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# Quality Management Committee

January 17, 2023

Fiscal Year 2022-2023

3<sup>rd</sup> Committee

Vanessa Rivera, **Chair**

Julian Vega, **Vice Chair**

Music is playing to test speakers for those joining us virtually.



# Moment of silence

To recognize and remember those that have lost their lives, and those that are affected by HIV/AIDS.



# Committee Roll Call

Voting Members

Other Attendees



# Robert's Rules of Order

Maylen Peguero, Parliamentarian



# Review and Approval of Agenda

Wyatt Haro, Recorder



# Review and Approval of Minutes

Wyatt Haro, Recorder



# REPORTS OF OFFICERS



# Chair – Vanessa Rivera

## HAB HIV Performance Measures Report

1/ 1/2022 - 12/31/2022

For Agency(s): Miracle of Love - Client Services

For Service Categories: Medical Case Management

For Funding Source(s): Ryan White Part A

Run Date: 1/6/2023

### HAB Clinical Performance Measures - Core

Measure	Numerator	Denominator	Percentage
HIV Viral Load Suppression	948	1,221	78%
Prescription of HIV Antiretroviral Therapy	1,120	1,221	92%
HIV Medical Visit Frequency	357	952	38%
Gap in HIV Medical Visits	386	1,005	38%
PCP Prophylaxis NQF #405	4	23	17%
Annual Retention in Care	671	1,221	55%

Measure	Target
HIV Viral Load Suppression*	92%
HIV Medical Visit Frequency	90%
Gap in HIV Medical Visits	10%
Annual Retention in Care*	65%

## HAB HIV Performance Measures Report

1/ 1/2022 - 12/31/2022

For Agency(s): Miracle of Love - Client Services

For Service Categories: Referral for Health Care and Support Services

For Funding Source(s): Ryan White Part A

Run Date: 1/6/2023

### HAB Clinical Performance Measures - Core

Measure	Numerator	Denominator	Percentage
HIV Viral Load Suppression	1,072	1,381	78%
Prescription of HIV Antiretroviral Therapy	1,263	1,381	91%
HIV Medical Visit Frequency	392	1,062	37%
Gap in HIV Medical Visits	437	1,129	39%
PCP Prophylaxis NQF #405	4	23	17%
Annual Retention in Care	757	1,381	55%

Measure	Target
HIV Viral Load Suppression*	93%
HIV Medical Visit Frequency	%
Gap in HIV Medical Visits	%
Annual Retention in Care*	70%



\*Items selected in Quality Management Plan for Monitoring FY 22-23



# HRSA Visit

Angus Bradshaw, Committee Champion



# Organizational Assessment Tool

Angus Bradshaw, Committee Champion



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NATIONAL QUALITY CENTER

Due

January 31, 2023

to Part A office

**Organizational Assessment Tool  
for  
Ryan White HIV/AIDS Program-funded  
Part A Recipients**

Updated June 2017



# Committee Composition

Angus Bradshaw, Committee Champion



# Bi-annual Employee Survey 2022

Wyatt Haro, Recorder



## Bi-Annual Employee Survey 2022 Final Report



JANUARY 9, 2023

**MIRACLE OF LOVE INC.**

Authored by: Wyatt Haro, MSW



# Client Survey – Agency Collected 2022

Wyatt Haro, Recorder



# Client Survey – Agency Collected

## **2022 [68 surveys submitted]**

- Overall Experience: 3.96 (99%)
- Greeting: 3.79 (95%)
- Wait Time: 3.72 (93%)
- Privacy: 3.87 (97%)

## **2021 [27 surveys submitted]**

- Overall Experience: 3.74 (94%)
- Greeting: 3.79 (97%)
- Wait Time: 3.72 (95%)
- Privacy: 3.67 (92%)





