

**Ryan White EMA Planning Council**  
New Haven and Fairfield Counties



Charlotte Burch and Brian Kuerze, Co-Chairs

**Quality Improvement  
Meeting Minutes**

**Meeting Date:** Friday, April 8, 2011  
**Start Time:**  
**End Time:**  
**Location:** Burroughs Community Center, Bridgeport  
**Presiding Chair:** Brian Kuerze  
**Recorder:** Tracy Kulik

**Summary of Committee Business Votes**

Motion to approve amended March 4<sup>th</sup> Quality Improvement Committee minutes made by Ric Browne, seconded by Chris Romanik. Passed with 6 for, none against and 3 abstaining (Brian Kuerze, Bev Leach and Leif Mitchell).

**Council Member Assignments** – to hear the summary of the themes from the March 4<sup>th</sup> meeting regarding Early Intervention Services and respond to the drafted EIS Standard of Care. To respond to suggested revisions in the Outpatient/Ambulatory Medical Care (due to updates in the United States Public Health Service guidelines) and Medical Case Management (statewide update) Standards.

**Staff Member Assignments** – to take minutes, present the EIS draft Standard of Care and explain the revisions to the OAMC and MCM Standards.

|     | <b>Council Member</b>   | <b>1/7</b>               | <b>2/4</b>               | <b>3/4</b>               | <b>4/8</b>               | <b>5/6</b> | <b>6/3</b> | <b>7/8</b> | <b>8/5</b> | <b>9/2</b> | <b>10/7</b> | <b>11/4</b> | <b>12/2</b> |
|-----|---|--------------------------|--------------------------|--------------------------|--------------------------|------------|------------|------------|------------|------------|-------------|-------------|-------------|
| 1.  | Ric Browne  |                          |                          |                          | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
| 2.  | <b>Charlotte Burch Co-Chair</b>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
| 3.  | Adaline DeMarrais   |                          | <input type="checkbox"/> | <input type="checkbox"/> |                          |            |            |            |            |            |             |             |             |
| 4.  | <b>Brian Kuerze Co-Chair</b>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
| 5.  | <i>Beverly Leach PC Co-Chair</i>  |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
| 6.  | Ronald Lee  |                          |                          |                          |                          |            |            |            |            |            |             |             |             |
| 7.  | Jennifer Loschiavo  |                          |                          |                          |                          |            |            |            |            |            |             |             |             |
| 8.  | <i>Leif Mitchell PC Co-Chair</i>  |                          | <input type="checkbox"/> |                          | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
| 9.  | Caesar Moffett, Jr.   | <input type="checkbox"/> |                          |                          |                          |            |            |            |            |            |             |             |             |
| 10. | Ken Teel  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
| 11. | Kenneth McCoy   |                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
| 12. | Krystle Moore   |                          |                          | <input type="checkbox"/> |                          |            |            |            |            |            |             |             |             |
| 13. | Joanne Montgomery   |                          |                          |                          |                          |            |            |            |            |            |             |             |             |
| 14. | Clara Ramos   |                          | <input type="checkbox"/> |                          |                          |            |            |            |            |            |             |             |             |
| 15. | Christine Romanik   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
| 16. | Gabrielle Rosa  |                          | <input type="checkbox"/> |                          |                          |            |            |            |            |            |             |             |             |
| 17. | Robert Sideleau   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
| 18. | Roberta Stewart   |                          |                          | <input type="checkbox"/> |                          |            |            |            |            |            |             |             |             |
| 19. | Dennis Torres   |                          | <input type="checkbox"/> | <input type="checkbox"/> | Sub                      |            |            |            |            |            |             |             |             |
|     | Ryan White Office   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
|     | Planning Council Staff  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |            |            |            |            |            |             |             |             |
|     | Others (4/8/11): Lauren Tierney for Dennis Torres, Sylvia Mitchell, Brian Datcher |                          |                          |                          |                          |            |            |            |            |            |             |             |             |
|     | % of Council present:   | 33%                      | 67%                      | 61%                      | 50%                      |            |            |            |            |            |             |             |             |



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**(1.0) Moment of Silence**

Brian Kuerze called the meeting to order at 12:02 p.m. A moment of silence was observed in recognition of all who have been affected by HIV/AIDS.

**(2.0) Welcome and Introduction**

All participants introduced themselves.

**(3.0) Co-Chair Announcements**

Co-chair announcements today reminded the QIC members of the planned Consumer Forum in Region 5 (Danbury) on April 15<sup>th</sup> and the changed Planning Council meeting to occur in Danbury prior to the Forum.

Brian Kuerze reviewed today's agenda and the PCAT with the committee.

**(4.0) Approval of March 3, 2011 Meeting Summary**

A motion to approve the minutes of the March 3<sup>rd</sup> QI Committee was made by Chris Romanik and seconded by Ric Browne.

**For:** 6

**Against:** 0

**Abstain:** 3 (B. Kuerze, B. Leach, L. Mitchell)

Two revisions were suggested: (1) Ken Teel was not shown as present, but was (2) The March 3<sup>rd</sup> minutes show that 2 members 'adjourned' versus 'abstained' from voting on the February 4<sup>th</sup> minutes. These changes will be made and re-posted to the Planning Council website.

