

**Santa Cruz County Health Services Agency  
Quality Management Draft Minutes  
9-17-20**

Topic	Discussion/Recommendations	Action	Responsible Party	Follow up Date
<b>Welcome and Intro.</b>	Eliko convened the meeting of the Quality Management Committee by welcoming attendees.	None	N/A	N/A
<b>Attendees:</b>	<b>Marion Jordan, Raquel Ruiz, Serena Mohammad, Jennifer Phan, Eddie Brandow, Socorro Gutierrez, Dr. Michele Violich, and Eliko Bridgewater</b>	None	N/A	N/A
<b>Guests:</b>		None	N/A	N/A
<b>Agenda Items</b>				
<b>HIV Program Updates</b>				
<b>Discussion with Dr Michele Violich Medical Director of South County Clinics</b>	<p>Review of Oral PDSA results including newly added smart list ORAL: 10057 and O/P Brief: 317 dot phrase. Serena recently ran another search using O/P Brief: 317 dot phrase, which is how Dr Leonard documents oral cavity exams (she provided us with the caveat that this dot phrase has only been recently adopted, so the immediate results may not be viewed), there were no changes to the results. Discussed with Dr Violich the current method in which the other HIV providers are documenting oral cavities which includes using the <i>HIV Visit Template</i>, and the provider types in assessments for mouth/teeth.</p> <p>Reviewed Medication Adherence dot phrase, and discussed the improvement in Watsonville and the overall HAS clinic average of assessing patient reported adherence. Dr Violich was wondering if medication pick-up from the pharmacies was included, this is assessed at the clinics. We are currently not doing that and review patient report and VL as factors. Discussed recent CQM screening indicators including Hep C, Lipid and Chlamydia/gonorrhea. Hep C – Unfortunately there is not reminder for the provider through EPIC's Health Care Maintenance because this recommendation is different from the recommendation from the US Task Force recommendation. Work around that was created by Marion includes creating an annual lab panel, to be used every year for HIV clients. This is called Santa Cruz HIV Annual, or SCZHIVannual. This includes testing of lipids, gonorrhea/chlamydia, urine analysis, Hepatitis C, and QuantiFERON. Similarly, the results for screening of lipids and chlamydia/gonorrhea in Watsonville are lower than Santa Cruz. Dr. Violich will share this annual lab panel with Watsonville Provider.</p> <p>Annual Pap PDSA – Discussed the results from Marion's annual pap smear review. Dr Violich mentioned that in Watsonville, there is 1 provider who is providing pap smears every Monday. Unfortunately, HRSA has different requirements for pap smears. The frequency is every 1 year, if 3 consecutive paps, then it is changed to every 3 years. The providers will all have to make</p>	<p><b>Dr Violich</b> – to discuss with Watsonville HIV Provider, the use of the HIV Visit Template to document oral assessments. Will also discuss the use of the 1 year annual lab panel: SCZHIVannual for lipid, Hep C and chlamydia/gonorrhea. Dr Violich to discuss with Dr Leonard pap frequency requirement, per HRSA and HIV providers should update the correct frequency in their client's charts.</p> <p><b>Marion</b> to send to Dr Violich the training information with UCSF for HIV. <b>Dr. Violich</b> to forward this information to Marcio Melo, and discuss with Amy cost reimbursement of the training.</p> <p><b>Serena:</b> 1. <i>Last QTR</i> this should be changed to <i>Last Period</i>. 2. <i>Last Period</i></p>	<p>Dr. Violich</p> <p>Marion</p> <p>Dr. Violich</p> <p>Serena</p>	<p>Prior to 10/15/2020</p> <p>Prior to 10/15/20</p> <p>Prior to 10/15/2020</p> <p>Prior to 10/15/2020</p>

