

**Santa Cruz County Health Services Agency  
Quality Management Draft Minutes  
10-15-20**

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, Socorro Gutierrez, Dr. Michele Violich, Elaine Nast 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>	Review from last month: Discussed SCZHIV annual lab panel for: lipid, Hep C and chlamydia/gonorrhea. Pap frequency requirements per HRSA and updating frequency in client charts. UCSF training for Marcio Melo. Updates to Clinical Indicator format. Dr. Violich provided Dr Leonard with the updates regarding labs and pap updates. We will need to discuss a plan for Marcio Melo to receive training after his UCSF training. Marion will check in with Judy regarding support for training. Explore the possibility to do a 3-way phone call option, is this possible? Discussed dental dot phrase. Dr. Violich will check in with Wendy regarding medical assignment entering it. Marion will ask JMAC to change dental dot phrase to first include a question of yes/no and then to add a date. Discussed demographics (homelessness) and viral load PDSA and difficulty of accurately capturing homeless from addresses alone. Suggestions include: 1. discussing with front desk/registration regarding entering homelessness in demographics. 2. Request provider to enter homelessness in problem list. 3. See if case manager can enter homelessness in problem list. 4. Explore whether case managers can enter homelessness in social determinants of health.	<p><b>Dr Violich</b> to discuss with Dr Leonard if the MA can enter the dental dot phrase.</p> <p><b>Marion</b> to check in with JMAC regarding changing the dotphrase to first as a yes/no question, then adding a date. Additionally, follow-up with Dr Judy Kelley regarding support for training of Marcio Melo</p> <p><b>Eliko</b> to follow-up with IT regarding the possibility of 3-way phone calls. Additionally, follow up with homelessness documentation: 1. discussing with front desk/registration regarding entering homelessness in demographics. 2. Request provider to enter homelessness in problem list. 3. See if case manager can enter homelessness in problem list. 4. Explore</p>	<p>Dr. Violich</p> <p>Marion</p> <p>Eliko</p>	Prior to 11/15/2020

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		whether case managers can enter homelessness in social determinants of health.		
<b>Approval of Minutes from 9/17/2020</b>	Minutes were approved by the committee. Marion motioned an approval, and seconded by Raquel.			
<b>Announcements</b>	None			
<b>Follow up on Action Items from 9/17/2020 meeting</b>				
<b>Consumer Participation</b>  Consumer Satisfaction Survey - Results and Next Steps Consumer Panel – 9/24/2020@1500 via phone, agenda Texting of surveys via WellApp – 5 questions possible for 2020	Discussed results of consumer satisfaction survey from 2019. Discussed how it may be helpful to separate surveys based on Watsonville and Santa Cruz surveys to see any differences for next year’s survey. Reviewed results from consumer panel. While it is difficult to make any conclusions based on 2 participant’s experiences, it is important to further assess differences in North and South county. Discussed Wellapp for surveys. Some questions to reflect upon include: will the app need to be downloaded? How frequently should the survey be disseminated?			
<b>Transition of RW Part C to clinics:</b> F/u from last week: Missed appointments - telephone visits may not be entered correctly	After further discussion/evaluation with the CARE Team this has been identified as no longer an issue.			
<b>AMCWP Changes</b> Health Projects Center	Health Projects Center will be taking over the AMCWP contract for Santa Cruz County, starting			

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<b>PDSA</b> Demographics and VL suppression. Review Oral Exam PDSA Retention to Care	Were not able to discuss these items in detail. Decided to hold off on oral exam PDSA, as face-to-face visits are limited at this time.			
<b>Data:</b> New Quarterly data 10/1/2019 – 9-30/2020 Update: Hep B vaccines indicator  *Addition of HRSA's expectations	Will review this at next month's meeting			
<b>Logistics:</b> Next meeting November 19, 2020 Next subcommittee meeting November 5, 2020	Data subcommittee meeting for 11/5 is cancelled. Next meeting will be 12/3. Who will be leading CQM meetings for month of January and February?			

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

**NEXT MEETING: Thursday, November 19, 2020 from 11:00 am to 12:30 PM via Microsoft Teams**