

Minutes for Miracle of Love Inc. Quality Management Committee

Call to Order

A regular meeting of the Miracle of Love Inc. (MOL) Quality Management Committee (QM Committee) was held on February 17, 2022 via HIPAA Compliant Zoom Conference. It began at 1:12 PM and was presided over by Vanessa Rivera, with Wyatt Haro as Recorder.

Attendees

Voting members in attendance included Vanessa Rivera, Julian Vega, Maria Mercado, LaDawn Lyons, Bryan DuBac and Wyatt Haro.

Guests in attendance included N/A

Members not in attendance included Nikia Lafontant, Angus Bradshaw, Maylen Peguero, and Mulan Williams.

QUORUM MET

Approval of Minutes

A motion to approve the minutes of the previous January 20, 2022 meeting was made by Wyatt Haro and seconded by Vanessa Rivera.

Officers' Reports

Other Reports

Main Motions

Motion: Moved by Wyatt Haro and seconded by Bryan DuBac that fiscal year 2022-2023 performance measures to be monitored for Intensive Case Management and Referral for Health Care and Support Services remain viral suppression and annual retention in HIV care. The motion carried with six in favor and zero against.

ROLL CALL VOTE:	Vanessa Rivera	Aye
	Julian Vega	Aye
	LaDawn Lyons	Aye
	Maria Mercado	Aye
	Bryan DuBac	Aye
	Wyatt Haro	Aye

Motion: Moved by Wyatt Haro and seconded by Maria Mercado that Quality Management Committee meetings are to be held the third Tuesday of the month at 9:00 AM. The motion carried with six in favor and zero against.

ROLL CALL VOTE:	Vanessa Rivera	Aye
	Julian Vega	Aye
	LaDawn Lyons	Aye
	Maria Mercado	Aye

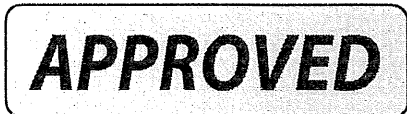
Bryan DuBac Aye
Wyatt Haro Aye

Announcements

- Wyatt Haro previewed client satisfaction scores and comments from 2020 and 2021
- Bryan DuBac made suggestion to offer an incentive/contest to encourage staff to push survey
- Bryan DuBac made suggestion to acknowledge positive comments by announcing to staff through some method and notifying the individual that received the comment

Adjournment

Vanessa Rivera moved that the meeting be adjourned, and this was agreed upon at 2:46 PM.



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Vanessa Rivera, Chair
Miracle of Love Inc. Quality Management Committee

MARCH 15, 2022
Approval Date

Handwritten signature of Wyatt Haro in black ink.

Wyatt Haro, Recorder
Miracle of Love Inc. Quality Management Committee

March 9, 2022
Prepared Date

Summary of Reports/Presentations

Call to order at 1:12 PM by Julian Vega, noting committee does not meet quorum to conduct official business.

- **Point of information** by Wyatt Haro: Although committee cannot conduct any official votes, presentations and reports may continue.

Motion by Wyatt Haro to conduct a roll call to determine quorum as additional people have joined the meeting.

- Roll call conducted at 1:14 PM – Committee Meets Quorum

Robert's Rules of Order Review – Wyatt Haro, Recorder

- Reminded to be acknowledged prior to speaking – unless in open discussion.
- Open discussion topics are not transcribed.

Report of Officer – Vanessa Rivera, Chair

- Final meeting of fiscal year (2021-2022).
- March 1, 2022 will start the new fiscal year for Ryan White.

Report of Officer – Wyatt Haro, Recorder

- Typically, the final meeting of the fiscal year would be when election results were announced for officers of the next fiscal year.
 - Elections are not happening and current officers will remain in place for the 2022-2023 fiscal year.
- Additional tasks that are to be completed in February:
 - Determine and implement performance measures for next fiscal year.
 - Complete and submit action plan for OAT responses less than three.
 - Draft Quality Management Plan for following fiscal year.

