

Clinical Quality Management Committee

April 23, 2020

UNITED WAY OF LONG ISLAND, DEER PARK, NY

MINUTES

MEMBERS PRESENT:

Darlene Rosch, Esq, Co-Chair
William Doepper
Juli Grey-Owens
Ana Huezo
Kevin McHugh
Teresa Maestre
Johnny Mora
Anthony Santella, DrPH
Hope Sender
Melissa Shikora
Claire Simon
Crissy Witzke

MEMBERS ABSENT:

Joseph Pirone, Co-Chair
Wendy Abt
Angie Partap
Rev. Loring Pasmore
Jacqueline Ponce-Rivera
Christie Rode
Traci Shelton

GUESTS

Deanna Davis-Jefferson
Kerry Thomas

STAFF:

Georgette Beal
JoAnn Henn
Myra Alston
Katie Ramirez
Stephanie Moreau

I. Welcome & Introduction

Ms. Rosch opened the meeting at 10:05am. Introductions were made, which was followed by a moment of silence to remember those whom we have lost and those who are still suffering. Including those affected by COVID-19 and the ravage the disease is taking across Long Island.

II. Meeting Minutes

• **The October 24, 2019**

Mr. Doepper made a motion that was seconded by Ms. Grey-Owens to accept the October 24, 2019 minutes without correction.

6 Abstentions 0 Opposed 4 Approved.

Motion carried.

• **November 21, 2019**

Corrections were made to attendance. Traci Shelton was incorreceted cited as Co-Chair

Mr. McHugh made a motion, which was seconded by Mr. Doepper to accept the minutes as corrected.

8 Abstentions 0 Opposed 4 Approved

Motion carried

- **February 27, 2020**

Corrections were made to attendance.

Mr. McHugh made a motion, which was seconded by Mr. Doepper to accept the minutes as corrected.

5 abstentions 0 Opposed 7 Approved

III. Quality of Services in the Time of COVID-19

The April meeting was the first virtual meeting since we began working remotely due to the pandemic. The purpose of this meeting was to check in with one another, review the summary of services that each funded agency is providing during the pandemic and discuss any access issues or other concerns.

Ms. Moreau began the PowerPoint presentation by thanking the committee for joining us on this new platform as we learn and navigate this virtual works to discuss the impact that COVID-19 has on the services provided within the Nassau-Suffolk EMA.

Zoom meeting best practices were displayed and explained.

RWA/MAI Service Delivery System in the Nassau-Suffolk EMA During COVID 19 (Summary)

- Circulo de la Hispanidad provides medical transportation and EIS services. Medical transportation will continue to be provided to all clients to attend their medical appointments. EIS staff are conferencing with other service providers via phone to ensure that their clients are connected to care. Clients with emergent food needs are connected to the agency's pantry program.
- EOC of Suffolk provides medical transportation. Its staff is working remotely with access to phone calls and emails.
- Hispanic Counseling Center provides Mental Health Services: Ryan White clients are continuing to receive individual mental health services remotely through Telehealth. This is inclusive of psychiatric support. Medication refills are being sent remotely by the staff psychiatrist. There are plan to conduct support meetings through the Zoom platform.
- Hudson River Health Care which provides Medical Case Management and Oral Health Services, has their PrEP specialists, and some staff providing service remotely. Clinical teams are still operating on site. The centers are using a telehealth program which allows the patient to utilize their cell phone at home for a medical appointment with a provider. Telephone visits are being implemented to reduce in person visits to the health center and provide support, education and supportive counseling to patients. As per NYS mandate, routine dental procedures are being rescheduled and only emergency dental care is being provided. The oral health care navigator contacted RW OHC patients to notify them and offer support and guidance,
- Long Island Federally Qualified Health Center-LIFQHC provides Oral Health Care Services in Nassau County. The program has suspended routine treatment as per state mandates but we will continue with exams, especially ER exams. The program has rescheduled patients aged 65+ since they are at risk.

- Long Island Gay and Lesbian Youth (LIGALY) provides Early Intervention Services. This EIS program is located at the LGBT Network but currently all of their centers are closed until further notice.
- Nassau Health Care Foundation provides Medical Case Management, Mental Health, Emergency Financial Assistance. MCM staff are on site making wellness calls and referrals over the phone. MCMs are also arranging for blood work appointments, prescription deliveries by phone, and EFA provision needs. Group workshops, Thursday evening clinic and other evening services have been cancelled until further notice. MH staff are conducting individual phone therapy and referrals. EFA services are available for eligible clients enduring a hardship due to COVID 19 and other emergencies.
- Nassau Suffolk Law Services, Legal staff have been working remotely to assist clients with their legal needs. The line for the David Project is checked daily to ensure that client calls are being disseminated and addressed appropriately. During this time of crisis, Law Services is still a phone call away, to assist with questions regarding unemployment, recertification of benefits, Social Security notices, concerns about paying rent, evictions and missed court dates.
- North Shore University Hospital provides Medical Case Management, Mental Health, Outpatient Ambulatory Health Services, Medical Nutrition Therapy. The CART program has transitioned to Telehealth appointment to assure that patients have access to care, with limited on site visits. Most of the physicians are in-house at the main hospital. The lab testing still needs to be done in person; patients still need to come in when possible.
- Options for Community Living, Inc., provides Medical Case Management, Emergency Financial Assistance. The MCM program continues to provide services remotely to its clients. MCM staff is conducting assessments and crisis intervention over the phone or via Skype.
- Research Foundation at SUNY Stony Brook provides Medical Case Management, Medical Nutrition Therapy, Emergency Financial Assistance. MCM and MNT staff are working remotely and providing telehealth follow-up and services. Adolescent and Young Adult (Pediatric Infectious Disease) patients should contact Medical Case Managers for any issues. Clinicians and nurse practitioners are available via phone or email. OB/GYN clinicians serving the HIV population are trained and certified for telehealth services.
- The Edie Windsor Center-Stony Brook Southampton Hospital provides Medical Case Management, Mental Health. The Edie Windsor Center is canceling all routine appointments, operating on an as needed basis. Staff are also providing services remotely. Mental health appointments are available by phone.

- Thursday's Child provides Early Intervention Services, Staff is working remotely with access to phone calls and emails. EIS staff is contacting clients to conduct assessments and assist with service needs.

Agency contact information was provided for all funded services as were resources for staying informed on COVID-19. A copy of this presentation was made available to members.

Concerns regarding access to food during this difficult time were raised. Some food programs and pantries have closed due to pandemic. The lack of available resources in addition to the ability to get to these limited locations have proved challenging for many of the clients. Ms. Maestre reported that a significant number of transportation requests to get food have been received. Information about available food resources need to be shared.

Ms. Rosch, was surprised at the relatively low number of phone calls and help requests that Nassau Suffolk Law Services has received. A flyer is being created to inform individuals of the assistance that is available.

IV. Announcements/Adjournment

- The AIDS Cancer Walk originally scheduled for June 7th has been rescheduled for October 4, 2020 at the same Baldwin Park location.
- Ms. Simon informed the committee about a series of virtual *Ending the Epidemic, Beyond 2020* meetings being planned. More information to follow.
- Ms. Ramirez told the committee that Angels of Long Island in Patchogue has masks for those who need them.

Membership Sub-Committee

V. Membership

Two virtual interviews will be scheduled with prospective members.

Mr. Doepper made a motion which was seconded by Mr. McHugh to adjourn the April 23, 2020 CQM meeting.

All in favor-Motion carried.