# Client Survey – Agency Collected

**2022 Complete Score**

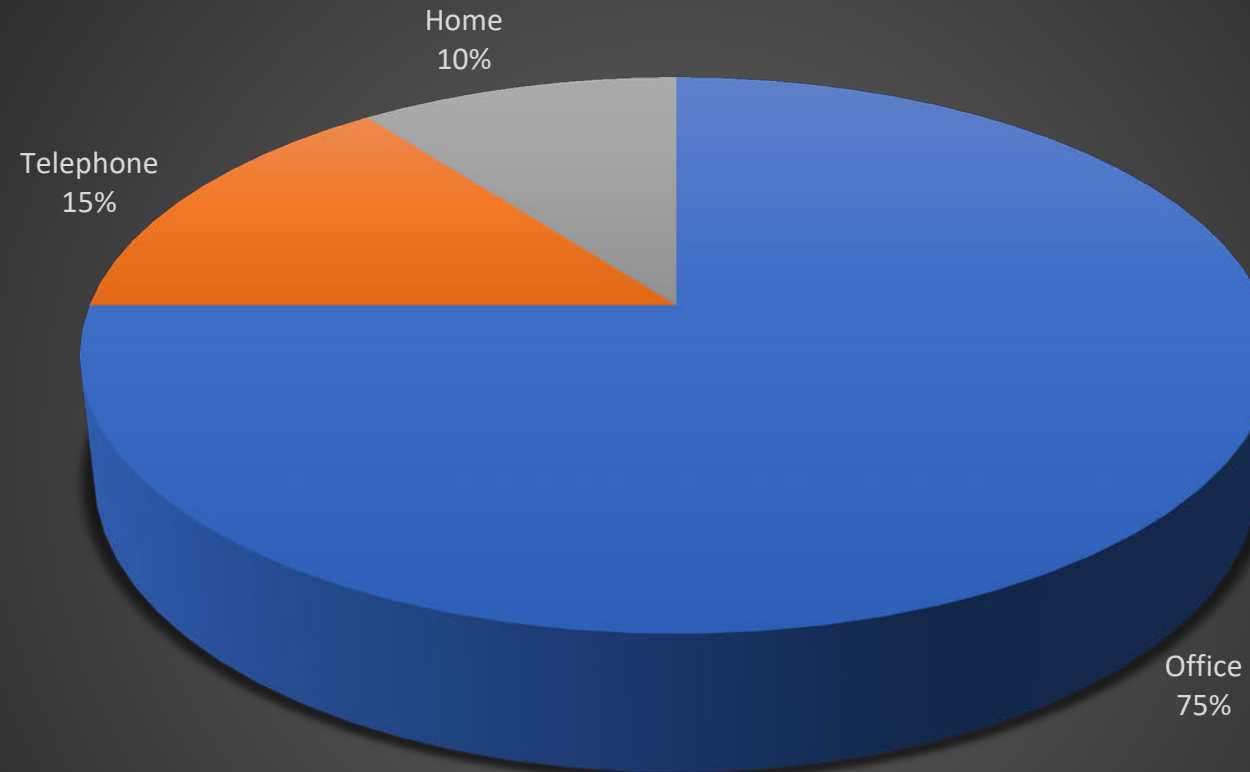
96%

**2021 Complete Score**

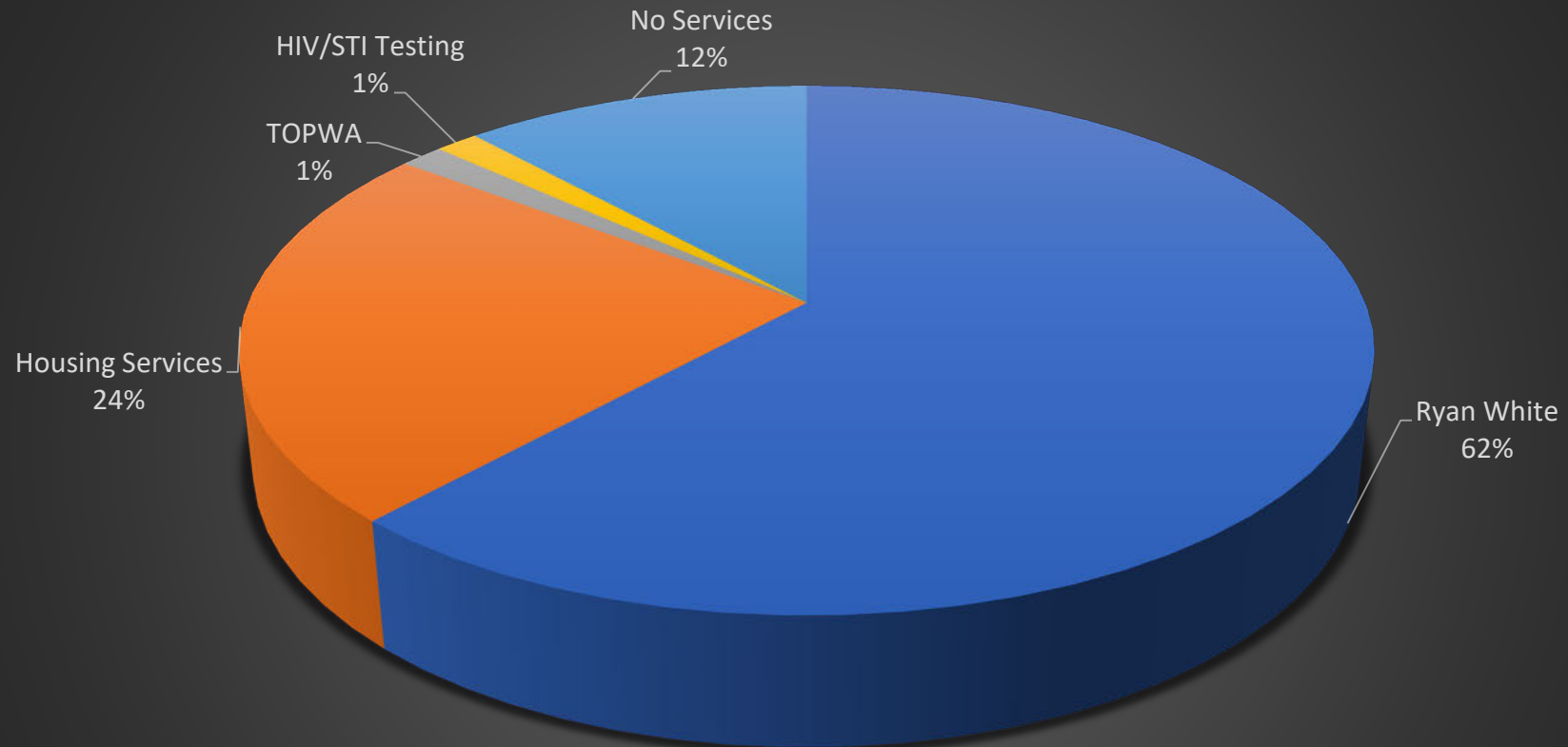
95%



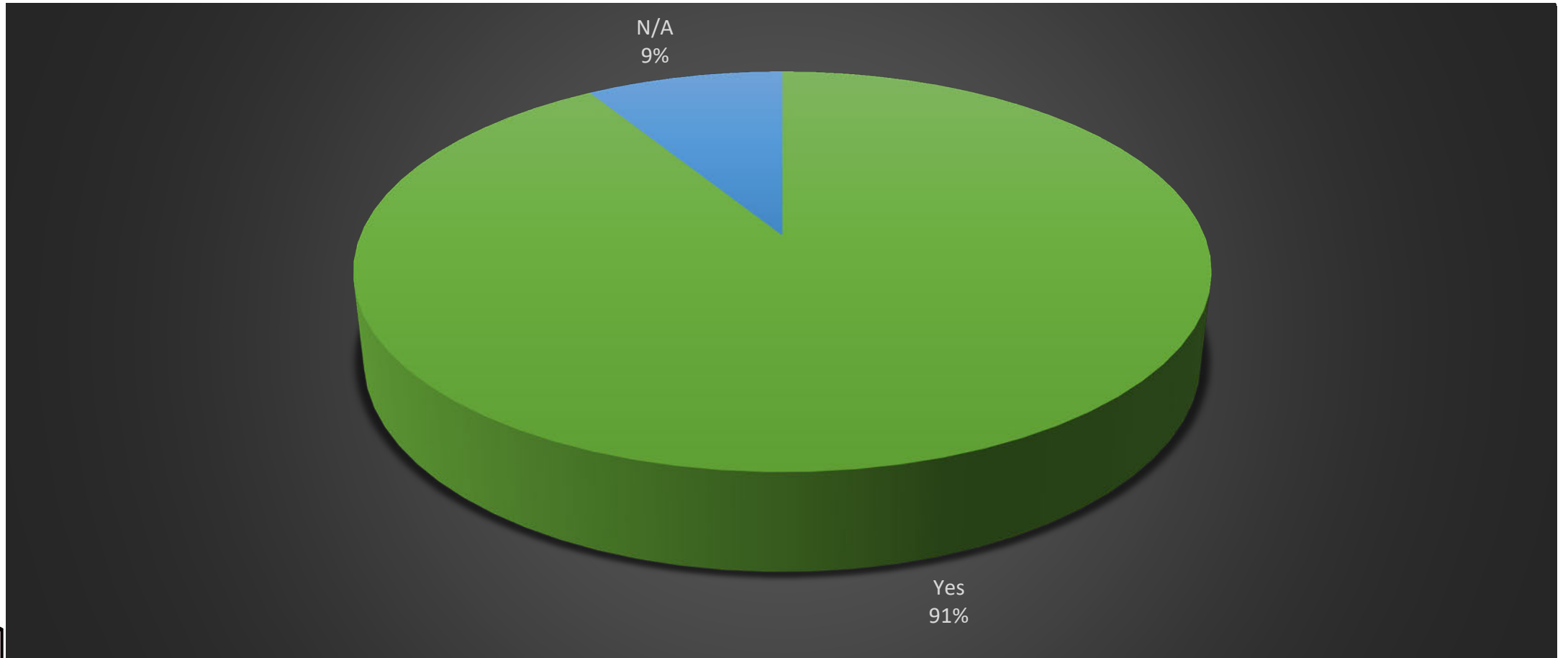
# Interaction Type



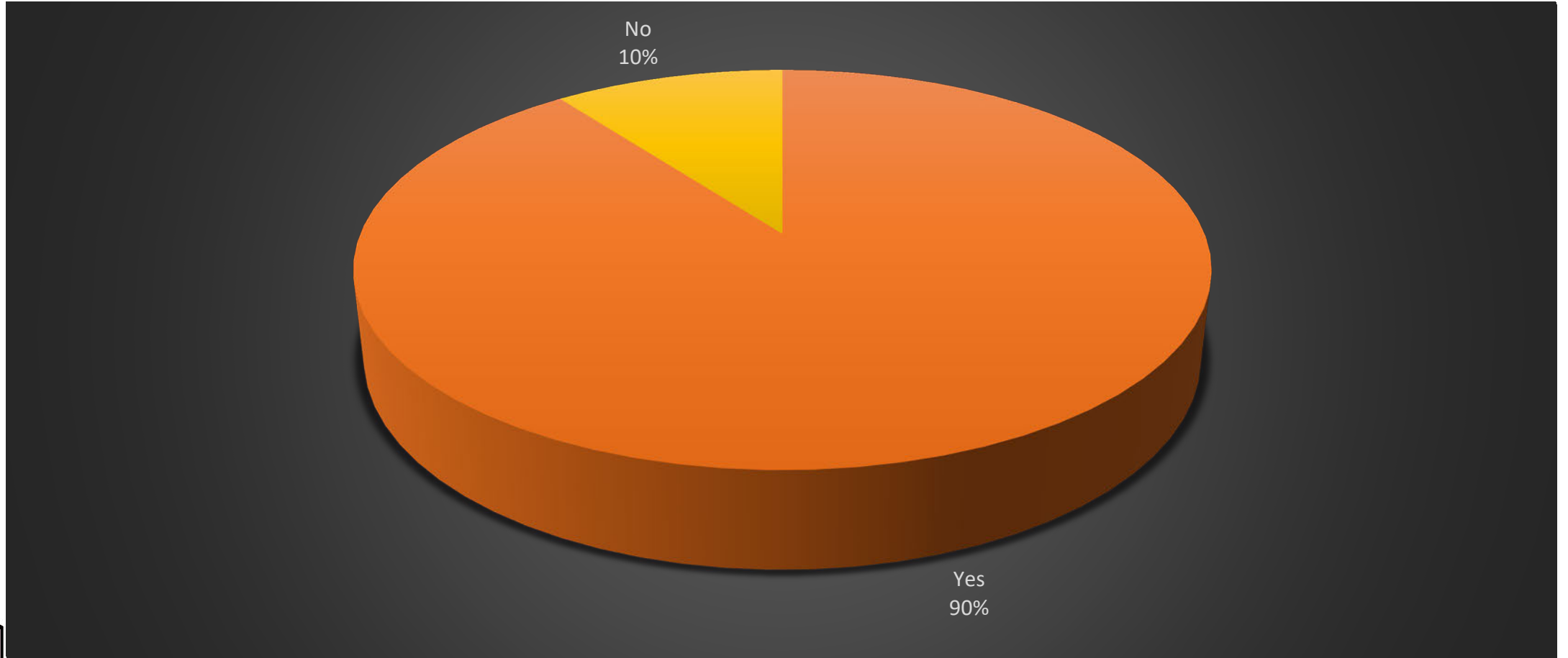
# Service Received



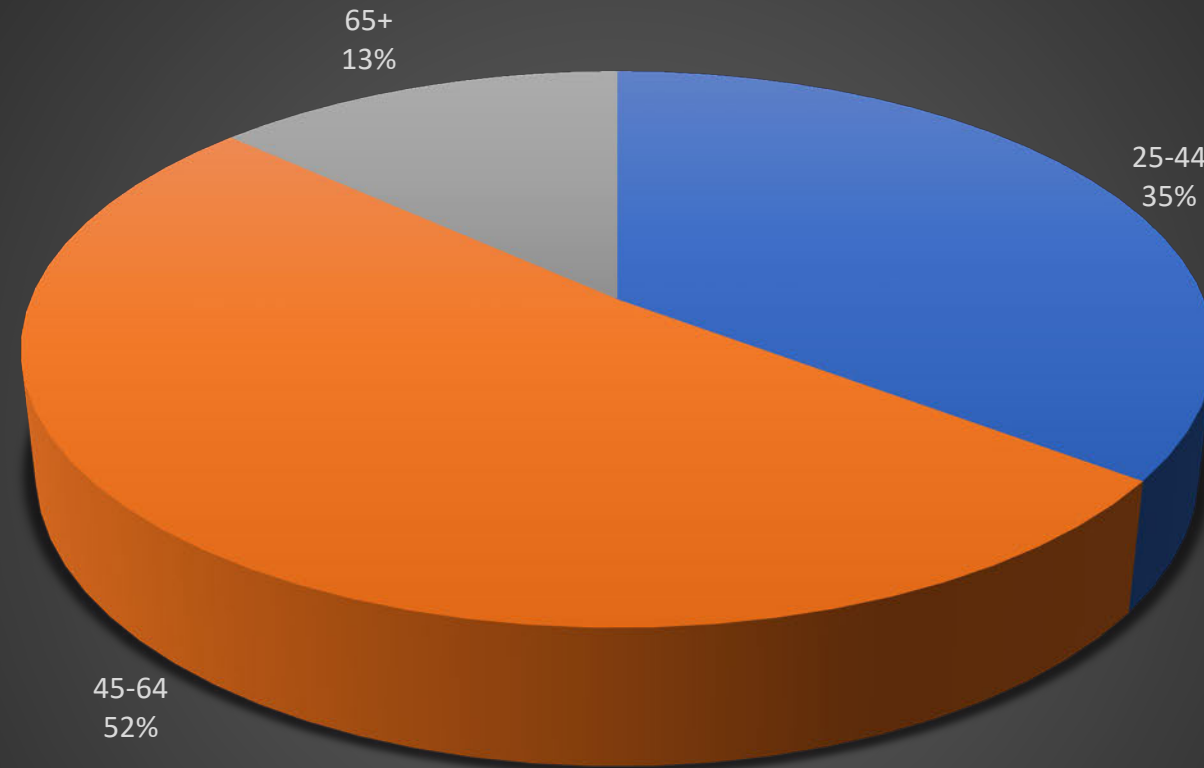
# Follow Up Instructions Understood



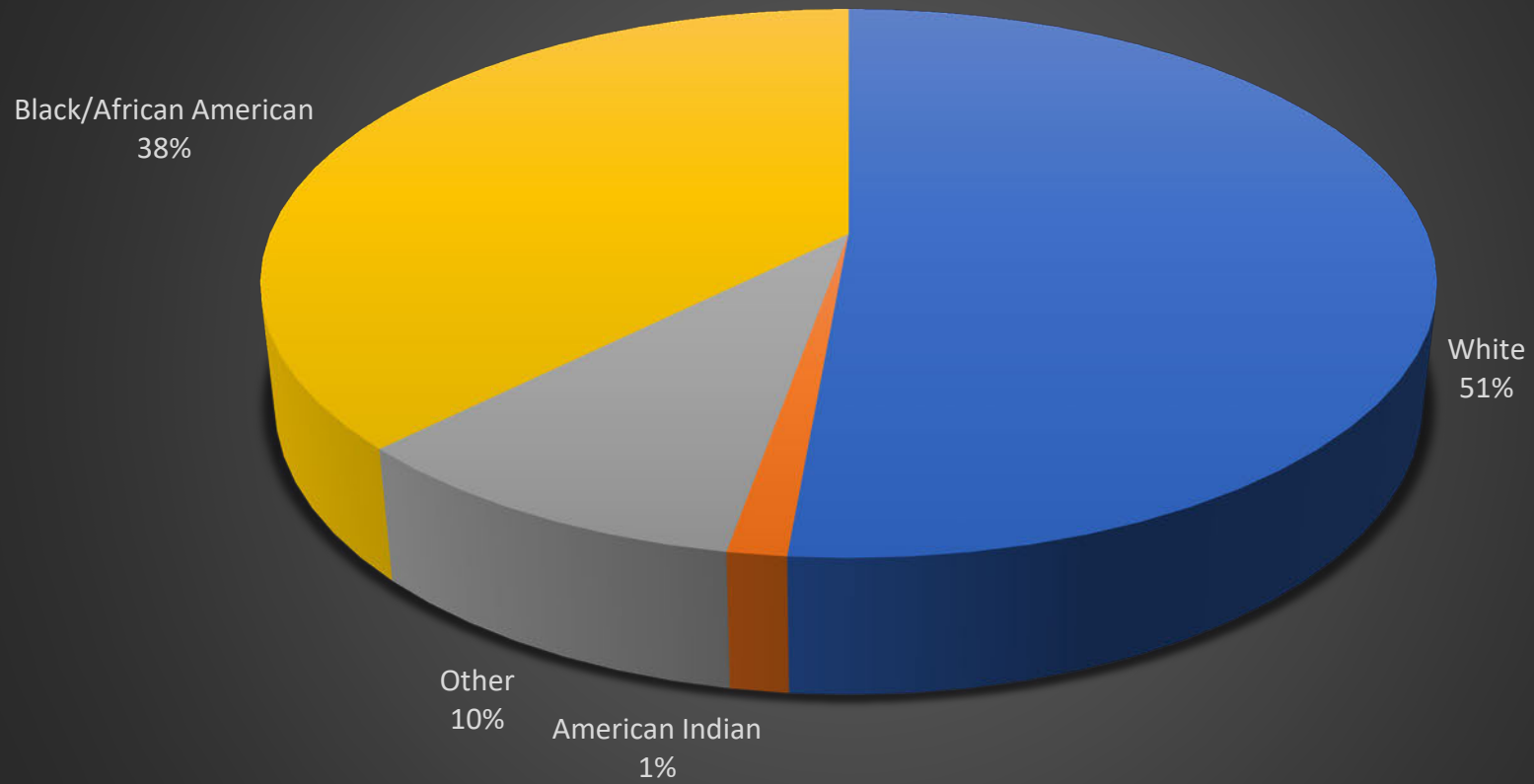
# Client Had Appointment



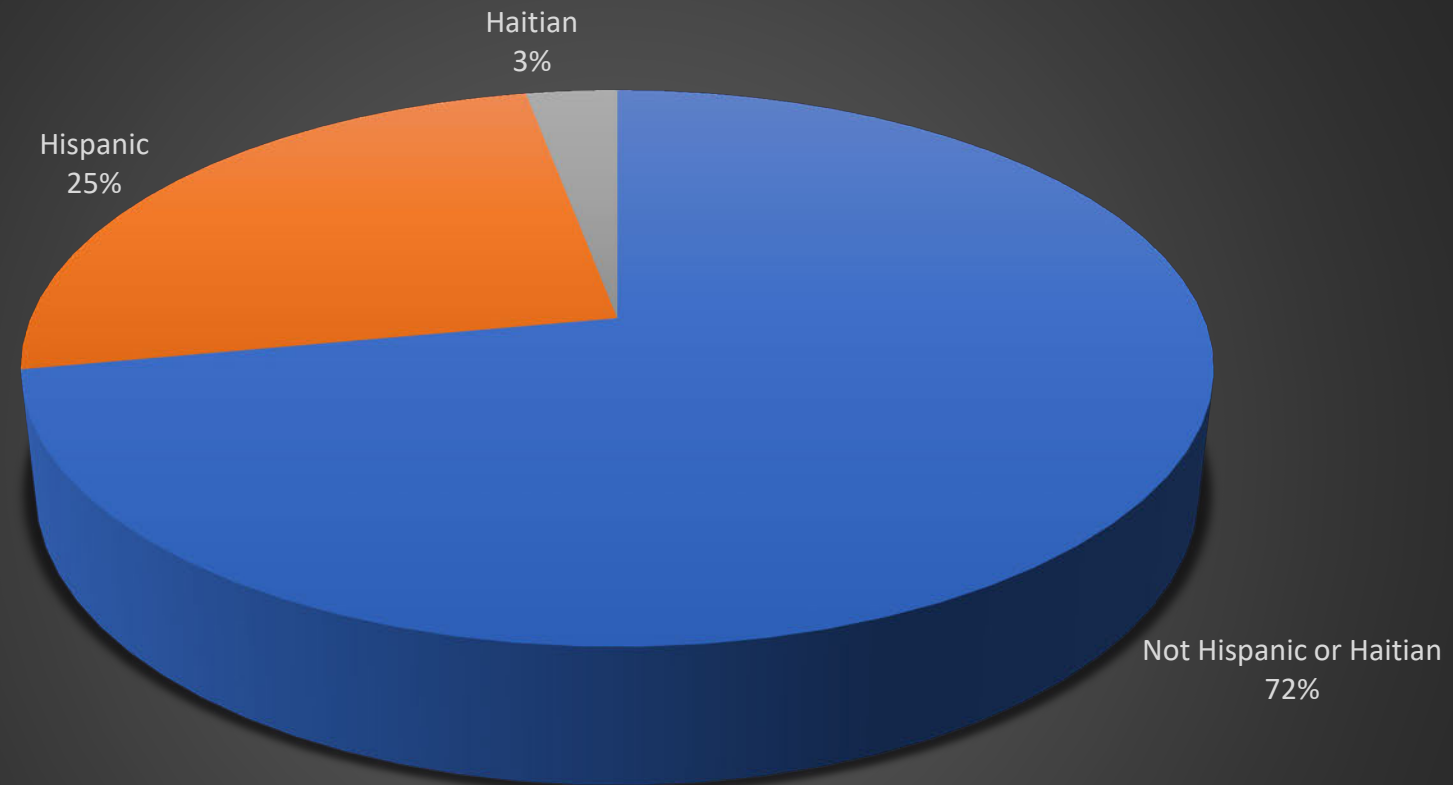
# Age



# Race

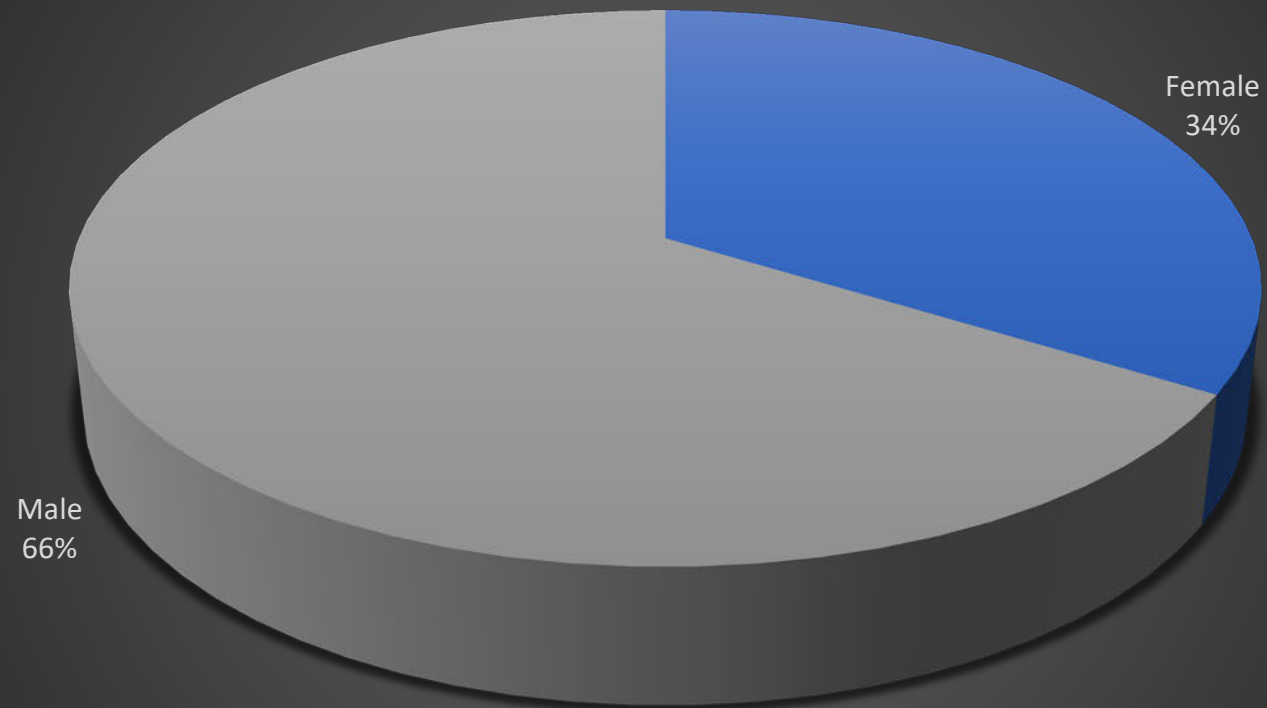


# Ethnicity

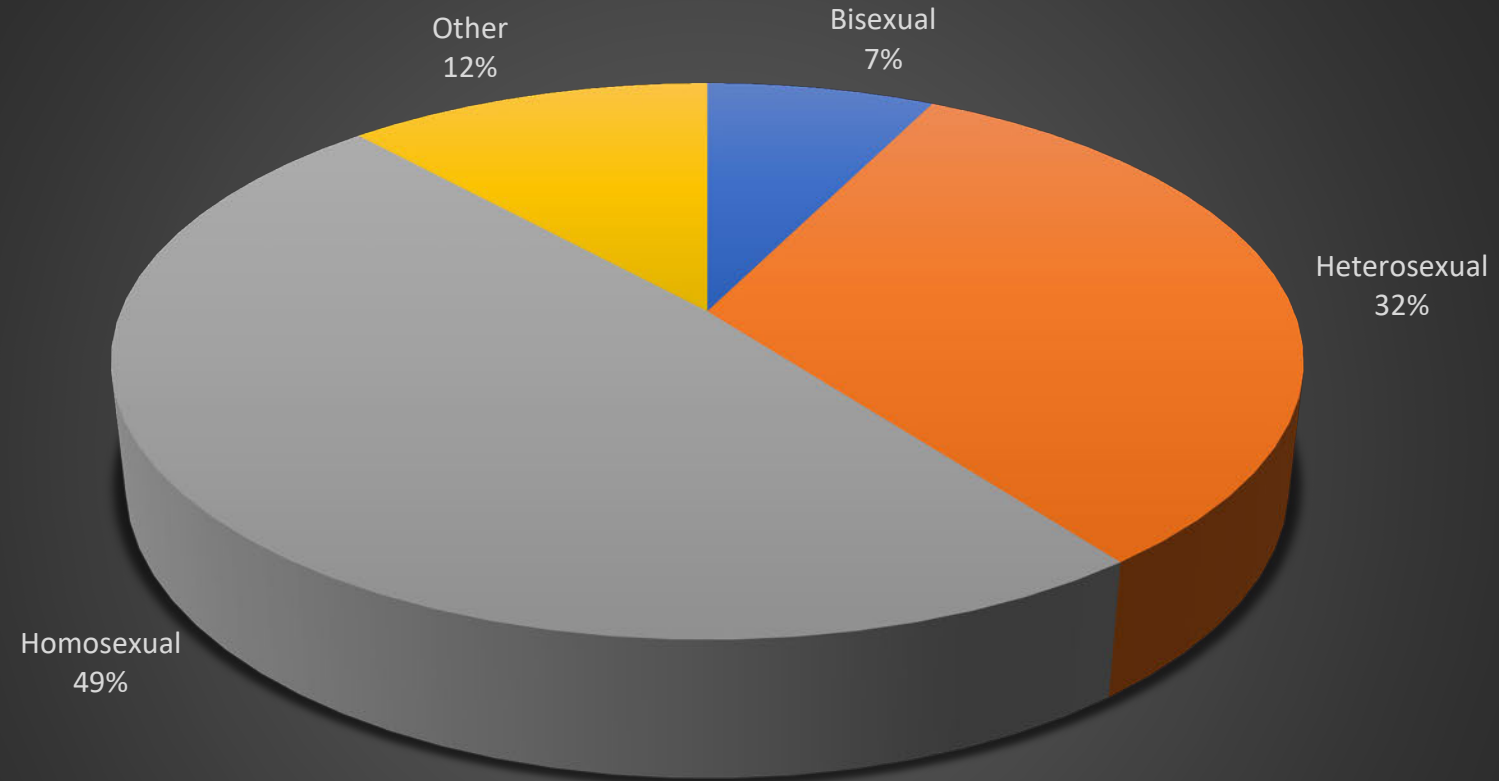




# Gender



# Sexuality



# Comments

Comments from survey participants:	
Employee	Comment
