

Charge: To examine system-wide process issues causing some core services (i.e. Mental Health) to be unable to favorably progress outcomes or indicators with demonstrated positive impact on funded interventions as determined by:

- a) Standard of Care compliance
- b) Comparison to HRSA: HIV/AIDS Bureau performance measures (i.e. achieve 'benchmark' status)

Process:

- 1) To re-convene service category specific provider representatives in 'refresher' sessions to review current Standards of Care; solidify areas of concern and discuss possible input to Super-Pod or all core service integrated work group:
 - a. Behavioral Health – Mental Health & Substance Abuse
 - b. Clinical Integration Group – Primary Medical Care, Medical Case Management and Oral Health
- 2) To convene a representative body (Strategic Planning Regions and Service Categories) for 4-6 sessions. Focus on issues resistant to current quality improvement efforts or to service-category specific pods.
 - a. Review, Refine and Update Service **Unit** Definitions;
 - b. Revisit related Outcomes and Indicators
 - c. Explore in detail initial Super-Pod group input on Outcomes & Indicators
 - i. Behavioral Health
 - ii. Clinical Services

Deliverables:

1. Refined and revised Service Unit Definitions, Outcomes & Indicators resulting in updated Core Standards of Care linked to HRSA:HAB outcome measures and correlated to performance measures
2. Resolution of strategies that impact resistant outcomes—specifically, Mental Health
3. Updated concepts of co-location. Develop specific sub-Standards by setting (Inpatient, Outpatient); population (Individual, Group); and modality (Counseling, Psychiatric sessions, Physician oversight, MCM assessment).
4. System-wide Standards of Care for processes that transcend single service (i.e. Intake, Assessment, Referral; accurate capture and update of HIV Status, Risk behaviors; Capture and focus on key co-morbidities; Special Population detail).
5. Correlation of New Haven-Fairfield Counties SoC to HRSA/HAB Performance Measures, OPR (Office of Performance Review) measures with benchmark comparison.

Relation to HRSA Mandates: The New Haven-Fairfield Counties TGA performs well ahead of all performance measures, with most achieving Benchmark status. Mental Health is not achieving **median** status.

Relation to 2009-2011 Comprehensive Plan: Section 4. ('Where Do We Need To Go') specifically requests input on CQI, Evaluation (HRSA:HAB Performance Measures) and Client Level Data. Our integrated model (QI 'feeding' data to Planning) is consistent with the new direction of HRSA. We need to repair this area to have all Service Categories achieve benchmark level performance and to develop and customize system-level SoC.

Attendance: All but one session at Greek Olive Restaurant, New Haven, CT (one at Hyatt Place)

