

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

Call to Order

The Ninth session meeting of the 5th Miracle of Love Inc. (MOL) Clinical Quality Management Committee (CQM Committee) was held on October 1, 2024, 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: **Angus Bradshaw, Bryan DuBac, Lisa Fermaint, Janice Romano Jessica Santiago, Julian Vega, Denise Wilcox, and Wyatt Haro**

Guests in attendance included: **Eduardo Parrilla**

Members not in attendance included: **Mulan Williams**

Approval of Minutes

Minutes for the October 1, 2024 meeting will be approved for the next meeting held on January 21, 2025, by unanimous consent.

Officers' Reports

Client Satisfaction Survey Dashboard – **Wyatt Haro**

Ryan White Monitoring – **Angus Bradshaw**

Client Advisory Board Expansion – **Angus Bradshaw**

Other Reports

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

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

Unfinished Business

Areas for Improvement – **Wyatt Haro**

Quality management Plan review – **Wyatt Haro**

New Business

QM Program Focus - **Wyatt Haro**

Employee Satisfaction Survey – **Wyatt Haro**

Client Satisfaction Survey 2025 – **Wyatt Haro**

Quality Improvement Project 2025 – **Wyatt Haro**

Main Motions

Motions to move Client Advisory Board Expansion from new business to officer reports – Motion was approved by unanimous vote

Motion to make demographics optional for December 2024 on the employee survey – Motion was approved by unanimous vote

Motion to approve dashboard – Motion was approved by unanimous vote

Motion to make #9 optional to withhold form posting to dashboard or public - Motion was approved by unanimous vote

Motion to make the employee survey available 8:30 Am on December 2, 2024, until 8pm December 6, 2024 – Motion was approved by unanimous vote

Motion to strike Agency updates until next committee meeting – Motion was approved by unanimous vote

Open Floor

Food Card Turkey Drop budget

IVR update (rearrange option)

Crisis Plan Change to be made

Adjournment

The meeting adjourned at 3:52 pm


Julian Vega, Chair

Miracle of Love Inc. Quality Management Committee

1/21/2025
Approval Date


Denise Wilcox, Secretary

Miracle of Love Inc. Quality Management Committee

1 - 21 - 2025
Prepared Date

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BY: 