



**5<sup>th</sup> Agency Clinical Quality Management Committee – Information Meeting**

Tuesday, January 21, 2025 | 1:00 PM  
 741 W Colonial Dr. Orlando, FL 32804  
 Public Access via Microsoft Teams

*\*Please silence your electronic devices\* \*Microphones are automatically muted\**  
**Audio and Video is recorded for video QMC meetings**

<b>CALL TO ORDER</b>	1:10 PM	Chair
MOMENT OF SILENCE		Chair
INTRODUCTIONS/ROLL CALL		Secretary
REVIEW AND APPROVAL OF AGENDA		Secretary
REVIEW MINUTES		Secretary
ROBERT’S RULES OF ORDER		Vice Chair
 <b>REPORTS OF OFFICERS</b>		
Client Satisfaction Survey Dashboard		Wyatt Haro
Employee Satisfaction Survey Dashboard		Wyatt Haro
 <b>OTHER REPORTS</b>		
Lake County Client Advisory Board		Janice Romano
<del>Transgender Outreach/Support Updates</del>		<del>Mulan Williams</del>
 <del><b>UNFINISHED BUSINESS</b></del>		
<del>Areas for Improvement</del>		<del>Open Discussion</del>
<del>Quality Management Project 2025 (Intermediate Lear.)</del>		<del>Wyatt Haro</del>
 <b>NEW BUSINESS</b>		
Quality Management on the Administrative Side of Ryan White HIV/AIDS Programs		Wyatt Haro
Patient-reported outcome measures (PROMS) & Patient-reported experience measures (PREMS)		Wyatt Haro
Using Quality Improvement to Improve Staff Satisfaction		Wyatt Haro
 <b>OPEN FLOOR</b>		
 <b>ADJOURNMENT</b>		Chair

**NEXT REGULAR MEETING:**  
 February 18, 2025  
 741 W Colonial Dr. Orlando, FL 32804 [Public access via virtual system]