



HUMAN SERVICES DEPARTMENT
COMMUNITY PARTNERSHIPS DIVISION

115 S Andrews Avenue, Room A360 • Fort Lauderdale, Florida 33301 954-357-8647 • FAX 954-357-8204

BEHAVIORAL HEALTH NETWORK MEETING

Date: April 16th, 2021 at 3 PM – 4:15 PM

Location: [WebEx Virtual Meeting Platform](#)

Facilitator: Clinical Quality Management Staff

quality@brhpc.org

(954) 561-9681 ext. 1250

AGENDA

- I. Call to Order**
- II. Welcome/Introductions**
 - A. Clinical Quality Management Coordinator Contact Information
 - Name: Vanessa Oratien
 - Phone: 954-561-9681 x 1343
 - Email: voratien@brhpc.org
- III. Network Meeting Evaluation Results**
- IV. Behavioral Health Services Access**
 - Cultural and Language Challenges
 - Spiritual Beliefs
- V. Emotional Fitness Training**
- VI. Discussion: COVID-19 Vaccine**
- VII. Case Study Assignment**
- VIII. Announcements**
- IX. Adjournment**

Next Meeting Date: July 16, 2021

Broward County Board of County Commissioners
Mark D. Bogen • Beam Furr • Steve Geller • Dale V.C. Holness • Chip LaMarca • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine
Broward.org





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BEHAVIORAL HEALTH NETWORK MEETING

Friday, January 15, 2021

WebEx Virtual Conference Room

MINUTES

PROVIDERS PRESENT

Joel Montgomery, AHF
David Shelton, AHF
John Baumgartner, Broward House
Daisha Vargas, Broward House
Jamie Powers, Broward House
Doris Kitchen, Broward Health
Elizabeth Johnson, Memorial
Hugo Rocchia, Care Resource
Nilda Montalvo, BCFHC

GUESTS

Gritell Martinez, BRHPC

CLINICAL QUALITY MANAGEMENT (CQM) SUPPORT STAFF

Debbie Cestaro-Seifer
Nicolette Duong
Whitney Saint-Fleur

MANAGEMENT (CQM) SUPPORT STAFF Contact Information

Whitney Saint-Fleur
954-561-9681 x 1219
wsaintfleur@brhpc.org

Nicolette Duong
954-561-9681 x 1244
nduong@brhpc.org

PART A RECIPIENT STAFF

Kelsey Giglioli
Timothy Thompson

I. Call to Order

- The meeting was called to order at 3:02 p.m.

II. Welcome/Introductions

- CQM Support Staff welcomed all attendees and made a statement of the meeting's goal. Individual introductions were made.

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III. Behavioral Health Services Access

- Brainstorm Quality Improvement Activities to Improve Client Access to Behavioral Health Services
 - a. What is a “warm handoff”? What does it look like?
 - i. Broward House: The overall goal is to engage the client and walk them through the process. Examples include speaking to the social worker and making phone calls while the client is in the room.
 - ii. Memorial: Connecting the client directly with the provider, walking the client down the hallway and making introductions (MCM, therapist, Doctors).
 - iii. Broward Health: Introductions are made to the client and business cards are provided. The client is also informed that they will be seen after they are seen by the doctor or sometime during their visit.
 - iv. Care Resource: Pre-registration occurs on the website which informs staff that the patient is scheduled. There is ample front desk staff and the current process is working to ensure the clients have access all needed service providers. Staff is currently discussing how to do virtual handoffs.
 - b. Describe your vision: What would a training on promoting emotional fitness look like for Broward EMA RW Part A providers/staff?
 - i. Broward House: Changing the language, training on active listening, and teaching RW case managers how to apply therapeutic language skills in discussing behavioral health services. There should be complete awareness and case managers should be able to address client expectations for the service.
 - ii. BCFHC: When making introductions, discuss the promotion of emotional fitness as an additional service that is part of the care team.
 - iii. Care Resource: Skills of Dialectical Behavior Therapy (DBT) were extremely useful during the pandemic and has continued to be used in therapy.
 - iv. AHF: Emotional hygiene is valuable and important. Regarding promotion, staff should understand what their own personal biases are (Are they in the right state of mind? Do they use the right language? Are they using active listening skills?). Staff could be more focused on pushing an agenda rather than actively listening. This can hinder the therapeutic relationship (Is there a self-reflecting path?). Competency training could also be provided.
 - v. Broward Health: The emotional fitness definition includes being resilient, positive and focused. It means you can change your mindset from angry, anxious or sad and simultaneously focus on constructive

emotions and tasks. Ultimately, you can bounce right back and continue your journey even stronger than you were before.

