

Nassau-Suffolk HIV Health Services Planning Council  
*Clinical Quality Management Committee*  
October 26, 2023  
**Virtual Zoom Meeting**

**MINUTES**

**MEMBERS PRESENT:**

Darlene Rosch, Esq, Co-Chair  
Susan Baldrige  
Carmen Feliciano  
Ana Huezo  
Hope Sender  
Kerry Thomas  
Crissy Witzke

**MEMBERS ABSENT:**

Angie Partap, Co-Chair  
Johnny Mora  
Joseph Pirone  
Jacqueline Ponce-Rivera  
Patricia Ross  
Erik Rios  
Traci Shelton  
Claire Simon  
Edward Soto  
June Tappan

**GUESTS**

Maureen Simone  
Debra Woodley

**STAFF:**

Georgette Beal  
Nancy O’Keefe  
JoAnn Henn  
Myra Alston

**STAFF Absent:**

**I. Welcome & Introduction**

At 10:10am, Ms. Rosch opened the meeting and welcomed everyone. After introductions were made there was a moment of silence to remember those whom we have lost and those who are surviving.

**II. Approval of Meeting minutes**

June 22, 2023

Mr. Thomas made a motion to accept corrected minutes. Ms. Witzke seconded the motion.  
6 Approved 1 Abstained 0 Opposed

August 24, 2023

Ms. Baldrige made a motion to accept the minutes as read. Ms. Witzke seconded the motion.  
6 Approved 1 Abstained 0 Opposed

**III. Update on CQM site visits**

Site visits have begun; five have already been completed. This year, the site visits are being conducted using a hybrid model. Fiscal and Policy and Procedures reviews and interviews are done virtually, while the record reviews are in person. At these visits, Ms. O’Keefe is completing the CQM portion using the tools providers have been using for the past two years to self-audit records. The purpose of the CQM visit is to assess compliance with Service Standards and to gather additional information to assess Performance Measures. Ms. O’Keefe shared that

she is pleased to learn that the programs are incorporating recommendations and feedback regarding questions about oral health, medical nutrition therapy referrals and mental health diagnoses. There will be a final report when all the site visits have been completed at the end of February.

Looking at the MCM records, it is evident that this population is aging. The number of comorbidities and referrals for medical and social issues including cognitive and isolation, show a focus on addressing the needs of aging clients. These issues can affect health care, and are connected to the social determinants of health. Medical care impacts 10%-20% of physical health; social determinants of health impact the remaining percentage. A future QI project may be an assessment to address aging issues.

Ms. Woodley spoke about the Healthy Aging Program at North Shore CART, which provides a comprehensive screening including issues such as cognitive health, social isolation, and frailty to help identify services that will help clients to live a quality life. An associated care manager is dedicated to the program to ensure referrals are in the system, clients are connecting with providers, and to do follow-up. There is also a peer navigator who makes reminder phone calls, Workshops with an aging focus are offered, including such topics as grief, financial and digital literacy. This program continues to gather information as to what matters to clients. Collaboration is key.

#### **IV. Medical Nutrition Therapy COI Project**

The purpose of the Medical Nutrition Therapy QI Project is twofold: 1. To gain a better understanding of MNT access and, 2. To determine if people are interested in these services. A survey was created to answer both questions. At the last CQM meeting in August, a draft of the MNT Survey was reviewed. Recommendations and suggestions were received. Ms. O'Keefe thanked everyone for their feedback. The revised survey was presented to the committee for approval. It was suggested and implemented that the survey be formatted so that the answers would be *yes* or *no*, although Question #2b and #4, (formerly question #3) have space for comments.

