

5th Clinical Quality Management Committee

Regular Meeting

Tuesday June 18, 2024

1:00 PM

CALL TO ORDER

- Moment of Silence
- Roll Call
- Review and Approval of Agenda
- Review Minutes
- Robert's Rules of Order

Agency Updates

Angus Bradshaw, Executive Director & Committee Champion

Quality Management Program Updates

Wyatt Haro, Quality Manager

Quality Management Program Updates

- Begun Case File Monitoring
 - Completed
 - TBRA
 - STRMU
 - STH
 - PHP
 - In Progress
 - RW RS
 - RW ICM
 - EHE ECM
- Quality Management Reports temporarily on hold
 - Employees can work on current report
 - Employees can run reports via Provide
 - Managers can run reports via Provide

Most Recent QM Report (5/24/2024)

Ryan White Part A

- Referral Specialists
 - 8 of 8 Engaged (100%)
 - 0 Priority Flags (Closure/HIPAA)
- Intensive Medical Case Managers
 - 4 of 8 Engaged (50%)
 - 0 Priority Flags (Closure/HIPAA)

HOPWA

- 1 CM with NO flags
- 0 of 3 Engaged (0%)
- 8 Priority Flags (Closure/HIPAA)

Most Recent QM Report (5/24/2024)

Ending the HIV Epidemic (EHE)

- EHE RS
 - ~
- EHE ECM
 - 1 of 3 Engaged (33.3%)
 - No Priority Flags (Closure/HIPAA)

Ryan White Part B

- EIS Specialist
 - No Priority Flags
 - All Flags Resolved

COMPLETE

- Case Closure Request HOPWA & EHE
- Employee Satisfaction Survey May 2024



COMING SOON

- Case Opening Checklist (RW, HOPWA, & EHE)
- TOT QM Basics for Program Managers
- Dashboards and Visual Project Boards



FOR THE FUTURE

- Employee
Recognition for QI
- Improved
Communication
Tools for QI

IN THE
WORKS

Lake County Client Advisory Board

Janice Romano, Referral Specialist & CAB Facilitator

Performance Measures Monitoring and Analysis

Wyatt Haro, Quality Manager

RW PT A – Q1 CY 2024 - MCM

VIRAL SUPPRESSION

- 83%
- Target 90%
- -7
- CY 2023: 85%

ANNUAL RETENTION IN CARE

- 67%
- Target 70%
- -3
- CY 2023: 72%

RW PT A – Q1 CY 2024 - RS

VIRAL SUPPRESSION

- 86%
- Target 94%
- -8
- CY 2023: 87%

ANNUAL RETENTION IN CARE

- 66%
- Target 72%
- -6
- CY 2023: 71%

RW PT B - EIS

- No data provided/available

HOPWA PHP – Housing Stability

- Establishing Base in 2024
- Awaiting approval on opt-in/out document

Client Satisfaction Q1 CY 2024

HIV PREVENTION/EDUCATION

- 5 Surveys
- Overall Experience: 3.00 (75%)
- Greeting Received: 3.00 (75%)
- Wait Time: 4.00 (100%)
- Privacy: 3.20 (80%)
- COMBINED: 3.30 83%
- Target: 95%

TOPWA

- 1 Survey
- Overall Experience: 4.00 (100%)
- Greeting Received: 4.00 (100%)
- Wait Time: 4.00 (100%)
- Privacy: 4.00 (100%)
- COMBINED: 4.00 (100%)
- Target: 95%

Client Satisfaction Q1 CY 2024 - Agency

Ongoing dashboard updated
on the QM page of the
Employee Hub.

