



Quality and Performance Measures (QPM) Team

Meeting Notes April 21, 2021

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Meeting Notes

Participants: Belinda Clark, Christina Del Vecchio, Mildred Diaz, Tawana Guadarrama, Daniel Hulton, Clunie Jean-Baptiste, Coley Jones, Dionne Kotey, Luis Magaña, Susan Major, Erika Mott, Mitchell Namias, Maribel Nieves, Lujé Pierre Louis, Shaquille Pigatt, Joselyn Rodriguez, Tajae Sergeant, Sue Speers, Antoinette Thuillier

Facilitator: Peta-Gaye Nembhard

Recorder: Dave Bechtel

Meeting Accomplishments

The team accomplished the following tasks:

- Learned about a photo-storytelling initiative designed to “banish stigma” – [Through Positive Eyes](#).
- Started planning a **Quality Webinar** for Fall 2021. The webinar will be held on the morning of a third Wednesday in the fall, and can feature speakers and quality improvement projects that seek to: improve PrEP use among Black men and women, decrease STIs (sexually transmitted infections) among young people, re-engage people living with HIV in care, and assess stigma.

Identified Tasks

- All QPM members are encouraged to **share suggestions for the Quality Webinar** with [Dave](#) and [Peta-Gaye](#), building on the ideas discussed at the meeting. Suggestions can include:
 - Quality improvement projects that address key topics, or individuals to contact who may know about quality improvement projects.
 - Keynote speakers and/or speakers who can tell their personal stories that set the context for improvement projects (e.g., experiences with stigma, re-engaging in care).
 - Ways to make the webinar engaging.
 - QPM staff and co-chairs will reach out to staff at the Ryan White Parts to help identify quality improvement projects and speakers.
 - QPM staff will share the Through Your Eyes initiative with the Getting To Zero (G2Z) Committee.
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Welcome and Introductions

DAC co-chair Peta-Gaye Nembhard welcomed everyone to the Quality and Performance Measures (QPM) Team at 11:04 am. QPM reviews and discusses data, develops indicators to track our progress in HIV prevention and care, and helps improve the quality of HIV prevention and care.

Participants introduced themselves and approved the March QPM meeting notes by consensus.



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Update from March Meeting

Ms. Nembhard noted that at our March meeting, Nilda Fernandez shared plans for pilot-testing a version of the HIV Stigma Scale. The QPM team has talked for several years about how to measure the level of stigma in Connecticut. The HIV Stigma Scale may be one way to help do this.

Dave Bechtel then provided an update on measuring stigma. (Ms. Fernandez and her team have not completed pilot-testing the HIV Stigma Scale yet, so will update the team at a future meeting.) Dave did attend two webinars on stigma. It appears that the HIV Stigma Scale is one of the main instruments used to assess stigma.

Dave also reviewed [Through Positive Eyes](#), an initiative whose goal is to use the arts to “banish” HIV stigma. It’s a collaborative photo-storytelling project by more than 130 people living with HIV (PLWH) in cities around the world. They teach workshops in photo-storytelling to PLWH who then create their own projects. These projects help people identify with PLWH – through real photos and stories.

Ms. Nembhard suggested sharing this information with the Getting To Zero Committee (Dave has shared it with the Membership and Awareness Committee and Positive Prevention CT). Tawana Guadarrama will share it with her colleagues at Latino Community Services who are working with MSM (men who have sex with men) of color on social media campaigns. In the chat, Antoinette Thuillier stated: “They're beautiful, I'm definitely going to check it out.”

Planning a Quality Webinar

Ms. Nembhard noted that back in September 2019, QPM hosted a Quality Summit with the Ryan White Hartford, CCMC / UConn Health, the New England AIDS Education & Training Center, DPH, and the Center for Quality Improvement and Innovation (formerly the National Quality Center). The focus of the summit was on the intersection of housing, Hepatitis C & HIV. As we have moved to virtual meetings, the CHPC has discussed holding webinars on different topics in Fall 2021. Today, we wanted to discuss options for holding a Quality Improvement (QI) webinar in the fall.

Webinar Topics. Participants started the discussion with a poll to help identify topics to address. Participants voted for their top priorities:

- Improving PrEP use among Black men and women (**53%**)
- Decreasing the incidence of STIs particularly among young people¹ (**53%**)
- Re-engaging PLWH in care (**53%**)
- Strategies to engage PLWH during COVID (40%)
- Assessing stigma (27%)

Participants also suggested other topics to consider. Ms. Thuillier suggested re-engagement could also focus on strategies to engage PLWH who are **homeless** during COVID. Ms. Nembhard agreed that

¹ The highest STI rates are among young people ages 13 through 24.



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housing is consistently a top-three need among consumers, and noted that ACT and CCMC have received funding to address housing during COVID. Ryan White Hartford is also using carryover funds from the CARES Act for housing. Lujie Pierre Louis suggested looking at **aging and HIV**: how do people living with the virus for over 20 years feel about aging with HIV? Ms. Nembhard noted that many members of the Ryan White Planning Council can speak to this issue. Mr. Pierre Louis also suggested hearing from PLWH on their **experiences with stigma** as part of a session on assessing stigma. Ms. Nembhard noted that the Membership and Awareness Committee (MAC) might have participants who could speak on this topic.

