

Minutes for Miracle of Love Inc. Clinical Quality Management 5th Committee (2024-2025)

Call to Order

The tenth session meeting of the 5th Miracle of Love Inc. (MOL) Clinical Quality Management Committee (CQM Committee) was held on January 21, 2025, at the MOL Orlando Office and virtual. It began at 1:13 pm and was presided over by Julian Vega, with Denise Wilcox as Secretary.

Attendees

Voting members in attendance included: **Bryan DuBac, Janice Romano, Julian Vega, Denise Wilcox, and Wyatt Haro**

Guests in attendance included: **Lidia Almanzar**

Members not in attendance included: **Angus Bradshaw, Jessica Santigo, Mulan Williams**

Approval of Minutes

Minutes for January 21, 2025, meeting will be approved for the next meeting held on February 18, 2025, 2025, by unanimous consent.

Officers' Reports

Robert's Rules of Order was presented by – **Bryan DuBac**

Client Satisfaction Survey Dashboard – **Wyatt Haro**

Employee Satisfaction Survey Dashboard – **Wyatt Haro**

Other Reports

Lake County Client Advisory Board was presented by - **Janice Romano**.

Transgender Outreach / Support Updates- Strike from the Agenda - **Mulan Williams (Strake from Agenda)**

Unfinished Business

Areas for Improvement – **Open Discussion (Strake from Agenda)**

Quality Management Project 2025 (Intermediate Lear) – **(Strake from Agenda)**

New Business

Quality Management on the Administrative Side of Ryan White HIV / AIDS Programs - **Wyatt Haro**

Patient -reports outcome measures (PROMS) & Patient-reported experience measures (PREMS) – **Wyatt Haro**

Using Quality Improvement to Improve Staff Satisfaction – **Wyatt Haro**

Main Motions

Open Floor

Adjournment

Julian Vega moved that the meeting be adjourned, and this was agreed upon at 4:36 pm



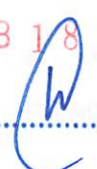
Julian Vega, Chair
Miracle of Love Inc. Quality Management Committee

2/18/2025
Approval Date



Denise Wilcox, Secretary
Miracle of Love Inc. Quality Management Committee

2-18-2025
Prepared Date

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BY: 

Summary of Reports/ Presentations

Roberts's Rules of Orders Review – Bryan DuBac, Parliamentarian

To keep meeting flows and ensure that everyone is given an opportunity to speak, please wait to be recognized by the chair.

To make a motion, raise your hand and upon recognition from the chair, you can make your motion. To move forward, the motion must be seconded by another member.

Reports of Officers

Client Satisfaction Survey Dashboard

- 2025 Survey is updated to reflect 87.50% throughout the agency as of 1/21/2025
- The survey is now offered in three languages (English, Spanish and Haitian Creole). As of date there have been 7 surveys that were filled out. The survey just started with new and approved updates.
- For the upcoming survey 4 categories will be added and to the survey.

➤ *Report dates*

- 1/11/2025
 - a. Dignity / Respect – 2.67
 - b. Privacy / Confidentiality - 3.67
 - c. Clear services - 2.67
 - d. Referrals/ Resources - 3.33
 - e. Overall – 77.08%
- 1/13/2025
 - a. Dignity / Respect – 3.00
 - b. Privacy / Confidentiality - 3.75
 - c. Clear services 3.00
 - d. Referrals/ Resources - 3.50
 - e. Overall – 82.81%
- 1/21/2025
 - a. Dignity / Respect – 3.33
 - b. Privacy / Confidentiality - 3.83
 - c. Clear services 3.33
 - d. Referrals/ Resources – 3.50
 - e. Overall – 87.50%

Survey will be updated each time and will be present on the dashboard. The updated dashboard will reflect live results and be able to follow as changes are happening within the agency.

Employee Satisfaction Survey Dashboard

- The survey went public on January 3rd to the public by mistake, the comments that were on the public view were hidden due to the not appropriate for the public. If there are any questions the effected employee can see the manager for further discussion.
- Employee Satisfaction Survey did not reach the target in each category for the year
 1. General - 2.95 (73.66%)
 2. Senior Management – 3.02 (75.53%)
 3. Program Management – 3.10 (77.44%)
 4. Overall Agency Employee Satisfaction Rating 3.06 (76.51%)
- 85% is the reachable goal for the agency
- On the dashboard displays a breakdown to reference previous years.
- Employee comments are now posted on the dashboard unless it is requested to stay private during the survey.

Other Reports

Lake County Client Advisory Board – Janice Romano

- Lake county client advisory board is having a struggle to get client engagement. So far only one client has attended the meeting for the month of January. The next meeting will be held on February 12th, 2025.
- Wyatt mentions that some changes might be made to the advisory board that will better assist with the attendance. MOL is working on changes in the contract. Some of the changes could be that the meeting would be held only once session and not held monthly.

New Business

Quality Management on the Administrative Side of Ryan White HIV/AIDS Programs – Wyatt Haro

<https://targethiv.org/library/cqii-quality-management-administrative-side>

Patient – reported outcome measures (PROMS) & Patient-reported experiences measures (PREMS) – Wyatt Haro

- Elevating Patients' Voices to Improve the Quality of HIV Treatment and Care. The pilot project is due to be presented to the agency to implement throughout the agencies. The program talks about evidence – based program. The reason for the program is to get involvement from people living with lived experience of HIV/AIDS.
- MOL uses surveys to push clients to get involved (PERM)

Using Quality Improvement to Improve Staff Satisfaction – Wyatt Haro

<https://targethiv.org/library/cqii-using-quality-improvement-improve-staff-satisfaction>

Open Floor

- Update survey questions
- Ways to make changes to the survey. How to modify the current survey that uses 52 questions to a lesser version that would have fewer questions to encourage more employee engagement. It is possible to have an employee survey quarterly to have a better understanding of the outcome in the agency and ways to improve.
- Next meeting will be held on February 18, 2025

SPECIAL NOTE: The weblinks shared in these minutes may not be accurate in the future. As of February 18, 2025 the links had been restored by a court order with a disclaimer posted by HHS as follows:

Disclaimer: Per a court order, HHS is required to restore this website as of 11:59 PM February 14, 2025. Any information on this page promoting gender ideology is extremely inaccurate and disconnected from the immutable biological reality that there are two sexes, male and female. The Trump Administration rejects gender ideology and condemns the harms it causes to children, by promoting their chemical and surgical mutilation, and to women, by depriving them of their dignity, safety, well-being, and opportunities. This page does not reflect biological reality and therefore the Administration and this Department rejects it.