- 38 Surveys
- Overall Experience: 3.68 (92%)
- Greeting: 3.71 (93%)
- Wait Time: 3.79 (95%)
- Privacy: 3.74 (94%)
- COMBINED: 3.73 (93%)
- Target: 95%

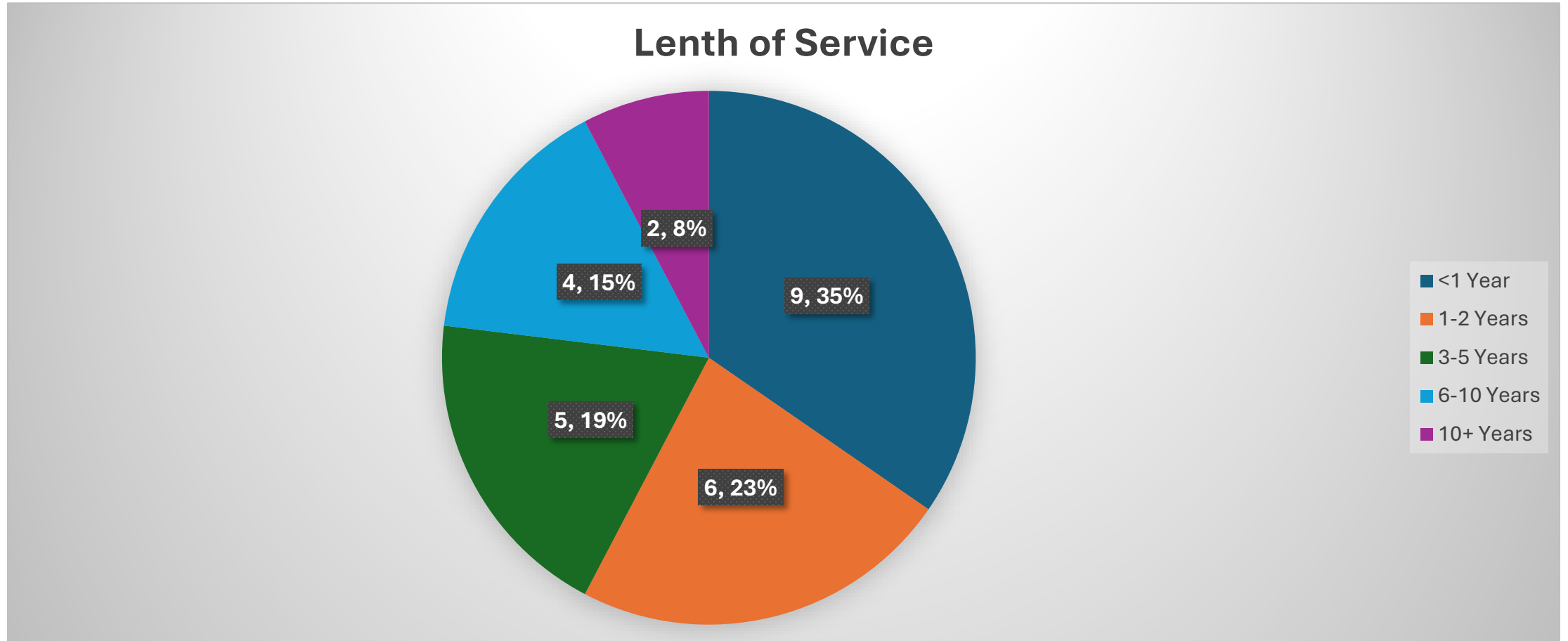
Employee Satisfaction Survey Results