The first goal of this survey is to make sure that there is a clear understanding of what Medical Nutrition services are. The changes approved by the committee are:

- The preposition *by* replacing *at* to be written as: These funded services are provided *at* North Shore university Hospital, Stony Brook University Hospital, and the Edie Windsor Healthcare Center...
- Replacing MNT with *nutrition services* throughout the survey.
- The following wording was added for clarification of who can receive MNT services: *Clients do not have to be receiving HIV Care at North Shore University Hospital and Stony Brook Hospital to be eligible for MNT services.*
- Adding *Nutrition Services not recommended by a doctor* as a reason for Question #3.
- Question #5: Have you ever received or are you currently receiving nutrition services from another program? (yes or no) moved up to question #3.
- Grammatical errors were corrected.

The first question asks if the client has ever or is currently receiving nutrition services (formerly MNT). Based on the response, the client would be directed to skip to either Question #2 or #4. If yes, question #2 is divided into *a: From which program have you received these services?* Clients would check off North Shore University Hospital, Stony Brook University Hospital or Edie Windsor Healthcare Center, which was added for consistency and clarity. *Part b* asks: *Did you find them helpful in maintaining your HIV medical care.?* The choices were Very helpful, Somewhat helpful, Not helpful. *If not helpful, why not?* with space to leave a comment.

Question #4, *if you have NOT ever received nutrition services, why not?* (check all that apply). *Nutrition services were not recommended by a doctor.* It should be noted that a doctor's referral is required to receive nutrition services. There is also space to list any other reason for not receiving these services.

Last question, now #5, removing, ~~*Currently receiving MNT through the program listed above*~~  
Now written as: *If you never received or are not currently receiving Nutrition Services, would you like to receive them?*

Once the changes were approved, there was discussion about how best to administer and disseminate the survey as well as to set a goal for the number of completed surveys and establish a timeframe. Ms. Witzke suggested a cheat sheet for clients as well as those providing the screening, such as a cover letter for the survey that explains Medical Nutrition Therapy, what it is and what it's not. Perhaps include a bulleted list of health conditions (Diabetes, high blood pressure and cholesterol) of those who would benefit from these services.

The committee agreed that the survey should be sent to all providers, with the understanding that not all programs will have large numbers of completed surveys as not all providers see the clients in person. Mr. Thomas acknowledged that the survey is a good engagement tool to raise awareness of these services that may be beneficial to clients. He also offered putting the survey and a self-addressed stamped envelope in the agency's supply bags for those who prefer to complete the survey on their own. By including the stamped self addressed envelope, it may encourage the completion and submission of the survey.

Ms. Rosch said that incentives to complete the survey are always helpful. Unfortunately, there may not be funds available, since incentives are intended for those completing the new Consumer Survey which will have more than five questions to answer. The unduplicated number of clients served in the EMA is estimated at about 2,000 so a target goal of 200 (10%) completed surveys was set, to get a representative sample. The official launch of the survey is planned for January 2024.

## **V. Announcements/Adjournment**

World AIDS Day is December first. There is a number of events being planned in recognition of the day. The Planning Council's World AIDS Day event is scheduled for Friday evening, December 1<sup>st</sup> at Captain Bills in Bay Shore. The theme is the Story of Us. This is our first in-person event in four years. The deadline to register (which is required) is November 10. There is a two person limit per agency. Sponsorship opportunities are still available.

Thursday's Child is also hosting a World AIDS Day event on Friday, December 1 from 4pm-5pm at the Dennison Building in Hauppauge, which will be lit in red at dusk to commemorate the day.

NUMC plans to have a WAD event on-site on December 1, 2023. Details to follow.

NSUH will be sending out a flyer detailing its World AIDS Day event.

The Healthy Aging program is hosting an event on November 8, 2023. A flyer will be sent out. This information will also be included in the weekly grant mailing.

Ms. Huezo made a motion to end the public portion of the CQM committee meeting. Ms. Baldrige seconded that motion.

All in favor. Motion carried.

**Membership sub-committee**

The planning council application to be reviewed was incomplete. The applicant will be contacted to submit the missing paperwork. Once received, the application will be presented at the next membership meeting,