategic Planning Committee will, therefore, no longer be Quality Management focused. According to the P-CAT, the committee will, therefore, be responsible for the following:

- Review Implementation of Health Care Reform/National HIV/AIDS Strategy Impact to Ryan White
- Define Needs Assessment
- Review the Comprehensive Plan
- Update Service Category Definitions
- Refine Standards of Care
- Coordinate Data Provision on Outcomes to the PAP Committee for PSRA Session
- Review Quality Assurance portion of Grant Guidance
- Review P-CAT

Support Staff discussed and gave examples of Quality Assurance Measures. In order for the committee to see the outcomes based on the Continuum of Care, the Recipient's Office can be requested to report to the committee, the Continuum of Care for each Service Standard, at least, on a yearly basis. The committee's focus will, therefore, be:

- To do the Needs Assessments, and
- Look for data to help the committee make informed decisions

Standards of Care: The committee will review the Food Bank/Home Delivered Meals Standard of Care at the October meeting. The committee will, at that time, have a year's worth of data to review. Support Staff will send a Data Request for the Food Bank/Home Delivered Meals Service category to the Recipient's Office, for the committee's review at the October meeting. The committee Will look at how many people were served and how many of the served people are virally suppressed. The committee will also discuss ways to improve the program for the coming grant year based on feedback from the providers of the program.

One or two Service Standards will be included on each agenda for the following year for review. The committee will review the Standards of Care at the recommendation from the Recipient's Office about which Service Standards need to be updated.

Support Staff discussed Policy Clarification Notice 1602. This is 2016's Notice on what can be paid for out of each Service Category and what HRSA expects from each of these Service Categories. This requires a Care Plan for Non-Medical Case Management. One should not need a Care Plan for a referral or bus ticket, if you have health insurance. In this regard, it is recommended that the TGA should, instead, fund Referral for Health Care and Support Services. This is the same as Non-Medical Case Management minus the care plan. The committee may have to look at talking about Referral for Health Care and Support Services.

In order to refresh themselves about what the TGA can support under the Service Categories, Support Staff recommended that the committee should revisit all the Service Standard Definitions in the coming months. Planning Council Support Staff was given copy of the Policy Clarification Notice 1602. Copies will be made for the committee's review at the September meeting.

September Committee Meeting: At the September meeting, the committee, should start discussing the Needs Assessment; to find that missing data? One option was to find the missing data of those individuals who are Ryan White eligible but go to private physicians. In order to expand the scope of such a survey and reach different people, rather than surveying the historically same individuals, the committee discussed holding a joint forum with the Recipient's Office for a day of education for private providers. The committee agreed to send out 'mass' invitations to specialty HIV providers in the TGA for a provider involved forum, with assistance of the Community Access Committee. This can be considered to take place during the first quarter of next year. The committee was advised to research trends and see what portion the TGA is missing that the committee can answer and was advised to come prepared to provide input at the September meeting. Support Staff will provide a viral suppression report to see if that is what the committee would like to base the TGA's needs assessment on.

The data requests to the Recipient's Office, for the October meeting, will be:

- What are the follow up numbers on the 500% Federal Poverty Level.
The committee will seriously consider this issue because Medicaid Expansion, due January 1st, is expected to impact the populations that are served in a positive way.
- What were the TGA's outcomes for viral suppression by service category during the last grant year.

New Business:

Recommendation to merge committees: The committee did not accept the recommendation to combine the Quality Improvement & Strategic Planning Committee with the Membership and Nominations Committee. After some discussion, the committee agreed to leave it as is.

Community Access Committee Consumer Survey: The Community Access Committee Co-Chair distributed copies of the Consumer Survey tool which the Community Access Committee worked on, for the committee's review. The chair requested the Quality Improvement & Strategic Planning Committee members to provide input. The survey will be administered at the upcoming Community Cookout on Sunday, August 19th. Support Staff will analyze the data when it is gathered.

Any Other Business:

During the meeting, there was discussion that was not part of the agenda which revolved around one individual's experiences with medical procedures and the bills that were incurred as a result. The topic which was relevant to the discussion, because the individual was seeking answers to his concerns.

Date of Next Meeting;

The next meeting will be Thursday, September 20th, 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