Wyatt Haro, Quality Manager

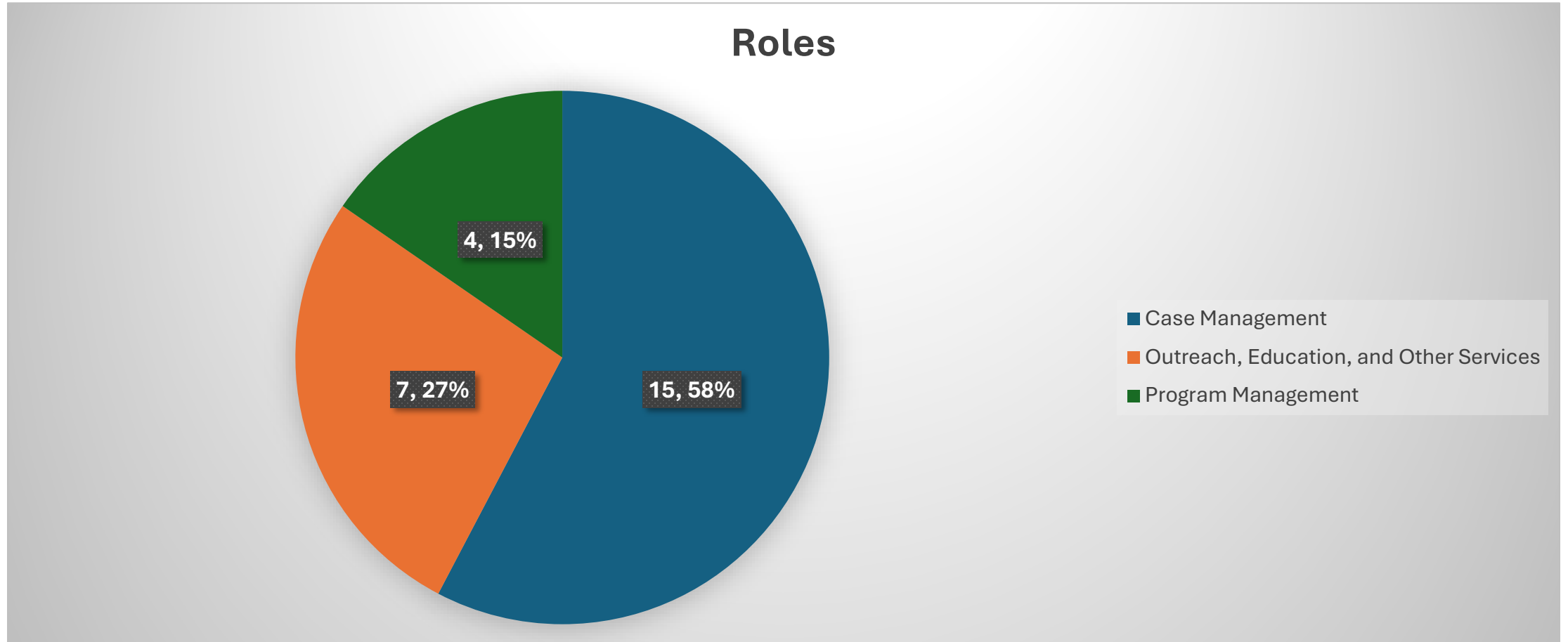
May 2024 Participation Statistics

- Survey open Monday May 13 @ 6:00AM – Friday May 31 @ 8:00PM
- 26 surveys completed
- 3 abandoned (includes partials)

