

Clinical Quality Management Committee

October 24, 2019

UNITED WAY OF LONG ISLAND, DEER PARK, NY

MINUTES

MEMBERS PRESENT:

Traci Shelton, Co-Chair
Ana Huezo
Gloria Allen
Teresa Maestre
Joseph Pirone
Jacqueline Ponce-Rivera
Christie Rode
Hope Sender
Rev. Loring Pasmore
Juli Grey-Owens

MEMBERS ABSENT:

Darlene Rosch, Co-Chair
Wendy Abt
William Doepper
Juli Grey-Owens
James Hollingsworth
Kevin McHugh
Johnny Mora
Angie Partap
Erik Rios
Anthony Santella, DrPhD
Cristina Witzke

GUESTS

Ernesto Hernandez

STAFF:

Georgette Beal
JoAnn Henn
Myra Alston
Katie Ramirez
Victoria White

I. Welcome & Introduction

Ms. Shelton opened the meeting at 10:13 am and asked the attendees to introduce themselves. A moment of silence was requested to remember those who are sick and suffering with so much going on in the world.

II. Approval of Minutes.

• **May 9, 2019**

Mr. Pirone made a motion which was seconded by Ms. Allen to accept the minutes as read.
3 Abstentions 0 Opposed 5 Approved- Motion carried

• **August 22, 2019**

Ms. Huezo made a motion which was seconded by Ms. Sender to accept the minutes as read.
4 Abstentions 0 Opposed 4 Approved- Motion carried

III. Nomination and election of CQM Co-Chair.

Ms. Shelton has accepted the position of Planning Council Vice-Chair. Congratulations and acknowledgement of her commitment and hard work were extended. Her acceptance

necessitates the nomination of a new Co-Chair. Nominations were made and a vote was taken. Mr. Joseph Pirone was elected as CQM Co-Chair and has agreed to accept the position.

IV. 2019 Administrative Mechanism Report

The Administrative Mechanism Report for 2019 will be given at the November Planning Council meeting. This annual assessment, which is the responsibility of the CQM committee, is conducted to determine the efficacy of the administration of funds for the timely delivery of services to PLWHA throughout the EMA.

Summary of the report

All Part A providers participated in the survey, as well as some Planning Council members, for a combined total of 36 respondents. The results provide a roadmap of what was done well and identified areas of improvement. The survey was divided into the categories of: PSRA process, Procurement, Distribution of Funds, and Contract Monitoring. Questions were asked to gauge the effectiveness of the process and its execution. The vast majority of the respondents indicated that they are familiar with the **PSRA process**. All respondents agreed that the Planning Council meets its mission statement to provide effective planning and promote development of HIV/AIDS services, personnel and facilities which meet identified health needs of uninsured and underinsured HIV infected individuals.

Procurement was an added section on the 2019 Administrative Mechanism. RFPs were issued for OHC, OAHS, MNT and EFA. Not all providers applied for RFPs. The results of those who did reply, revealed the following:

- 60% learned about RFP through grant emailing and program/agency contract
- More than 93% agreed that their agency was aware of the issue date and deadline with adequate time to prepare and submit proposal. The remaining percentage was neutral in its response
- All agreed that the N-S EMA provided bidders with adequate information about the most recent RFP and the criteria and procedures for reviewing proposals were clearly described.
- 100% replied that the RFP has clearly stated expectations, including federal HRSA/HAB policies and procedures in regards to expected performance measures, standards of care, program and reporting
- Over 90% responded that the N-S EMA conducted an open and competitive procurement process with standardized procedures and requirements for funding. The remaining percentage response was neutral
- Suggestions to improve the process included electronic submission of documentation and additional training prior to proposal review.

Regarding **Distribution of Funds**, all providers agreed that UWLI provides a clear scope of service for each contract. A significant majority felt that the vouchers were paid in a timely manner, more than 63% replied that the turnaround time was over 30 days after a completed invoice was submitted. Electronic file transfer, submission of backup documentation electronically, and contracting earlier in the grant year were suggested to improve the process.

Contract Monitoring, All agencies were visited or monitored in the 2018-2019 year, which includes quality monitoring. All respondents agreed that written instructions were provided so that

agencies would know what documentation would be needed during the site visits. All providers agreed that the feedback received was helpful. Technical assistance was provided as needed; data at 90.91%; Quality at 54.55%; Budget/workplan and Vouchering were both at 36.36%. The accessibility of contract administrators and fiscal staff was highly rated.

In conclusion, the results of the 2019 Administrative Mechanism report illustrates how the Planning Council, PSRA Process, administration of funds, and technical assistance all work together to ensure that needs are being met, as well as identifying where more concentration of effort is needed.

V. Oral Health Brochure

Recommendations and changes suggested at the previous CQM meeting were taken into account and a current draft of the OHC Brochure, *Oral Health and You* was reviewed by the CQM committee for approval. The previously suggested “Brady Bunch-like” picture grid for the front page of the brochure was replaced by a graphic of different individuals that captures the feeling of diversity and reflectiveness that was recommended.

Recommendations for the final copy include:

- Moving The *Did you know...* section to the middle of the inside brochure
- Replace *PLWHA* with *people living with HIV/AIDS*
- Replace back photo with one of a female African American
- Divide HIV Dental specialists by county and include 2-1-1 as another resource
- Move Nassau-Suffolk HIV Health Services Planning Council logo to front of brochure
- Remove color background from inside brochure.

The amended brochure will be given to UWLI marketing team to produce and should be ready for distribution in the new year.

VI. Announcements/Adjournment

Ms. Shelton graciously thanked everyone for the kind words and stated it was an honor to serve as CQM Co-Chair.

Ms. Huevo made a motion which was seconded by Ms. Maestre to adjourn the October 24, 2019 CQM meeting. All in favor-Motion carried.