

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

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## Call to Order

The twelve-session meeting of the 5<sup>th</sup> Miracle of Love Inc. (MOL) Clinical Quality Management Committee (CQM Committee) was held on March 26, 2025, at the MOL Orlando Office and virtually. It began at 1:20 p.m. and was presided over by Julian Vega, with Denise Wilcox as Secretary.

## Attendees

Voting members in attendance included: **Isabela Di Loreto, Janice Romano, Jessica Santana, Julian Vega, Denise Wilcox, and Wyatt Haro**

Guests in attendance included:

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

## Approval of Minutes

The minutes for March 26, 2025, will be approved by unanimous consent for the next meeting held on April 22, 2025.

## Officers' Reports

Robert's Rules of Order was presented by **Wyatt Haro**

Client Satisfaction Survey Dashboard – **Quality Manager (Wyatt Haro)**

Compliant Submission Review – **Quality Manager (Wyatt Haro)**

## Other Reports

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

Transgender Outreach / Support Updates - **Mulan Williams (Struck from Agenda)**

## Unfinished Business

Areas for Improvement – **Open Discussion**

Quality Management Project 2025 (Intermediate Learner) – **Wyatt Haro**

Quality Management Bylaws 2025 – 2026 Review – **Open Discussion (Moved to New Business)**

Quality Management Plan 2024 -2030 Review – **Open Discussion (Moved to New Business)**

Quality Management Plan 2024 – 2030 - **Open Discussion (Tabled by unanimous vote)**

Performance Measures by Department CY 2025 – **Dept. Represent (Tables by unanimous vote)**

## New Business

2025 Quality Management Plan Part A/ Orlando EMA- **Wyatt Haro**

Presidential Executive Orders– **Open Discussion**


Employee Survey – **Open Discussion**

## Main Motions

### Open Floor

## Adjournment

Julian Vega moved that the meeting be adjourned, and this was agreed upon at 4:35 pm.

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

4/22/2025  
Approval Date

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

4-22-2025  
Prepared Date

RECEIVED  
APR 22 2025  
BY: 

## Summary of Reports/ Presentations

### Roberts's Rules of Order Review – Wyatt Haro, Parliamentarian

To keep meeting flows and ensure that everyone is allowed 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 90.63% throughout the agency as of 3/4/2025
- The survey is now offered in three languages (English, Spanish, and Haitian Creole). As of this date, there have been 7 surveys that have been completed. The survey just started with new and approved updates.
- For the upcoming survey, 4 categories will be added to the survey.

#### ➤ *Report dates*

- 2/7/2025
  - a. Dignity / Respect – 3.56
  - b. Privacy / Confidentiality - 3.89
  - c. Clear services 3.56
  - d. Referrals/ Resources – 3.67
  - e. Overall – 91.67
  - f.
- 3/4/2025
  - a) Dignity / Respect – 3.56
  - b) Privacy / Confidentiality – 3.86
  - c) Clear Services – 3.69
  - d) Referrals / Resources – 3.44
  - e) Overall – 90.63

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

#### *Complaint Submission Review*

- The survey is now public and located on the company website for review. There were zero compliant submissions received.

## **Other Reports**

### ***Lake County Client Advisory Board – Janice Romano***

- The Lake County client advisory board is having a struggle to get client engagement. So far, only three clients have attended the meeting for March. The next meeting will be held in 2025.
- Minutes from the Lake County Advisory Board meetings can be found on the HUB
- Members would like to hold a virtual meeting to help with attendance.
- Focus groups for future meetings are waiting to be approved
- The Ryan White committee was held in Lake County. This will be done annually.

## **Unfinished Business**

### ***Areas for Improvement – Open Discussion***

- Waiting times for the kiosk will be added to the client survey for the client to express feedback when arriving for an appointment and/or walk-in.
- A new appointment calendar will be added for employee usage if approved.

### ***Quality Management Project 2025 (Intermediate Learner) – Wyatt Haro***

- QJ mini charter will be posted at every facility to encourage new topics to discuss
- QM will need to appoint a project focus group in the upcoming months

### ***Quality Management Plan 2024 – 2030 - Open Discussion (Tabled by unanimous vote)***

- This section was tabled until the next Quality Management meeting held in April by unanimous vote.

### ***Performance Measures by Department CY 2025 – Dept. Represent (Tables by unanimous vote)***

- This Section was tabled until the next Quality Management meeting held in April by unanimous vote

## ***New Business***

### **Quality Management Bylaws 2025 – 2026 Review – Open Discussion (Moved to New Business)**

The Committee conducted edits to be approved at the next meeting.

Section 1.2 Program

Section 2.2 Vision

Section 2.3 Mission

Section 2.4 Quality Statement

Section 2.7

Section 2.8 Participation of people

Section 2.9 Stakeholder engagement

### **Article III (Members)**

Section 3.1.1 Number of regular members

Section 3.1.2

Section 3.7

### **Article IV**

Section 4.2

Section 4.3

Section 4.8

### **Article V**

All section updates numbers.

Section 10.2, 10.4, 10.5.1, 10.6, 10.8.1,10.9

### ***2025 Quality Management Plan Part A/ Orlando EMA- Wyatt Haro***

- Performance measures will be approved on April 3<sup>rd</sup>.
- Miracle of Love has Part A, Part D, and other programs
- EMA has made improvements to assist with every agency that will be included in the data collection

### ***Presidential Executive Orders– Open Discussion***

- Only identifies as male or female
- The case manager may keep spreadsheets with the preferred name and the identifying name when contacting the clients
- Changes made to the Bylaw to align with the presidential orders
- Maintain the way a personal way of treating someone vs. the way they are entered into the system. This will help with keeping repour with the clients
- Promote possible HIPAA Training to help staff understand what is covered by the Law
- Communication with the clients explains their rights and educates staff

### ***Employee Survey – Open Discussion***

- An employee survey will be conducted quarterly. The current survey has 52 questions for the employees. This survey needs to be reviewed and shortened to improve employee engagement.
- New survey to be approved and to replace the current survey by a unanimous vote

- Motion to move to survey to quality beginning May 2025
- Motion granted to move forward by unanimous vote
- Motion to table QM Plan and Bylaw to the April 2025 meeting
- Motion was granted by unanimous vote

***Open Floor***

- Next meeting will be held on April 22, 2025