Performance Measures for Quality Management Plan FY 2022-2023 – Wyatt Haro, Recorder

- Presented to the committee today are the proposed performance measures to be monitored for the Ryan White fiscal year 2022-2023:
 - Intensive Case Management (replaces Medical Case Management)
 - Viral Suppression
 - Annual Retention
 - Referral for Health Care and Support Services (Referral Specialists)
 - Viral Suppression
 - Annual Retention
 - Early Intervention Services
 - Linked to Medical Care (AOMC)
 - Client Satisfaction
 - Employee Satisfaction
- **Information** by Vanessa Rivera:
 - The performance measures are historically chosen by reviewing the Ryan White HIV/AIDS Program Service Report (RSR), which has not been completed as of today.

- The HIV/AIDS Bureau Performance Measures Report NDC Disparities Calculator shows our lowest percentage of viral suppression is Youth (aged 13-24) reporting at 73.68%, based on report February 1, 2021 through January 31, 2022 (not currently distributed to committee)
 - **Point of information** by Wyatt Haro: A copy of the NDC Disparities Calculator for calendar year 2021 is available in the “Workgroup Reports” tab of committee members’ binders
- Next percentage is men that have sex with men (MSM) of color 77.39%. Followed by transgender people at 79.31%, and African American and Latina Women at 82.25%.
- The other item showing low performance is HIV Medical Visit Frequency.
- These two items are recommended for monitoring, although they were set for monitoring during last fiscal year.
 - **Point of information** by Wyatt Haro: During the 2021-2022 fiscal year, the performance measure targets were different for Medical Case Managers and Referral Specialists, is that still the same going into 2022-2023?
 - **Information** by Vanessa Rivera:
 - There has not been an official update on target changes because the previous quality management coordinator at the Part A office has left and a temporary replacement is handling program.
- **Motion** by Wyatt Haro to set 2022-2023 performance measures for both Intensive Case Management and Referral for Health Care and Support Services to be viral suppression and annual retention in care.
 - Seconded by Bryan DuBac
 - **Roll call** vote requested by Recorder
 - Motion carries unanimously
- **Information** by Wyatt Haro:
 - At our January 2022 meeting we discussed and voted on performance measures for the Early Intervention Specialist, Client Satisfaction, and Employee Satisfaction. Unless anyone present wishes to revisit the topics or return to debate, these are already updated in the Quality Management Plan draft.
 - A draft of the Quality Management Plan will be sent out to all committee members as soon as possible to provide members time to review in full prior to March 2022 meeting.

Quality Management Plan Fiscal Year 2022-2023 Edits – Wyatt Haro, Recorder

- No edits or modifications were received by submission deadline.
- Final performance measures will be entered and upon receipt of Part A targets for chosen performance measures, a copy will be provided via the Quality Management portal.
- Goal is to distribute draft by March 1, 2022.

Quality Improvement Project – Open Discussion

- No vote held
- Discussion of potential QI project topics and plans
- Wyatt Haro will draft PDSA worksheets based on suggested topics and distribute for review by committee members
 - Goal for distribution is March 1, 2022

Quality Management Committee Meeting Schedule – Wyatt Haro, Recorder

- Poll was conducted via Doodle

- No vote entered by Maria Mercado and LaDawn Lyons
- No single day received overwhelming number of votes
 - **Point of information** by Bryan DuBac: Did all the people that voted know that they could scroll to the right for additional dates?
 - **Information** by Wyatt Haro:
 - Based on all those that voted having entered a vote in those dates, it appears as though all persons voting were aware that there were several additional dates to choose from.
- **Motion** by Wyatt Haro to conduct Quality Management Committee Meetings on the third Tuesday of the month at 9:00 AM.
 - Seconded by Maria Mercado
 - **Roll call** vote requested by Recorder
 - Motion carries unanimously