

*QUALITY ASSURANCE & MEMBERSHIP COMMITTEE*

**April 26, 2018**

**UNITED WAY OF LONG ISLAND, DEER PARK, NY**

**MINUTES**

**MEMBERS PRESENT:**

Darlene Rosch, Esq.  
Traci Shelton, Co-Chair  
Juli Grey-Owens  
Marci Egel  
Anthony Santella, PhD  
Ramon Rivas  
James Hollingsworth  
Hope Sender  
Cristina Witzke  
Rev. Pasmore  
Joe Pirone  
Johnny Mora  
Gloria Allen  
Rev. Loring Pasmore  
Teresa Maestre  
Wendy Abt  
Lauren Cable

**MEMBERS ABSENT:**

Katie Ramirez, Co-Chair  
Ana Huevo  
Angie Partap  
Kevin McHugh

**GUESTS**

Vanessa Carolina  
William Doepper  
Oskaya Fleming  
February D'Auria

**STAFF:**

Georgette Beal  
JoAnn Henn  
Stephanie Moreau  
Myra Alston  
Victoria White

**I. Welcome & Introduction**

At 10:05 am Ms. Shelton welcomed everyone and asked the attendees to introduce themselves. A moment of silence was requested to remember those whom we have lost and those still affected by the disease

**II. Approval of Minutes December 7, 2017**

Corrections were made regarding attendance. Motion to accept the minutes as corrected was made by Ms. Grey-Owens and seconded by Ms. Cable

11 abstentions          0 opposed          6 approved-Motion carried.

### **III. HRSA site visit Update and QM efforts**

An update was given on the March 12-15, 2018 HRSA site visit. Compliance and Quality Improvement need to be separated and clearly identified in the Service Standards. Benchmarks and percentages will also be reviewed. Plans to look at other models to determine best way to accomplish this, waiting for the HRSA letter before implementing changes.

A new Quality Management Plan will be drafted updating recommendations, including identification of performance measures and Quality Improvement projects.

### **IV. Oral Health Care Service Standards**

Ms. Carolina informed the committee of staffing shifts and changes at HRHCare: Ms. Maria Mezzatesta was promoted to regional manager, Ms. Vanessa Carolina is Genesis Program coordinator, and Oskaya Fleming, a trained dentist, has joined the dental program at HRHCare as dental care manager. Contact information was provided and service delivery will remain the same, Brentwood and Coram centers have bi-lingual staff.

HRHCare named the five HRHCare Centers which are providing dental services. They are Southampton, Riverhead, Coram, Brentwood and Amityville. These centers are currently serving 275 patients who are accessing Ryan White OHC services.

The review of the Oral Health Care Service Standards continues:

- Page 7- At the previous QAM meeting, the 75% rate of OHC clients who will complete their Phase 1 Treatment Plan with 12 months, was questioned. Ms. Carolina agreed to speak to dental staff regarding that percentage. Based upon their recommendations, and committee discussion the committee decided to lower that percentage to 65%. (as one committee member noted, it is human behavior not to visit the dentist if you are feeling better)
- Page 8-Education add *dental* to OH navigator.
- Goal/Benchmark increase to 90% of OHC clients will receive OHC education at least one time within the measurement year. The Support, Referrals, and Coordination heading will be separated into two separate headings; 1. Referrals, 2. Support and Coordination.

A motion was made by Ms. Egel which was seconded by Ms. Grey-Owens to approve the Oral Health Care Service Standards, awaiting guidance based on the HRSA recommendations.

The need for increased dental services and availability of RW providers has been acknowledged through the community forums. A Request for Proposal (RFP) has been issued for an Oral Health Care provider in Nassau County. There are other dental services available, at Federally Qualified Health Centers (FQHC) but are not necessarily a Ryan White program.

### **V. Administrative Mechanism**

There was a review of Administrative Mechanism, the following recommendations:

#### Planning Council

- Question 2. In 2017-2018, how often did you attend Planning Council meetings?
- Question 4. Did you attend the annual member orientation meeting in January 2017?
- Question 6. A text box was added for respondents to comment on what they found most interesting or what they would like to see added to the website.

## PSRA

- Question 10 was added: Did you participate in the PSRA process in 2017, by attending any of the following meetings: SAP, Finance, Planning Council or Community Forums?
- 2016-2017 Administrative Mechanism questions 10-16, became Questions 11-17 for the 2018 version.
- Question 16, Include Transgender as one of the special population identified by the Planning Council. (One obstacle is the limited data available for Transgender population) Enlarge the text box regarding any special populations that should be included for the next PSRA process.
- Question 17, change the replies to the question, *Does the Planning Council meet its mission statement?* to yes or no.
- Question 18, the wording, *and their impact on the HIV community* Question 20, has been added to the question, Has the Planning Council provided enough information on the current trends in health care?
- Question 20, *Is the Planning Council reflective of the epidemic?*
- Question 21, asks respondents to check off which of the 2017 Planning Council trainings/presentations they have attended.
- Question 22, *Are there additional training you would like offered in 2018-2019.*

The Administrative Mechanism is evaluated annually by the Quality Assurance and Membership Committee. The purpose of this survey is to assess the process used by Nassau County and United Way of Long Island to rapidly allocate funds to areas of greatest need in terms of timeliness and efficiency in carrying out overseeing the contracting process, including requests for proposals (RFP), awarding grants/contracts to providers, and disbursement of funds. The PSRA is a key component of the PSRA process, as well as Planning Council feedback.

There will be an Administrative Mechanism report to summarize the findings of the survey.

## **VI. Announcements/Public Adjournment**

- Dr. Santella announced a series of needs assessments scheduled in June for transgender women, bisexual/gay men, and straight women. There will also be an HIV prevention needs assessment for medical and social service providers, and community members in July.
- The 2018 community forums scheduled for April and May have begun.

**Motion** was made by Ms. Grey-Owens and seconded by Ms. Abt to adjourn the public portion of the April 26, 2018 Quality Assurance & Membership Committee meeting.

0 Abstentions

0 Opposed

All in Favor