

**Santa Cruz County Health Services Agency
Quality Management Draft Minutes
5-20-20**

Topic	Discussion/Recommendations	Action	Responsible Party	Follow-up Date
Welcome and Intro.	Robin 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, Robin Stone, Raquel Ruiz, Rachel McCullough-Sanden, Adrian Carranza	None	N/A	N/A
Guests:				
Agenda Items				
HIV Program Updates				
Approval of Minutes from 5-15-20	Minutes were approved by the committee			
Announcements	1. Robin's last day will be 5/29/20. Eliko will be taking over her QM responsibilities. 2. Data sub-committee to meet every 4 th Thursday at 11 am for now.			
Follow up on Action Items from 5/15//20 meeting	1. Robin had a meeting with Kennedy and the following QM activities were posted on the intranet: 2020 QM Plan (includes QM calendar), Agendas up to 4/20, Minutes up to 4/20, 2020 Org Ass. Tool, Quarterly Performance Measure Reports last year, Current QM Def, Oral Exam and Annual HIV Screening Panel PDSA, Staff Satisfaction Survey, Consumer Survey will need to be posted when available). For now the RW part C QM postings will be kept under Public Health-CARE Team-RW Part C QM link.	CT to connect with Kennedy to move to clinics and update CT posting at appropriate time.	Eliko	By 1/1/21
How to Best Integrate WHC into RW Part C QM	Raquel had a conversation with Michelle Violich. Michelle is aware of the need for an additional provider in Watsonville. Eventually Marcio, (new provider) is interested in being trained to provide HIV care. Michelle has a very full schedule, and the best she can currently offer is 10-15 minutes at the beginning of the QM meeting to discuss issues that pertain to Watsonville. She is only available in the am, so the QM meeting is being changed to the 3 rd Thursday of the month at 11 am starting next month. The structure of the meeting will be altered to go straight into the areas that need Michelle' support, and then go back to the regular structure once she gets off.	Next QM meeting will be Th 6/18 at 11 am. 3 rd Th at 11 am to be recurring. Eliko to send out invitations.	Eliko	

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Data: Data and definition discrepancies between quarterly report (4/1/19-3/31/20), Retention to Care PDSA, and Aggregate data	<p>1. See PDSA section below. One of the reasons why our retention to care data is low is because PCP Non-SCZ is not being entered into EPIC when someone leaves the clinic. Staff needs to be reminded to enter it.</p> <p>2. Definitions -Definitions are slightly varied for quarterly report, PDSA, and Aggregate Data. Quarterly report does not include patients who started care the 2nd half of the reporting period. PDSA does, (although a column was added for people who started their care the 2nd half of the reporting period). There are also slight variations with RSR, HRSA and SOA data. Marion feels that it would be cleaner and simpler to use 1 definition.</p>	<ol style="list-style-type: none"> 1. Eliko to remind CT. Clinic to enter non- CT patients. 2. Robin will prepare a document with all definitions for our next data meeting, with the intention to review and come up with 1 def. 	<p>2. Robin</p>	<p>5/28</p>
Consumer Participation	<p>We have not received HRSA guidance so far regarding consumer participation in light of the Covid-19 pandemic. For right now a consumer forum would not be safe, and it is unclear whether it could work to do virtually. We are looking at how to move forward with the surveys. We have received 27 surveys thus far, which is not enough. We will consider using a Survey Monkey if there are enough clients with e-mail addresses. We need to be especially cautious re confidentiality. Survey to include all HIV clients who have received HIV services at any of the 3 HSA clinics in 2019.</p>	<p>Serena to run report to see how many e-mails we get. She will send the list to Eliko. Eliko will send the survey monkey if there are enough e-mail addresses.</p>		
Part C Integration into clinics	<p>It is still the intention to begin the transfer of a NCM and SWCM to clinics beginning in July. There are some logistical pieces that still need to be worked out. Elaine will be the nurse, and the social worker will be discussed by next meeting.</p> <p>It remains unclear as to when the clinics will be resuming regular visits. Different clinics are opening at different times.</p>	<p>Continue to monitor.</p>		
PDSA Update: 1-Demographics and viral suppression outcomes	<ol style="list-style-type: none"> 1. Reviewed % virally suppressed in different sub-groups. At this point, the report is not showing large disparities, even in clients who have mental health or substance use disorders. The main concern is that we do not believe that we are getting accurate housing status data. Eddie suggests updating in EPIC. Discussion took place re how to accomplish this. Serena also said that she can 	<p>1.Eliko to direct CT staff to make sure housing status is updated in the CT data base by 5/29. Then Serena to do comparison between EPIC and CT data base by the end of the following week . Eddie</p>		

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<p>2-Retention to Care PDSA</p> <p>3-Oral Exam PDSA</p>	<p>compare the data base to EPIC. Once we get better homeless data, will look at the outcomes again, and decide if we want to do anything more about dividing the geographical data.</p> <p>2. Report was reviewed by the committee. Data was improved when people were filtered out for PCP Non-SCZ. For the next report, Care Team will take the lead in looking at the list of clients who do not meet criteria and do appropriate follow up. This might change in Jan when the RW Part C program is completely housed in clinics.</p> <p>3. PDSA was initiated as a result of HRSA site review finding that documentation did not indicate that providers were doing oral exams on patients. 3 month follow up report was compared to baseline. There were big improvements in Santa Cruz, but Watsonville still did poorly.</p>	<p>can enter changes in EPIC if there aren't too many. Serena will enter SCAP Ocean Street address to be used for homeless status.</p> <p>3. Discuss findings with Dr. Violich at next meeting. Next oral exam report to be run in August, 2020. At that point, PDSA will be completed and assessment will need to determine whether further action is needed.</p>		

Date Minutes Accepted: _____

NEXT MEETING: Thursday, June 18 from 11:00 am to 12:30 PM via Microsoft Teams