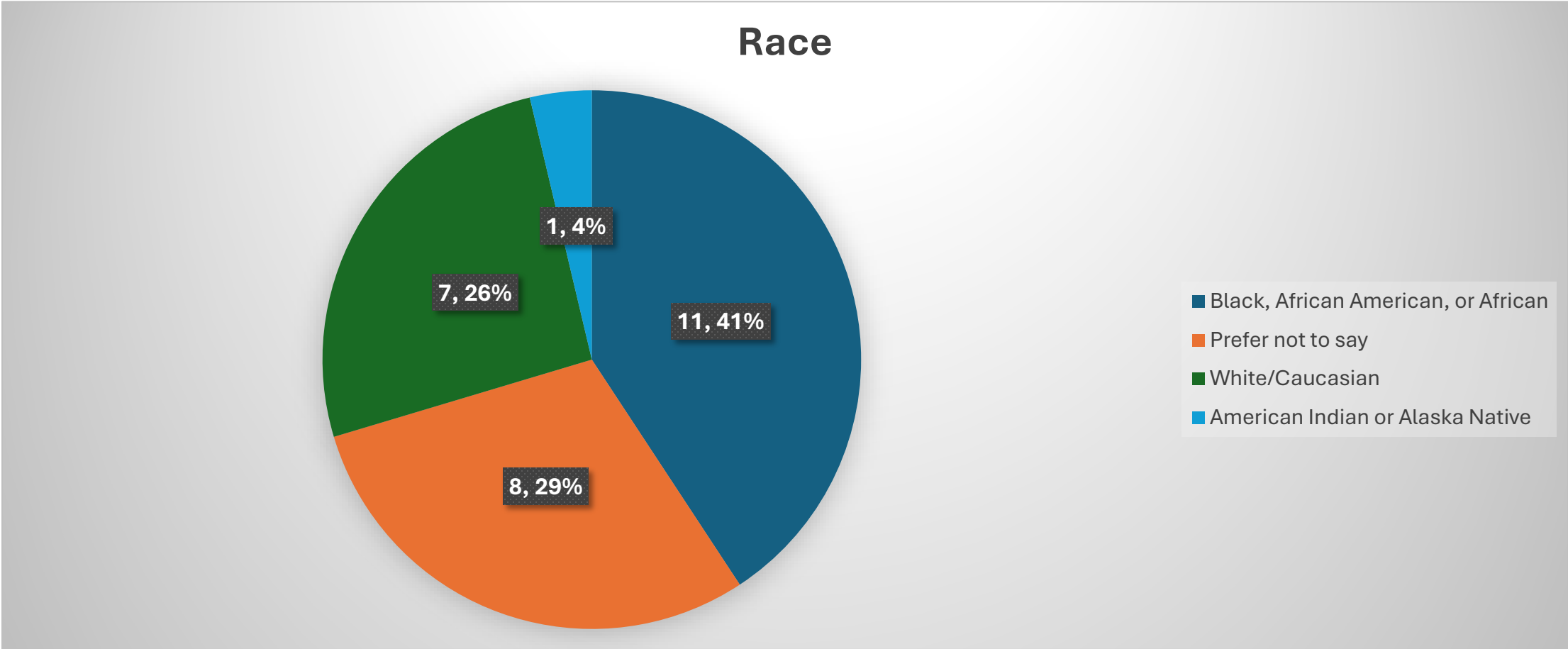
How long have you been working for this organization?



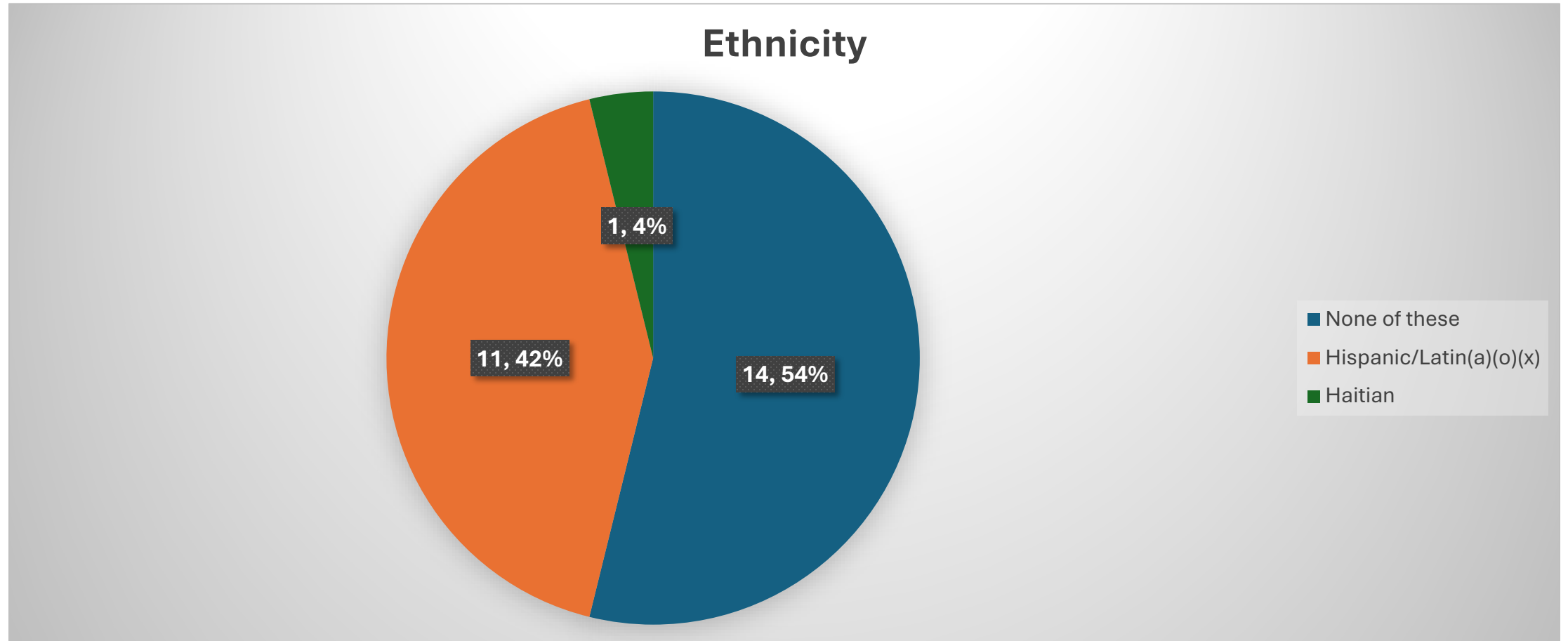
Please select your primary role in the organization.