Webinar Day and Time. Ms. Nembhard asked for suggestions on the timing for the webinar. Typically, on-line webinars are shorter than in-person conferences. The 2019 Quality Summit was a full day.

Belinda Clark suggested a morning session. Sue Major noted that the 2019 Summit was on the third Wednesday in September, which worked well as many participants hold that day for CHPC meetings. Mitchell Namias suggested included a 10-minute break. The group agreed that a **morning session on the third Wednesday of September or October** would be good.

Potential Projects / Speakers. Ms. Nembhard asked the team how we can identify quality improvement (QI) projects and potential presenters / speakers. Dionne Kotey stated that several of her region's providers are conducting projects – including on increasing STI screening rates. Clunie Jean-Baptiste stated that several Ryan White Part C providers completed QI project on STIs in 2020. Christina Del Vecchio stated that community health centers are working on a variety of QI projects. Dave and Peta-Gaye can also check with Laura Aponte (Part B), Danielle Warren Dias (Part D), and Bob Sideleau (Part F) to help identify projects.

Participants discussed potential keynote speakers. Building on the earlier discussion, Ms. Nembhard stated that a speaker could be a PLWH sharing their experience with homelessness or stigma. Mr. Namias stated that DPH could submit a Capacity-Building Assistance (CBA) request on a specific topic. Ms. Major noted that CBAs are typically for a specific task, so might need to be part of a broader request for assistance. Ms. Major suggested contacting Bob Sideleau for speakers; he recently sponsored a webinar on the impacts of COVID. The Center for Quality Improvement and Innovation could be another source; Clemens Steinbock from the Center spoke at the 2019 Quality Summit. Ms. Nembhard stated that a speaker could also address how providers had to reimagine their services during COVID in ways that may result in permanent improvements.

Making the Webinar Engaging. Ms. Nembhard asked participants for suggestions on how to make the webinar engaging:

- **Breakout rooms.** Erika Mott suggested having breakout rooms on topics. With smaller groups, there can be more discussion and interaction. The groups can then come back together to share the themes from their discussions. Dave noted that the 2019 Summit featured a Best Practice Carousel, with small groups hearing from different speakers about their projects. This could be adapted with the breakout rooms.
- **Games.** Ms. Nembhard noted that Clemens facilitated a quality version of Jeopardy at the 2019 Summit. There might be ways to incorporate similar games for the webinar.



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- **Polls.** Ms. Major liked having ice breaker polls at the beginning of CHPC meetings, and using polls at the start of presentations.
- **Movie Clips / Music.** Mr. Pierre Louis suggested using movie clips to making presentations more engaging. Mr. Pierre Louis used a movie clip where a character discloses his HIV status to engage a group of patients in conversations about stigma. Dave noted that Dante Gennaro has used music and fun activities as part of breaks during on-line meetings and conferences.
- **Consumer Perspectives.** Ms. Nembhard described a week-long training sponsored by the Center for Quality Improvement and Innovation that trained consumers in quality improvement, and also featured consumers telling their stories. The consumer perspective is vital; the webinar can feature the voices and stories of PLWH. Mr. Pierre Louis stated one of his clients made the journey from homelessness to becoming a City Councilman in Bridgeport. This person might be willing to speak.

Next Steps. Ms. Clark suggested that all QPM team members email ideas for the Quality Webinar. Participants may need time to think about the topics, projects, speakers and approaches to use. The team agreed to **email suggestions** to Dave (bechtel@xsector.com) and Peta-Gaye (NEMBP001@hartford.gov) – about potential presenters, projects, speakers, and ways to make the webinar engaging.

Meeting Feedback

Ms. Nembhard asked participants to share feedback on the meeting by completing sharing feedback via the chat (see sidebar) and completing a 2-question online, anonymous feedback form (see below).

Dave asked the group about using breakout rooms for QPM meetings. Would this be helpful in having on-line discussions, given the size of the group? Ms. Clark agreed that breakout groups would be useful. They could be organized by topic, with people choosing the topic they are interested in (e.g., PrEP, STIs, re-engaging in care). She also thanked Peta-Gaye for doing a great job: the information we receive and share is wonderful.

Feedback via Chat

- Dionne Kotey: Just want to say you're doing a great job, Peta-Gaye!
- Clunie Jean-Baptiste: Great Job!
- Luje Pierre Louis: Groovy background Peta-Gaye!
- Mitchell Namias: Great meeting all. Thank you!
- Maribel Nieves: Thanks for your service and for involving all us in the meeting.
- Erika Mott: Thank you!
- Antoinette Thuillier: Thank you!

Ten (10) participants completed the feedback form. Themes included:

- **Liked Best about the Meeting.** The discussion and sharing of ideas for the Quality Webinar, the Through Positive Eyes information, learning more about QPM (as a new member), and specific ideas like having breakout rooms.
- **Suggestions for Future Meetings.** Including an ice breaker question and engaging members in activities during the meeting.
- **Suggestion for Webinar Speaker.** John Gardner from Gilead is a good speaker.



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Adjourn

The meeting adjourned at 12:15 pm.

##End QPM Notes##