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	<p>sure that the frequency for their HIV clients is correct. That list will then be given to the Pap provider for outreach. Dr Violich discussed that Marcio Melo is interested in training for HIV. Marion will send the UCSF training link (Dec 10 – 12), then after this is complete we will discuss the mentoring process. His current schedule is Monday – Thursday. The cost of the training is \$400.</p> <p>It was noted that there are some aspects of the quarterly QI measures which are confusing. 1. <i>Last QTR</i> this should be changed to <i>Last Period</i>. 2. <i>Last Period</i> dates should be included in the top of the form.</p>	<p>dates should be included in the top of the form.</p>		
<b>Approval of Minutes from 7/16/2020</b>	<p>Minutes were approved by the committee. Marion motioned an approval, and seconded by Eddie.</p>			
<b>Announcements</b>	<p>None</p>			
<b>Follow up on Action Items from 6/18/2020 meeting</b>	<p>To be discussed in detail below.</p>			
<p><b>PDSA Update</b> Demographics and VL suppression. Cervical Pap Manual Audit Oral Exam PDSA</p>	<p>Discussed the change/updates to the PDSA for demographics and VL suppression. The housing statuses have been updated. Case managers reviewed all case managed clients and updated addresses, Eddie and Serena worked to input these into EPIC. There were changes noted which may more accurately reflect homelessness and viral load suppression. Marion reports that she recently had 5 new homeless clients since January and wondering if these clients are included. Clients who are not case managed addresses will need to be updated. This can be reassessed in the new year. Additionally, start to update on-call addresses in EPIC. Cervical pap issue discussed with Dr. Violich, and is mostly a clinical issue. Oral Exam PDSA was not discussed. Will discuss in October.</p>	<p><b>Marion</b> to send Eliko list of 5 homeless clients. <b>Serena</b> to see if these 5 clients are included in the results and will rerun the results, including all clients who may be homeless until August, 2020. <b>Eliko/CT Admin Aide</b> – Update on-call addresses in EPIC, prn. <b>Serena</b> – to rerun Oral Exam PDSA.</p>	<p>Marion, Serena  Eliko Serena</p>	<p>Prior to 10/15/2020</p>
<p><b>Transition of RW Part C to clinics:</b> Updates Budget Request due 8/19/2020 – insurance</p>	<p>Raquel discussed the 2021 budget including staffing. Discussed transition of space, which will not be available until July 2020. Socorro noted that there will be a transition period specifically for Specialty care, dental, and data requirements as this transition occurs.</p>			

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<p>premiums, Teleconference for case managers during provider appts? Missed appointments RW-B/ADAP integration - CQM quarterly requirements</p>	<p>Discussed inviting ADAP and EIS eligibility worker to meeting 1x/quarter for better integration of overall HIV Services.</p> <p>Consumer Satisfaction Survey – WellApp will be used for the Pt satisfaction survey for the clinics. They suggest using up to 5 questions, and can even send a text link for survey monkey. Clinics will be rolling this pilot out in November, and can be an option for RW-C Clients. The questions do not need to be validated.</p> <p>Missed appointments from the telephone visits may not be entered correctly. They should be entered as an erroneous encounter to be added in the reports. Follow-up with JMAC/Serena.</p> <p>Discussed Consumer panel upcoming on 9/24/2020, Eliko encouraged everyone to encourage clients to attend.</p> <p>Unable to discuss Consumer Satisfaction Survey results. Eliko encouraged everyone to review, and will discuss next meeting.</p>	<p><b>RW-CM Committee</b> – to consider use of WellApp for surveys</p> <p><b>Eliko/Serena</b> to discuss the missed reports</p>	<p>RW CM Committee</p> <p>Eliko/Serena</p>	<p>Revisit on 10/15/2020</p> <p>Prior to 10/15/2020</p>
<p><b>AMCWP Changes</b> Lifespan</p>	<p>Unable to discuss, will continue conversation on 10/15/2020</p>			

**Date Minutes Accepted:** \_\_\_\_\_

**NEXT MEETING:** Thursday, October 15, 2020 from 11:00 am to 12:30 PM via Microsoft Teams