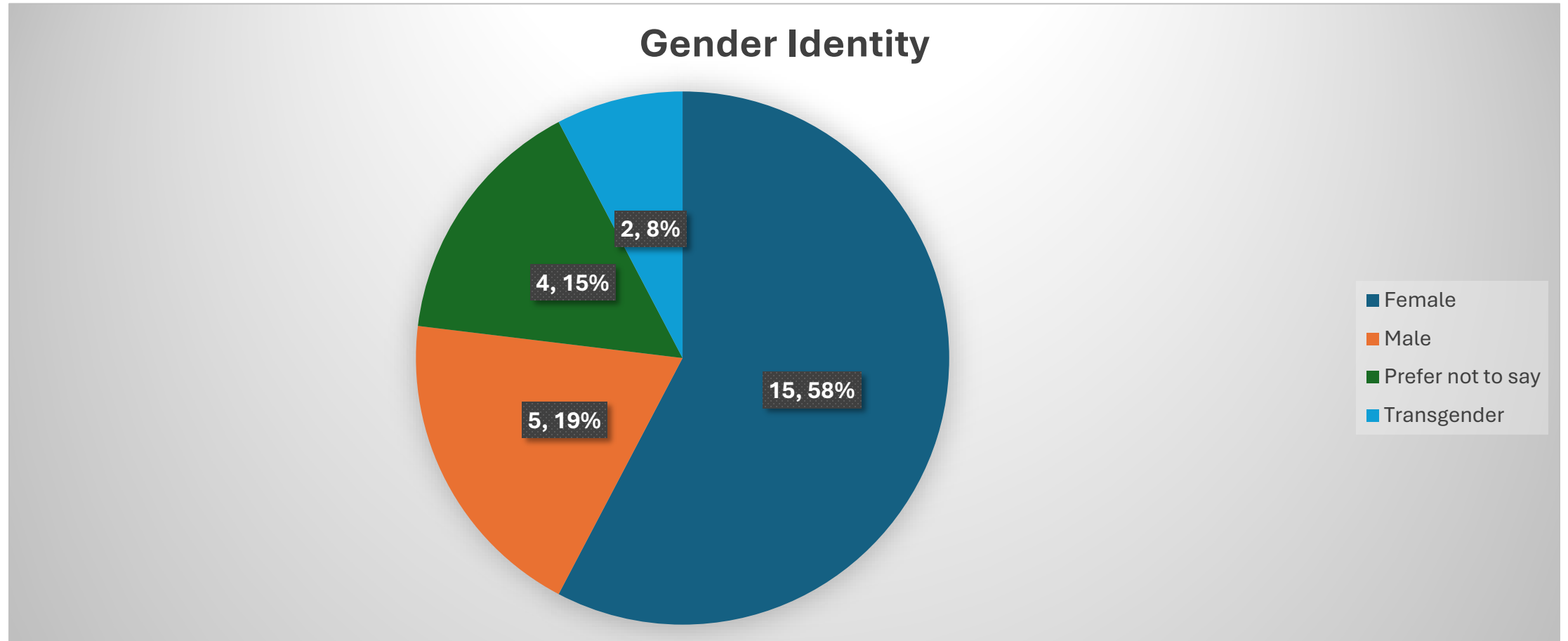
What race(s) do you identify as?



