

*Clinical Quality Management Committee*

**August 27, 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  
Jacqueline Ponce-Rivera  
Erik Rios  
Anthony Santella, DrPH  
Hope Sender  
Crissy Witzke

**MEMBERS ABSENT:**

Joseph Pirone, Co-chair  
Rev. Loring Pasmore  
Christie Rode  
Traci Shelton

**GUESTS**

Blanca Nunez  
Vanessa Okeke  
Jennifer Pollina  
Melissa Sikhora  
Claire Simon  
Kerry Thomas

**STAFF:**

JoAnn Henn  
Myra Alston  
Katie Ramirez  
Stephanie Moreau

**STAFF Absent:**

Georgette Beal

**I. Welcome & Introduction**

Ms. Rosch, Co-Chair opened the meeting at 10:05am. There was a moment of silence to remember those whom we have lost and to remember what we are doing in regards to HIV in the time of COVID-19, and why we are here.

Mr. Doepper made a motion and Ms. Grey-Owens seconded the motion to accept the April 23, 2020 meeting minutes as read.

2 Abstentions                      0 Opposed                      9 Approved. Motion carried.

**3 Oral Health: Closing the Loop**

Quality Improvement (QI) entails the development and implementation of activities to make changes to the program in response to performance data. Recipients are required to implement QI activities aimed at improving patient care, health outcomes, and patient satisfaction. QI projects shall be reviewed as to their impact on patient care and positive health outcomes. Based on the findings from the 2018 QM visit, the committee voted to move forward on a QI project to improve the rate of documented Oral Health examinations and referrals as the overall percentage for the EMA was **67%**. Intakes, assessments, and reassessments were reviewed for clarity and consistency. During the QI project on oral health, an oral health brochure was created

and approved, technical assistance was provided when needed and a new oral provider in Nassau County was funded.

Ms. Moreau presented a final report on the results of the project in the form of a PowerPoint presentation. This report included an overview of the process, summary of activities, a documentation of the Oral Health examination and referral (Baseline/2020 update) and the overall improvement of the EMA. In 2018, the average indicated that **67%** of the 97 Medical Case Management charts reviewed had sufficient documentation of oral health examination and referrals for care. In 2020, the agency site visit reports revealed that **90%** of the 124 Medical Case Management charts reviewed had sufficient documentation of oral health examination and referrals for care. The total percentage of improvement on this indicator was **23%**. Most agencies showed a significant increase in the documentation of oral health care examinations and referrals for care. Agency 7 (jail) went from 0% to 100%. The reason for this increase is that there is not a specific oral health care question on the intake form. Although individuals are not there for an extended period of time, oral health is addressed and discussed during the process. There was a slight decrease for two agencies. The use of non-standardized questions was cited as possible reasons.

So the question was asked if the goal of the Quality Improvement project was met. The accuracy of the data was not questioned, just the timeframe. While many committee members agreed that the data period should be from August 2019-February 2020, one member said that we do not have enough data to determine if we have met the goal, suggesting that a 6month-12month post-COVID review would better determine if that goal is being met. Many dentists and oral health providers were closed during this pandemic, beginning in March. A decrease in oral health services is anticipated and expected. After much discussion, the committee decided that in light of the epidemic, not to continue with the QI project at this time. It will be revisited later. The committee agreed the next data periods will be a January 2020-December 2022 and January 2020-December 2023.

#### **4 Medical Transportation- Utilization Review and Discussion**

There had been increased utilization of medical transportation in both counties in 2019 and very early 2020. As a result, a Medical Transportation Quality Improvement project was initiated at the end of 2019. At the February 2020 CQM meeting, Nassau and Suffolk County transportation programs gave presentations to address the issue and offer solutions. Participating agencies included county run programs, and those funded through Ryan Part A, B, and D and Medicaid transportation providers funded through Part A, one in each county. Ryan White Part A is a payer of last resort. Most MT requests are primarily medical trips to Northwell, NUMC, and LIGQHC. It should be noted that this meeting occurred pre-COVID. Recommendations and plans of action are postponed due to the pandemic.

Information was provided to the committee on 2019 medical transportation in comparison to 2020, Comparison data of the two agencies with the timeframe of March 1, 2019-June 30, 2020 illustrated the increase in utilization for that time period. Circulo averaged more medical transportation trips than did EOC. It is necessary to make certain that all individuals are enrolled in Medicaid, Circulo does provide medical transportation until Medicaid is approved.

There was a review of 2020 utilization data for the months of March through June, which showed a steady decrease as the pandemic progressed. There was not a pressing need for medical transportation as many clients were opting for telehealth as a safer option for their medical care. The slide shows a slight gradual increase in utilization from April 2020-June 2020. Providers are making sure medical transportation is available to those who need it. This will be challenging. Certain CDC guidelines need to be followed, including the number of passengers permitted in a vehicle which will increase the number of trips needing to be scheduled. This utilization review provided an overview of Medical Transportation as we move forward ensuring consumers have access to their medical care.

## **5 Administrative Mechanism (review)**

A copy of the revised 2020 Administrative Mechanism was given to CQM members. This committee is responsible for conducting an evaluation of the Nassau-Suffolk EMA's administrative mechanism, to assess the efficiency of the process used by the Recipient(Nassau County) and the Technical Support Agency (United Way of Long Island,) to rapidly allocate funds to areas of greatest need in terms of timeliness and efficiency in carrying out or overseeing the contracting process, including the requests for proposals (RFP) process, awarding grants/contracts to providers, and disbursement of funds. If the administrative mechanism is not working well, the Planning Council is responsible for making formal recommendations to the CEO of the EMA. The Administrative Mechanism will be sent to Planning Council members and Part A funded providers via Survey Monkey. A report of the findings will be presented at the next CQM meeting.

## **6 Announcements/Adjournment**

There were no announcements. However, the phone numbers of Nassau-Suffolk Law Services were shared with the committee in regards to the David Project.

Mr. McHugh made a motion which was seconded Mr. Doepper to adjourn the August 27, 2020 CQM meeting.

All in favor-motion carried

## **Membership Sub-Committee**

The membership subcommittee met to discuss changes in the voting process in light of the pandemic. Eight Planning Council nominees are on the ballot, three of whom are second term nominations. Members present agreed that voting will take place via Survey Monkey. Consumers on the ballot will complete and submit a HIPAA release form and will be referred to as community advocates for the sake of confidentiality during voting. Planning Council members will have completed a conflict of interest form and agreement not to discuss the candidates. The Survey Monkey link to vote will only be sent to Planning Council members.