



Clinical Quality Management

Quarterly Committee Meeting

September 19, 2023

**Chair: Julian Vega
Vice Chair: Bryan DuBac
Recorder: Wyatt Haro
Parliamentarian: Maylen Peguero**

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2 3

Moment of silence.



Committee Roll Call



Proposed Agenda



Review

Meeting Minutes



Robert's Rules of Order

Maylen Peguero, Parliamentarian

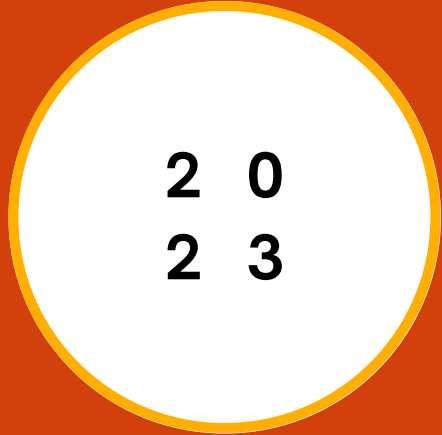


Robert's Rules of Order ... in a Nutshell



Clyde T. Eisenbeis

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Reports of Officers

Quarterly Committee Meeting

September 19, 2023

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Performance Measures

HIV Viral Load Suppression

Medical Case Management: 88%
Referral Specialist: 94%

Program	Goal	Actual
Medical Case Management	88%	80%
Referral Specialists	94%	81%

Annual Retention in Care

Medical Case Management: 65%
Referral Specialist: 67%

Program	Goal	Actual
Medical Case Management	65%	69%
Referral Specialists	67%	68%

Client Satisfaction

Agency: 95%

Area	Average	Percent
Overall	3.79	94.7%
Greeting	3.62	90.5%
Wait Time	3.55	88.7%
Privacy	3.64	91.0%
TOTAL	3.65	91.2%



Survey Comments

- It was ok but they can really help if they just don't expect me to provide all if I can get any back.
- Lauren is just a wonderful person. Very caring
- Wyatt is always helpful and informative.
- Janice is always very nice tome and very helpful
- My first face to face meeting with Janice was wonderful... she is kind and provided extremely professional assistance!
- Great motivation
- It is always a pleasure to see Janexie. She is friendly, professional and takes her time to make sure I understand what she is telling me. She always takes good care of me.
- Belisa was really understanding and humble kind and make me feel really good and happy she is a great person who you can talk
- Blown away by my experience!! This place is amazing and so is Mulan. Cannot speak more highly of my visit, I recommend it to everyone. I felt very comfortable and truly cared for.
- Always good visits when I'm there
- It was pleasant :).
- Continue consistency and care for patients and a listening ear for concerns and thank yous
- Wyatt is awesome



Survey Comments

- I always said and thought what you guys do is not a job: it's a mission, it's a passion, it's a way of life... or at least, that's how it should be. And not everyone is qualified and capable of carrying out the due tasks and responsibilities the right way. It is hard to check all the boxes in terms of what it takes to be in your shoes, in front of so delicate and complex situations and people's lives, it is definitely not easy and not for anyone. Well, there is someone who absolutely checks ALL THE BOXES and I'm so lucky and grateful for having her as my Case Manager: Jessica Santana. From day one, there was something different in her approach to get things done, in her flexibility and adaptability when a patient is going through just so much, even there's something in her voice, her tone, she always makes one feel listened to, cared about and valued as a person, as an individual whom she always builds rapport with and sympathizes no matter what. She is a gem, she is always on top of everything and she does it from her heart, not from a checklist to get a paid. Jessica does not work from her computer or office, absolutely not. Jessica Santana works from the heart. Thank you for everything, even when it's your "job", it's not only that. You were born to do this, to make others feel well and appreciated regardless of their circumstances. Please, never leave MOL. People like me need you so much. I truly value and appreciate you always being there. Every single time.
- I do not understand why Ms Cutliff is so rude when called on the phone. She cut me off during conversation and hung up without even acknowledging me.
- satisfactory
- I appreciate Sarah's hospitality and willingness to help me.
- Lashara is definitely one of the best employees at MOL. She's so friendly and easy to talk to. I'd recommend anyone to her.
- I appreciate my caseworker and his case plan for my family he's great



