

Nassau-Suffolk HIV Health Services Planning Council
Clinical Quality Management Committee
April 22, 2021
Virtual Zoom Meeting

MINUTES

MEMBERS PRESENT:

Joseph Pirone Co-Chair
Darlene Rosch, Esq. Co-Chair
William Doepper
Juli Grey-Owens
Ana Huezo
Kevin McHugh
Teresa Maestre
Erik Rios
Anthony Santella, DrPH
Claire Simon
Kerry Thomas
Crissy Witzke

MEMBERS ABSENT:

Johnny Mora
Jacqueline Ponce-Rivera
Hope Sender
Traci Shelton

GUESTS

Janice Davidson
Kristy Raniere
George Marzen

STAFF:

Georgette Beal
Nancy O'Keefe
JoAnn Henn
Myra Alston
Katie Ramirez

STAFF Absent:

I. Welcome & Introduction

Ms. Rosch, Co-chair, opened the meeting at 10:06am. There were introductions, followed by a moment of silence to remember those whom we have lost, as well as those suffering from the effects of COVID-19.

II. Approval of February 25, Minutes

Ms. Grey-Owens made a motion and Mr. Doepper seconded the motion to accept the February 25, 2020 meeting minutes as read.
3 Abstentions 0 Opposed 7 Approved. Motion carried.

III. Review of HIV Module Results for the Last Two Quarters

Ms. O'Keefe gave a presentation entitled, *Trends and Service Standards* that compared viral load suppression and care plan trends for the two quarters of 10/1/2019-9/30/2020 and 1/1/2020-12/31/2020. Noting that data from two quarters is not enough to identify specific trends, Ms. O'Keefe informed the committee that subsequent quarterly data will continue to be added to the chart, which will be helpful to identify to future trends. Viral load suppression percentages were compared with regional and national percentages for medical transportation (MT), outpatient

ambulatory care services (OAHS), medical case management (MCM), and medical nutrition therapy (MNT).

Care plan trends were also compared with the regional and national percentages within the priorities of mental health (MH), medical case management (MCM), oral healthcare (OH), and medical nutrition therapy (MNT).

The findings

Viral Load Suppression (VLS)

There are two funded medical transportation providers. The viral load suppression rate was lower than usual for the third quarter; the assumption is that the pandemic disrupted services and that our medical transportation providers had fewer rides and less access to test results. There was an increase in VLS for the fourth quarter which was comparable to state, regional and national percentages. Outpatient Ambulatory Health Services (OAHS) rates increased for the fourth quarter, surpassing state, regional, and national percentages. Medical Case Management (MCM) data received from seven providers showed that both quarters were comparable within the priority, with two notable exceptions. One provider had a significant increase in the fourth quarter (24%) and another had data for only one quarter. The other providers had VLS rates that were comparable to or exceeded the state, regional, and national numbers.

Care Plan Trends

Reviewing the data from four Mental Health providers showed that two significantly exceeded the state, regional, and national percentages for both quarters. One had similar trends and one provider was below state, regional and national trends for both quarters.

Both quarters were similar with the agencies, with slight fluctuations up and down. Only one provider had a percentage that was lower than the other providers for both quarters, as well as for the state, regional, and national. One explanation is that maintaining a care plan was challenging during COVID. Communication and contact was hampered by the capacity of some clients to access and navigate technological that was new, unfamiliar, and in some cases, unavailable. There were also issues of privacy and confidentiality concerns.

Medical Case Management (MCM) had data from seven providers, one of which only had data for the fourth quarter and was the highest at 90%, two providers had the same percentage for both quarters (81%, 73%). Three providers showed an increase in the fourth quarter, one with a substantial 33% increase. The other had a slight decrease of 2% in the fourth quarter.

Oral Health care plan completion rate was 95%, 1% higher than the state, regional and national rate of 94%.

Medical Nutrition Therapy (MNT) had data from two providers, one of which was higher than that of the state, regional, and national data for both quarters. The other provider had a significantly lower percentage. This agency experienced staff changes and identified issues with needing make adjustments and data entry.

Ms. Witzke also commented that the timeframe in which clients are seen and the data collected can have an effect on the percentages. Twice a year does not always translate to every six months, and the information gathered may be included in the following quarter.

A copy of this presentation was sent to committee members after the meeting for reference and review.

IV. Service Standards Update

The second part of the presentation focused on the service standards. Including what should be addressed in the service standards. As per new HRSA guidelines, performance measures are not included in the actual service standards.

General standard for all services include:

- Each standard begins with a definition
- Intake & Eligibility (proof of HIV status, proof of residence in Nassau or Suffolk County, etc.)
- Key Services Components and Activities (policies and procedures regarding sliding fee scales, annual performance reviews, etc.)
- Personnel Qualifications (staff must have knowledge of working with PLWH)
- Transition & Discharge (conditions resulting in termination in program may include: attainment of goals, change in status which results in program ineligibility, etc.)

V. Co-chair Terms

Co-chair terms are for two years. The term for the current co-chairs will end at the end of September. One of the co-chairs needs to be a consumer. Nominations will be taken and an election held.

VI. Announcements/Adjournment

Ms. Rosch shared the good news of Ms. Victoria Osk's promotion to Executive Director at Nassau Suffolk Law Services.

Mr. Ruiz informed the committee that COVID vaccines were available at the Patchogue and Brentwood locations of Sun River Health. COVID vaccines are also available at Nassau Department of Health for all NYS residents.

A motion was made by Ms. Thomas and seconded by Mr. Pirone to adjourn the April 22, 2021 Clinical Quality Management meeting.

Membership sub-committee

The membership sub-committee met after the CQM meeting to discuss membership. Three Planning Council members have agreed to continue for a second term. Beginning the process now ensures a seamless transition to a second term without interruption. Their names will be added to Survey Monkey for balloting. Planning Council members will receive a link to vote on the candidates as well as sign conflict of interest and confidentiality statements.

Mr. Ruiz, Chair of the Planning Council informed the committee of an interested candidate who could potentially fill the long vacant Substance Abuse Provider category. This candidate is expected to submit an application in time for the next sub-committee meeting

VII. Virtual Open House

To assist recruitment efforts, a Planning Council virtual open house is scheduled for Wednesday, May 19, 2021 from 6pm-7pm via Zoom. There will be a PowerPoint presentation, four panelists, and a Q & A session. Flyers will be sent to Planning Council and committee members, providers and included in the weekly grant mailing to advertise the event.