Amanda Peraza	These a negative responses because of the unorganized scheduling system that is not monitored accurately also poor communication skills from employees to clients out of all my appointments this was by far the most frustrating due to the fact that employees make appointments with client but they are not scheduled to work that day or they pass clients to other workers without clients knowledge and considering the clients ability to communicate with a new person about difficult matters.
Reinaldo Costales	Reinaldo, was very helpful and friendly. His conversation was inviting. He shared some of his own experiences and training in relation to his profession. That made me feel comfortable and the whole experience pleasurable. I'm grateful for Reinaldo, being apart of MOL, as well as the rest of the staff, that go the extra mile to provide care and concern.
Renee Little	I have the best moment of my life with the service that I received. She's very nice.
Yani German	Great atmosphere
Renee Little	Ms Little was so great, she made me feel important
Renee Little	Renee is great! Very friendly and knowledgeable of the services. Although she is not my caseworker, she went above and beyond my scheduling an appointment with her to ensure my needs were met.
Laura Diaz	Laura is always on time, professional and explain everything and make sure I understand.
Renee Little	No everything went well
Janexie Rivera	Great
Nelson Pagan Mercado	Nelson was absolutely amazing! Great personality, made me feel extremely comfortable from start to finish! So grateful for the experience!
Marianne Gonzalez	She is a great caseworker. And I appreciate her so much.
Marianne Gonzalez	I very much appreciate what you do for me!!
Gloria Allen	Gloria Allen is an angel
Gloria Allen	It will help more responses case manager cuz every time you called they never available
Belisa Montalvo	Los mejores
Lixangela Ortiz Morales	She is always willing and eager to help, with a smile and commitment. I am proud of the passion she shows in what she does. Thank you!
Laura Diaz	Excellent Service
Marianne Gonzalez	She is very professional very friendly very easily to get along with
