

OVERVIEW

Attendance: Please refer to attendance chart on the last page of this summary

Location: Greek Olive Restaurant, New Haven, CT

Start Time: 11:00 a.m. – 1:00 p.m..

End Time: 1:00 p.m.

Presiding Chair: Charlotte Burch

Recorder: Tracy Kulik

Meeting Accomplishments

1. Approval of February 6, 2009 Quality Improvement Meeting Summary
2. Review of Final Super-Pod Findings
3. Review of Quality Improvement Committee Plan for 2009
4. Discuss Full Population-Based Chart Audit

Committee Member Assignments

- Active discussion and input into emerging roles of Quality Improvement
- Committee members will continue to attempt to engage new members for the QI committee.

Next Meeting

August 6th: Review of Preliminary, High-Level Findings of Full Population Based Chart Audit (2009) and Selection of six (6) Special Populations for Formula/ Supplemental Grant Application

Meeting Summary/Minutes**Welcome, Overview and Moment of Silence**

Charlotte Burch welcomed meeting participants, asked everyone to introduce themselves, and held a moment of silence to honor individuals affected, infected, or who have died from HIV/AIDS.

Charlotte Burch reminded people that the meetings are open and members of the public and press may be present. Persons wishing to maintain confidentiality of their HIV status should consider the public nature of the meeting.

Approval of Meeting Summary

Charlotte asked meeting participants to review the February 6th meeting summary and asked committee members for additions or corrections.

Ryan White Office Quality Management Report

Tracy Kulik reported for the Ryan White Office that activities currently center on preparing for the 2009 full population-based chart audit, integrating pilots of topics discussed in the Super-Pod.

Quality Improvement Committee Plan:

The Quality Improvement Committee reviewed the QI Plan for 2009, concluding that the two (2) goals:

- 1) to improve audit scores related to Standard of Care compliance with focus on special populations; and**
- 2) to refine systems of care and related Standards through a cross-category working group (Super-Pod)**

are on schedule. Goal #2 has concluded its development stage, with integration of pilots in the full population-based chart audit or Goal #1. Plans are to re-visit the Super-Pod in Fall of 2009 following full analysis of the audit findings.

Final Super Pod Findings:

- 1) Using a collaborative, topic-based discussion, an average of 18 providers, consumers and staff refined and updated Service **Use** Definitions for each funded service category, Outcomes and Indicators, and discussed use of tools and evidence-based measures.
- 2) Over the course of nine (9) meetings at which all regions were represented, with attendance of an average of 7 QIC members at each session, the following agenda items were reviewed:
 - a. Update Service Use Definition, Outcome & Indicator by Service Category
 - b. Discuss Behavioral Health (Mental Health/Substance Abuse) in detail
 - c. Discuss Clinical (Primary Medical Care/ Medical Case Management) in detail
 - d. Review System Level Issues”
 - e. Finalize (Revise, Develop) Standards of Care and Review QI ‘Architecture’:
 1. Administrative
 2. System Level
 3. Service (a. Clinical b. Support)

Brief List Summarizing Super-Pod Accomplishments:

- 1. Created Standard of Care Architecture**
 - a. Administrative (was 'Core' or 'Universal')
 - b. System-Level
 - c. Client-Level (was 'Service Category')
 - i. Core Clinical
 - ii. Non-Core Support
- 2. Updated Service Use Definitions**
 - a. Program Outcome
 - b. Indicators
 - c. Service Unit
- 3. Refined Standards of Care for Core Clinical**
 - a. Revised accompanying Chart Audit tools
 - b. Created related measurement tools for:
 - i. Universal Screening
 - ii. Acuity
- 4. Created Standard of Care for Local ADAP**
- 5. Developed System-Level SoC**
 - a. 5 HRSA:HAB
 - b. 1 New Haven-Fairfield Counties EMA
 - i. Care Status
- 6. Discussed Means to Evaluate Standard of Care**
 - a. Who served: Client with demographic detail
 - i. Special Population
 - b. What offered:
 - i. Service for Client Level SoC
 - ii. 'Protections' for Administrative
 - c. When offered: Timing
 - i. Intake
 - ii. Assessment
 - iii. Re-assessment
 - iv. Referral
 1. In
 2. Out
 - v. Discharge
 - d. How much: Service Unit
 - e. How linked: System-Level SoC

Full Population-Based Chart Audit: The schedule for the 2009 full population based chart audit is established, with visits to occur from mid-June through the end of July. Efforts have been made to schedule weeks by Region, with Region 1 (New Haven) requiring 2 weeks of visits. The total number of charts to be reviewed is anticipated to be approximately 4,500.

Data will consist of three (3) specific categories: (1) Compliance to Standards of Care for 2008 approved indicators (resulting in score); (2) Demographics (3) Pilot review of SoC or tool compliance developed in the Super-Pod process for discussion and refinement.

New and Old Business

Ric Browne asked the committee members if there were any additional items they would like to raise. No items were referenced.

Adjournment

The meeting adjourned at 1:00 p.m.

Next Meeting

The next meeting will be held on August 6th at the Greek Olive in New Haven, CT.

Meeting Attendance by Month

Please note that while six (6) QIC meetings were scheduled for 2009, nine (9) Super-Pod meetings were held in the Spring of 2009 (1/9, 1/30, 2/6, 2/20, 3/6, 3/20, 4/3, 4/24 and 5/8/2009 (two Super-Pod sessions held prior to QIC meetings), for a total of eleven QI related sessions to date.

Quality Improvement Committee		2009					2010
Date of Meeting		2/6/	5/8	8/6	10/2	11/6	2/5
Committee Members							
Ric Browne (co-chair)	PCPM	●	●				
Charlotte Burch (co-chair)	PCPM	●	●				
Adeline DeMarrais	PCPM	●					
Tom Kidder	PCPM	●	●				
Christine Romanik	PCPM	●	●				
Bob Sideleau	PCM	●	●				
Dennis Torres	PCM		●				
Other Participants							
Part A Office, Thomas Butcher		●	●				
Tracy Kulik, Collaborative Research		●	●				
Mary Walton, Collaborative Research		●					
Planning Council & Primary Committee Member	= PCPM						
Planning Council Member	= PCM						
Committee Member	= M						