Survey Comments

- I have tried to come to your office to get tested I can't find parking I have had this happen more than 1 time the last time I parked at wawa and walked over and saw no one in the waiting rooms I am not going to walk to get tested I will go somewhere else
- Love my time with Mr. Wyatt I have been leaving the office feeling mostly better because of the information and care he gives me and my family
- We touched every subject that needed to be discussed.
- Awesome
- My worker always is straight forward and honest and I feel works the best he can to help me.
- Nelson described basic knowledge about safe sex, very interactive, and most of all did not make me feel awkward or disgusting for getting tested as a young adult. With his words, he showed me he understood the younger crowd and how we can be but also how to deal with it. I would recommend him to my peers and others in my 18-25 age range.
- Amanda always brings a cheerful and calming attitude to bear upon any situation and I believe her to be one of your greatest assets.
- When Shaunte contacted me she exhibited compassion for her client and in my estimation she provided exceptional customer satisfaction while working with me to locate available house for her client. She is an asset to your agency. You are making a difference in the community. Thanks.
- I've spoken with a few case managers from Mol. Melanie has by far went above and beyond her peers. Thank you for all the help.
- Miss Hernandez was very professional thorough and clear



Survey Comments

- La Señora Jessica es muy amable en el trato. Me escucha y atiende a la brevedad las solicitudes que le hago. También me instruye en los distintos servicios que ofrece Miracle of Love y que yo desconocía . Siento un gran apoyo de su parte en los planteamientos que le llevo acerca de los servicios médicos que recibo y me ayuda a buscar soluciones.
- She always gives you a big hug