Jan 9th: Noon-2 p.m. Launch (18)	Jan. 30th: 9-11 a.m. Service Unit Definitions: Core (21)	Feb 6th: 9-11 a.m. Service Unit Definitions: Support (20)	Feb 20th: 9 – 11 a.m. Detail of Behavioral Health (MH/SA) (23)	March 6th: 9-11 a.m. Detail of Clinical (PMC & MCM) (19)	March 20th: 9-11 a.m. (PMC & MCM) (14)
L. Barakat (2) N. Boshnack (1) R. Browne (2, QIC, *) D. Bruce (1, 2) C. Burch (QIC, *) T. Butcher (RWO, *) B. Gemino (2) J. Geter (3) L. Gonzalez (1, 2) T. Kidder (1, PC, *) B. Kuerze (1, 2) T. Kulik (RWO) J. Loschiavo (3) C. Romanik (State, *) RJ. Sideleau (PC, *) R. Smith (2) D. Torres (4, *) M. Walton (RWO)	N. Boshnack (1) R. Browne (2, QIC, *) C. Burch (QIC, *) T. Butcher (RWO, *) A. DeMarrais (3, *) W. Diaz (1) L. Gonzalez (1, 2) T. Kidder (1, PC, *) B. Kuerze (1, 2) T. Kulik (RWO) A. Lombard (State) J. Loschiavo (3) K. Rickie (3) N. Risk (1) C. Romanik (State, *) RJ. Sideleau (PC, *) A. Torres (1, *) D. Torres (4, *) S. Upchurch (3) M. Villanueva (1, 2) M. Walton (RWO)	N. Boshnack (1) R. Browne (2, QIC, *) C. Burch (QIC, *) T. Butcher (RWO, *) K. Capone (1) B. Gemino (2) L. Gonzalez (1, 2) D. Gosselin (State) L. Grant (1) T. Kidder (1, PC, *) T. Kulik (RWO) A. Lombard (State) J. Loschiavo (3) J. Montgomery (3) R. Pierce (1) C. Romanik (State, *) RJ. Sideleau (PC, *) R. Smith (2) A. Torres (1, *) A. Ward (5)	L. Barakat (2) D. Bruce (1, 2) C. Burch (QIC, *) T. Butcher (RWO, *) B. Gemino (2) L. Gonzalez (1, 2) W. Castillo (1,2) T. Kidder (1, PC, *) B. Kuerze (1, 2) J. Loschiavo (3) C. Romanik (State, *) A. Lombard (State) RJ. Sideleau (PC, *) R. Smith (2) D. Torres (4, *) J. Doyle (1) J. Montgomery (3) K. Rickie (3) K. Capone (1) A. Ward (5) A. DeMarrais (3, *) S. Mayo (1) M. Walton (RWO)	L. Barakat (2) N. Boshnack (1) R. Browne (2, QIC, *) C. Burch (QIC, *) T. Butcher (RWO, *) J. Cassell (5) C. Figaro (3) L. Gonzalez (1, 2) W. Castillo (1,2) T. Kidder (1, PC, *) T. Kulik (RWO) M. Perez (1) C. Romanik (State, *) S. Lane (4) A. Lombard (State) RJ. Sideleau (PC, *) M. Turbides D. Villanueva (1) A. Ward (5) M. Walton (RWO)	N. Boshnack (1) R. Browne (2, QIC, *) C. Burch (QIC, *) T. Butcher (RWO, *) C. Figaro (3) T. Kidder (1, PC, *) T. Kulik (RWO) P-L. Ludger (3) M. Perez (1) C. Romanik (State, *) RJ Sideleau (PC, *) D. Villanueva (1) A. Ward (5) M. Walton (RWO)
All but Region 5 (exc.) 8 QIC members	All but Region 5 (exc.) 9 QIC members	All but Region 4 (exc.) 7 QIC members	All Regions 7 QIC members	All Regions 6 QIC members	All but Region 4 (exc.) 6 QIC members

Legend:

- Region 1: New Haven
- Region 2: Waterbury/Meriden/Naugatuck
- Region 3: Bridgeport
- Region 4: Stamford/Norwalk
- Region 5: Danbury

- QIC – Quality Improvement Committee Co-Chair
- * - QIC member
- PC – Planning Council Co-Chair



April 3rd: System-Level Issues (19)	April 24th: Finalize SoC re: System-Level Issues/ Review QI 'Architecture': Outcomes/Standards/Indicators (18)	May 8th: Complete Super-Pod Prepare Full Population Chart Audit ()
L. Barakat (2) N. Boshnack (1) R. Browne (2, QIC, *) C. Burch (QIC, *) T. Butcher (RWO, *) Freddie Close (Hartford TGA) T. Kidder (1, PC, *) B. Kuerze (1, 2) T. Kulik (RWO) A. Lombard (State) P-L. Ludger (3) S. Mayo (1) J. Montgomery (1, 2, 3) M. Perez (1) C. Romanik (State, *) RJ. Sideleau (PC, *) A. Torres (1, *) D. Torres (4, *) A. Ward (5) M. Walton (RWO)	L. Barakat (2) N. Boshnack (1) R. Browne (2, QIC, *) C. Burch (QIC, *) T. Butcher (RWO, *) C. Figaro (3) T. Kidder (1, PC, *) T. Kulik (RWO) A. Lombard (State) P-L Ludger (3) J. Montgomery (1, 2, 3) M. Perez (1) C. Romanik (State, *) RJ Sideleau (PC, *) D. Villanueva (1) A. Ward (5) M.Walton (RWO) Laura (State)	
All Regions, 8 QIC members		

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