Laura Diaz	Todo fue rapido y ameno. La atencion de Laura Diaz fue genial como siempre, atenta, repetuosa y cordial
Belisa Montalvo	Jessica Santana fue quien amablemente me atendio
Julian Vega	Excelente Personal
Laura Diaz	none
Lisa Carlock	appreciate having an advocate to help me navigate through my medical needs.
Reinaldo Costales-Rojas	Siempre me siento bien atendido y el Sr. Reinaldo es muy dedicado en todo lo concierne a mi atencion y lo que necesito saber.



# Comments

Leonora Jones-Thomas	I was very satisfied with the conversation and information that I was given Im very excited to work with her on my needs for housing and anything else that I may need very intelligent and very informative in her interaction with thank you Mrs.Lenora for taking my case and helping me out in my time of need
Lester Burgos	Everyone was professional and kind
LaDawn Lyons	LaDawn was Amazing



# UNFINISHED BUSINESS



# NEW BUSINESS



# Nominations for Committee Chair FY 2023-24



# Nominations for Committee Vice Chair FY 2023-24





# Nominations for Committee Recorder FY 2023-24



# Nominations for Committee Parliamentarian FY 2023-24



- Opens January 17, 2023
  - Each member permitted ONE vote for each position
  - Votes are recorded by email address
- Closes January 31, 2023
- Elected officer will be contacted and must accept position
  - If elected officer declines, next person with most votes is awarded
  - If no other person was nominated or declines, a new election will be held February 2, 2023 – February 17, 2023
  - If not able to confirm elected officer, one will be appointed by A. Bradshaw



# Announcements

- Please return all committee binders to Wyatt Haro at the conclusion of 3<sup>rd</sup> Committee term (February 28, 2023)
- Please return Robert's Rules of Orders books
- Binders and reissued books will be completed by March 10, 2023
- "Associate Members" will be issued documentation and onboarded prior to March meeting
- Other announcements



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# Final Session of 3<sup>rd</sup> Committee

February 21, 2023

9:00 AM via Zoom

All are welcome to join  
meeting. Register at  
[molcfl.org](http://molcfl.org)