Do you identify as any of the following?



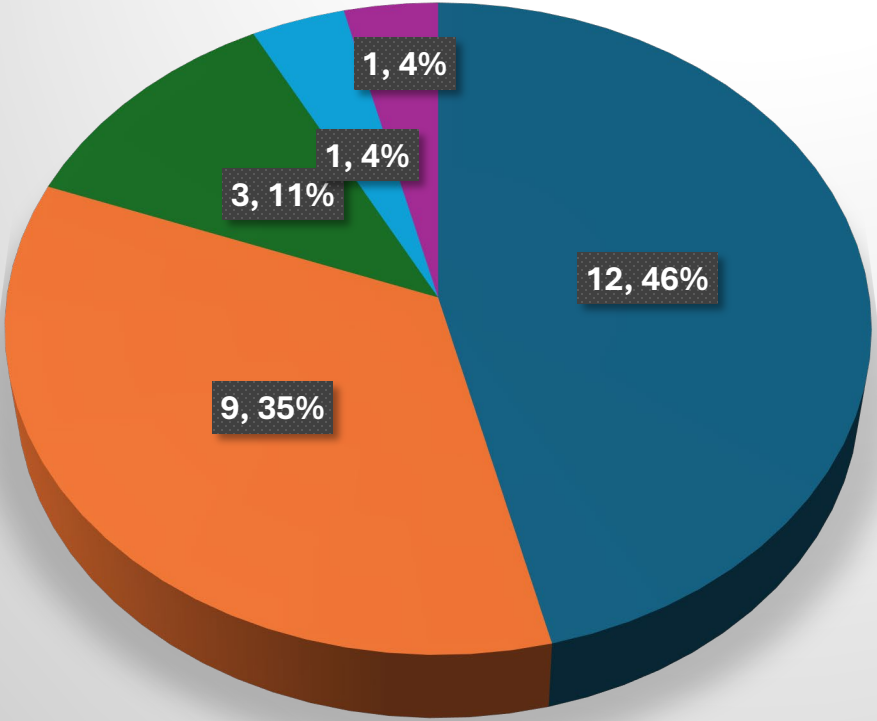
Please select the gender you identify as.



Category	Score	%
Overall Employee Engagement	3.345	84%
Shared Values – General (G)	2.846	71%
Shared Values – Senior Management (SM)	3.211	80%
Shared Values – Program Management (PM)	3.500	88%
Leadership – SM	3.134	78%
Leadership – PM	3.576	89%
Communication – G	3.134	78%
Communication – SM	2.990	75%
Communication – PM	3.423	86%
Feedback & Recognition – G	2.736	68%
Feedback & Recognition – PM	3.153	79%
Work Environment – G	2.897	72%
Work Environment – PM	3.567	89%
Career Growth & Training Opportunities – G	3.095	77%
Career Growth & Training Opportunities – PM	3.076	77%

Overall, how do you feel as an employee in this organization?

Overall Feeling



- I always feel good.
- I often feel good, some days are difficult.
- I sometimes feel good.
- I seldom feel good.
- I never feel good.

Combined Total and Cumulative Percentage

3.165

79%

Employee Satisfaction Survey – May 2024

Current

79%

Target

85%

What can the Committee address to improve this score?



Annual Workplan Report

Wyatt Haro, Quality Manager

Workplan Report will include...

- QM Plan goals
 - Performance measures being monitored, targets, and Q1 data
 - Current QI Project information
 - Workplans from QM Plan
-
- Feedback period will begin July 1, 2024, and run through July 31.

Person Living with HIV

Committee Interviews

OPEN FLOOR & ANNOUNCEMENTS

Discuss any topic not covered on the agenda.

Thank you.

Recording will be posted on the MOL QM website www.molcfl.org within 24 hours.