**(5.0) New Business/Old Business**

**a. Review PCAT for Quality Improvement Committee**

Three items are on this month's (April 2011) Planning Council Activity Timeline or PCAT—(1) To develop the Early Intervention Services or EIS Standard of Care (2) To update the Outpatient/ Ambulatory Medical Care or OAMC and the Medical Case Management or MCM Standards of Care linked to HIV/AIDS Bureau or HAB Performance Measures and (3) to provide input to the Strategic Planning & Assessment or SPA Committee.

**b. Coordinate Data Provision to Strategic Planning & Assessment (SPA) Committee**

Review of the suggested items from SPA was discussed at length by the Quality Improvement Committee. The two items suggested were:

- (1) To use Standard of Care compliance scores from 2010
- (2) To use a fraction of Medical Case Management clients/ Clients in specific Service Category.

The QIC members expressed issues with both measures. Their specific issues with #1 – SoC compliance scores were:

1. This use seems antithetical to continuous improvement as scores could be used to hurt a service versus to continually improve performance;
2. A score for a service category could be adversely affected by one agency's poor performance, not reflecting the overall service;
3. The scores from 2010 show a narrow band from 96 to 100%, so will not significantly impact prioritization.

Issues with Measure #2 – MCM clients/ clients by Service Category were:

1. Difficult to comprehend measure
2. Lack of relevance in EMA or Ryan White jurisdiction that promotes 'open access' or no wrong door to care entry



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Suggested measures to replace this included:

- 1) HIV/AIDS Bureau (HAB) performance measures – issues with this include limits to core services, specifically OAMC, Oral Health with some measures for MCM, MH and SA.
- 2) Newly diagnosed time to enter HIV medical care by service
- 3) Care status (Continuous or Stable, Erratic or Technically Out of Care) by services

It was suggested that a conference call occur between SPA and QIC Co-Chairs in the interim between the April and May QIC meeting, with material provided to summarize proposed and counter-proposed measures. HRSA mandates that QI measures be incorporated into the Priority Setting and Resource Allocation (PSRA) process, and that this incorporation be discussed in the annual Grant Application.

#### **c. Update OAMC and MCM Standards of Care**

OAMC – United State Public Health Service guidelines have changed to incorporate a) existence of a HIV: Hepatitis C (HIV:HCV) co-infection protocol and b) ability to integrate the 3 major measures in the National HIV/AIDS Strategy of care – 1. Viral Load test at least every 6 months  
2. HIV Medical visit every 6 months and 3. ART (antiretroviral therapy) taken, if recommended.

The OAMC (Outpatient/Ambulatory Medical Care) standard has reflected b) and collects data by special population level, but the existence of a HIV:HCV co-infection protocol has been discussed, but not mandated in the SoC.

MCM – the statewide MCM Standard of Care is due to be released (expected end of April). The New Haven EMA SoC can be expanded upon, but must incorporate these provisions. In addition, seven (7) Health Maintenance indicators were problematic in 2010 and need to be discussed.

The QIC committee decided to delay finalization of both Standards and their revised components until the May meeting so that the statewide MCM Standard can be released and the OAMC Standard passed in concert with that service.

#### **d. Develop/ Finalize Early Intervention Services Standard of Care**

Review of the Themes from the March 4<sup>th</sup> session of the Quality Improvement Committee occurred through use of a summarized presentation. In addition, a sheet was used for QIC members or attendees to request the individual Regional and Summarized presentation for Early Intervention Services.

Based on the summary, a draft narrative EIS Standard of Care was reviewed that incorporates the various approaches, the five elements required by HRSA, and the National HIV/AIDS Strategy:

1. To **Locate** and **Identify** persons at risk of being HIV positive and unaware
2. To **Inform** those tested of the result (Health Education/Health Literacy)
3. To **Refer** those tested for services (HIV negative) to reduce risk or (HIV positive) to HIV medical care
4. To **Link** HIV positive clients to HIV medical care and medical case management
  - a. To overcome barriers that prevent HIV medical care entry or retention
5. To **Retain** clients in HIV medical care



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The QIC requested that the 'narrative fraction' for 'Overcome Barriers' be revised to show # contacts with barriers/total # contacts and that the Draft EIS Standard be converted to the Chart Audit Tool.

OAMC, MCM and EIS will be presented at the May 6<sup>th</sup> meeting of the QIC in Chart Audit Tool with:

- 1) Service Category Description
- 2) Chart Audit Tool (Standard of Care by Indicator)
- 3) HIV/AIDS Bureau (HAB) performance measures highlighted in Chart Audit tool with one page description as Appendix, if applicable (OAMC, MCM, Oral Health, MH and SA)
- 4) EMA Outcome Measures highlighted and Appended
- 5) National HIV/AIDS Strategy measure highlighted and appended.

Standards of Care will be reviewed and voted upon at the May 6<sup>th</sup> meeting for use in the 2011 Site Visits to occur from June through August.

**(6.0) Announcements**

Leif Mitchell reminded the QIC members of the upcoming Consumer Forum to occur in Danbury on April 15<sup>th</sup> in concert with the Planning Council session.

**(7.0) Adjournment**

The meeting adjourned at 1:59 p.m.