

Minutes for Miracle of Love Inc. Agency Clinical Quality Management 4th Committee (2023-2024)

Call to Order

A regular quarterly meeting of the Miracle of Love Inc. (MOL) Agency Clinical Quality Management Committee (CQM Committee) was held on September 19, 2023 at Miracle of Love Orlando Office and virtual via Zoom. It began at 1:28 PM and was presided over by Julian Vega as Chair, with Wyatt Haro as Recorder.

Attendees

Voting members in attendance included Julian Vega, Bryan DuBac, Maylen Peguero, Wyatt Haro, Angus Bradshaw, and Vanessa Rivera.

Associate members in attendance included Belisa Montalvo, Denise Wilcox, Janice Romano, Janexie Rivera, and Nelson Pagan Mercado.

Members not in attendance included La Dawn Lyons, Lisa Fermaint, Mulan Williams, and Nikia Lafontant.

Approval of Minutes

No motions to amend or change minutes. Minutes approved.

Officers' Reports

Robert's Rules of Order in a Nutshell was presented by Maylen Peguero, Parliamentarian.

Performance measures was presented by Wyatt Haro, Recorder.

Lake County Client Advisory Board minutes was presented by Janice Romano.

QMC.001 Jobs Inclusion Resolution update was presented by Angus Bradshaw.

QMC.002 Fair Distribution of Workload update was presented by Wyatt Haro.

Other Reports

Main Motions

Motion: Moved by Wyatt Haro to amend the Quality Management Plan Table of Contents on page two to reflect new changes. The motion carried.

Motion: Moved by Wyatt Haro to insert Lake County Client Advisory Board amended wording into the Quality Management Plan. The motion carried.

Motion: Moved by Wyatt Haro to remove "Current Client" from Committee Composition in the Quality Management Plan. The motion carried.

Motion: Moved by Wyatt Haro to add "Food Pantry/Card Services" to Performance Measures in the Quality Management Plan. The motion carried.

Motion: Moved by Wyatt Haro to add the definition of "Client Satisfaction" for Food Pantry/Card Services to the Quality Management Plan. The motion carried.

Motion: Moved by Wyatt Haro to strike goal of “Identify and onboard two clients to be active members of ASQMC” from 2023-2024 Quality Goals in the Quality Management Plan. The motion carried.

Motion: Moved by Wyatt Haro to insert “Between ASQMC and Lake County Client Advisory Board” subsection into the Communication section with amended wording. The motion carried.

Motion: Moved by Wyatt Haro to increase quarterly Agency Services Quality Management Committee meetings by one hour to three hours. The motion carried.

Motion: Moved by Wyatt Haro to create a workgroup to review external communication material including telephone greeting, website, and other forms of communication used to reduce fear of a client’s medical status being disclosed.


Motion: Moved by Angus Bradshaw to table previous motion. The motion carried.

Motion: Moved by Wyatt Haro to allow for December 2023 Employee Survey Template Review and setting of Dates electronically. The motion carried.

Announcements

Adjournment

Julian Vega determined that all topics on the agenda were addressed and adjourned the meeting at 3:33 PM.


Julian Vega Feb 12, 2024 11:19 EST

Julian Vega, Chair
Miracle of Love Inc. Quality Management Committee

16/01/2024

Approval Date



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

27/09/2024

Prepared Date