Lake County Client Advisory Board

Wyatt Haro, QMPM & Janice Romano, CAB Facilitator



QMC.001

Jobs Inclusion Resolution

Angus Bradshaw, Executive Director



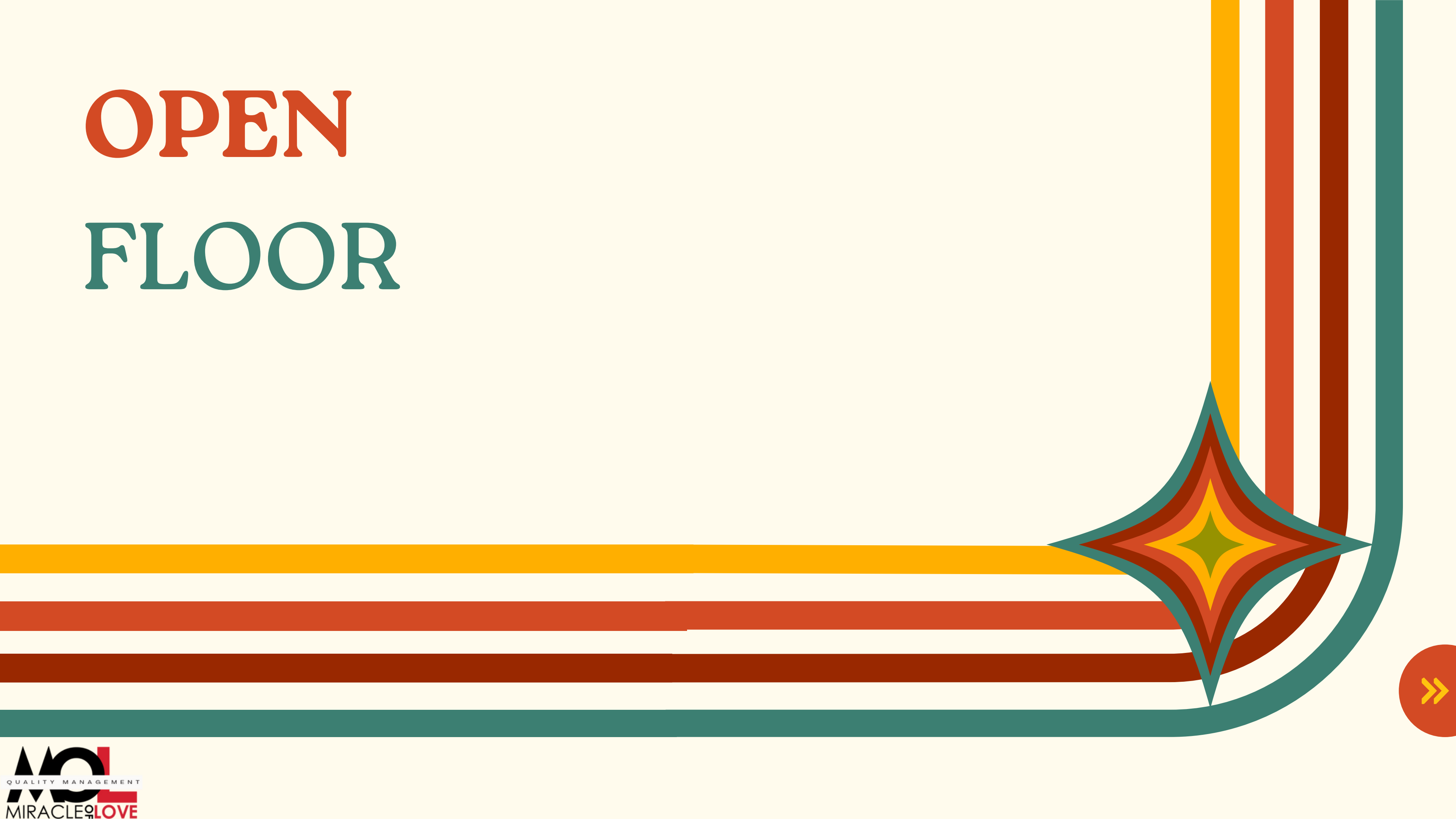
QMC.002

Fair Distribution of Workload

Wyatt Haro, QMPM



OPEN FLOOR



**Next
Scheduled
Meeting**

**January 16, 2024
1:00 PM**



Amendments

Update Table of Contents (page 2)

Add Lake County Client Advisory Board to committee composition (page 11)

Remove Current Client x2 from committee composition (page 11)

Add Food Pantry/Card Services to performance measures (page 19)

Add definition of Client Satisfaction for Food Pantry/Card Services (page 20)

Remove Quality Goal #1 (page 20)

Add section to Communication: Between ASQMC and Lake County Client Advisory Board (page 21)



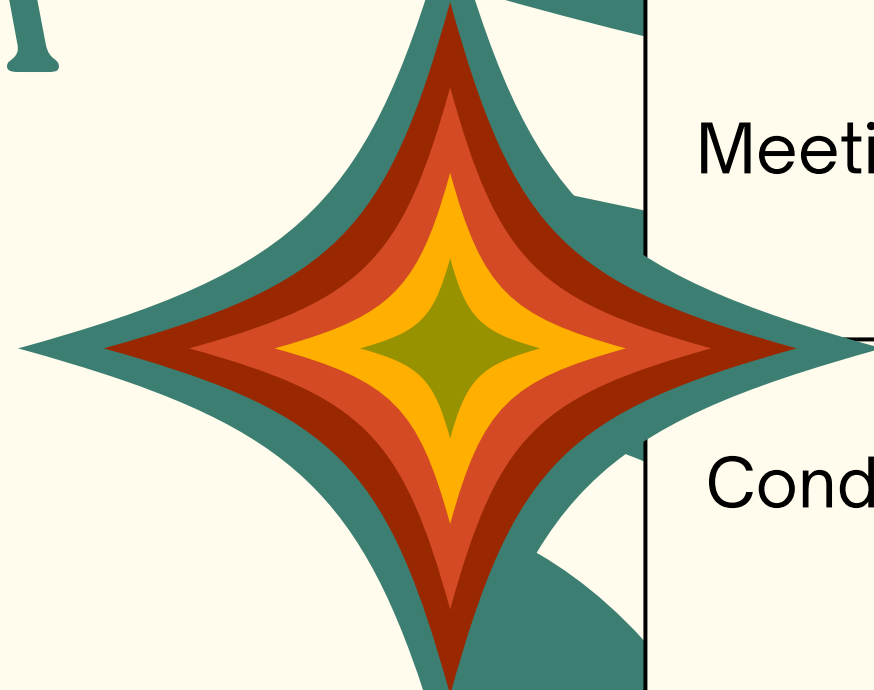
Committee Discussion

Topics to cover

Discussion Topic	Talking Point(s)	Speaking Time Allotted
Meeting Length	<ul style="list-style-type: none">• Meeting length is 2 hours (based on meeting monthly/bi-monthly).• Additional time necessary for quarterly?	3 Minutes Each
Discreet External Communication	<ul style="list-style-type: none">• Protecting the client's privacy and HIV status while communicating with third-party persons (property manager, payments, phone, email, website)	7 Minutes Each
Client Closure Limitations	<ul style="list-style-type: none">• Behaviors/actions that constitute client closure with agency.	7 Minutes Each



Meeting Length



Meetings set at two hours when meeting monthly/bi-monthly	Meetings are now quarterly and require coverage of many topics.
Meeting length sufficient	Meeting length should have more time
Conduct meetings more often	Schedule additional meetings for certain topics
Not enough time to do current tasks	Plenty of time to do this among other projects

Talking Points

3 Minutes Each

Discreet External Comm.

Talking Points

7 Minutes Each

Agency name on
communications

Agency name associated with
HIV

Dissociate client status
from services at agency

Protect client privacy

Program names

Stigma

Anonymity

Telephone greeting, website,
email communications, etc.

Client Closure

Talking Points

7 Minutes Each

Aggressive

Verbally abusive

Consistently
disrespectful

Unwilling to follow procedures

Racist and/or
discriminatory

Gender discrimination

Excessive demands

Abuse of protocols, resources,
etc.