- vi. Memorial: Training on what is going on during the pandemic: checking in on people who are burning out or struggling emotionally. Addressing self-care for staff may assist staff to better support the emotional health of clients.

c. Cultural and Language Challenges - Will discuss at the next meeting.

d. Spiritual Beliefs - Will discuss at the next meeting.

IV. Service Delivery Model Updates

- Mental Health and Substance Use SDMs approved by HIV Planning Council on September 24, 2020. Updated versions can be found [here](#).
- New trauma screening added to the assessment in PE.
 - a. Recipient staff emphasized that the provider must document the screening findings using a tab specifically created in the Biopsychosocial Assessment in PE. The PDF of the Primary Care PTSD Screen for DSM-5 (PC-PTSD-5) is attached to these minutes.
 - b. Care Resource utilizes a different software for documenting the Biopsychosocial and inquired about documenting Biopsychosocial Assessments in PE.

V. Announcements

- CQM Support Staff
 - a. Reminder to complete FY 20-21 Behavioral Health Network Meetings Evaluation: <https://survey.alchemer.com/s3/6121295/Network-Evaluation-Behavioral-Health>
- Agencies
 - a. No updates
- Recipient
 - a. The Recipient Staff is working on identifying the problem with the email referral system in PE and should have resolution soon which will be shared with all providers.
 - b. Sweeps process in PE has been completed. Recipient staff will be sending out an email regarding funds from the previous 6 months that will be moved to the new contracts. CARES Act funds for second half of the year are also in the new contracts.

VI. Adjournment

- The meeting was adjourned at 4:02 p.m.

Next Meeting Date: April 16, 2021



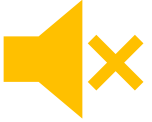
Behavioral Health Network Meeting

April 16th, 2021

3:00 – 4:15 PM



Housekeeping Rules



Mute Microphone

Participants will be automatically muted to limit background noise



Identify Yourself

State your name and agency when speaking



Use the Chat Box

Type in the chat box to identify yourself and agency, ask questions, and request additional clarification



Raise Your Hand

The “raise hand” option will notify the presenter of any questions that may arise



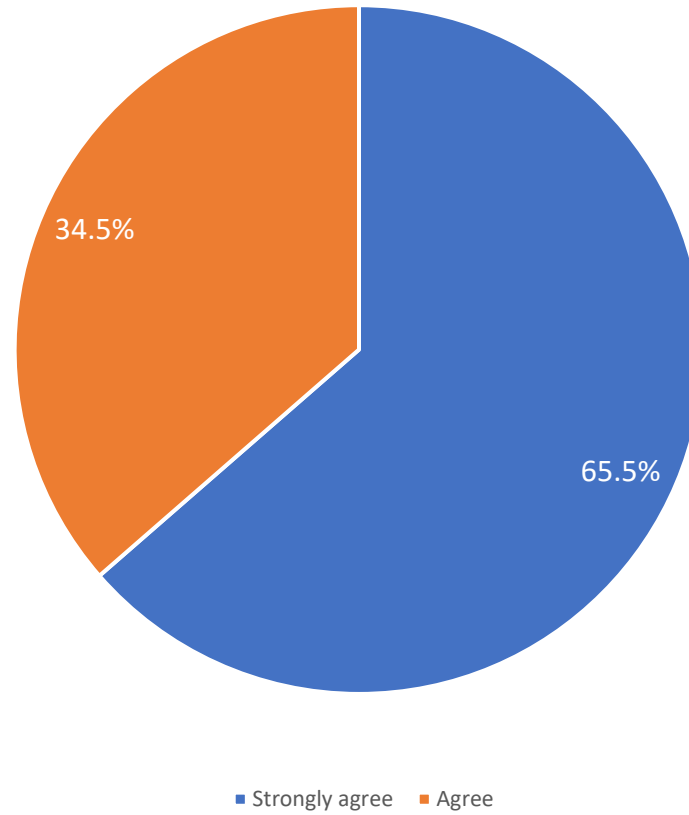
Ask Questions

Please save questions until the end of each slide

Welcome & Introductions

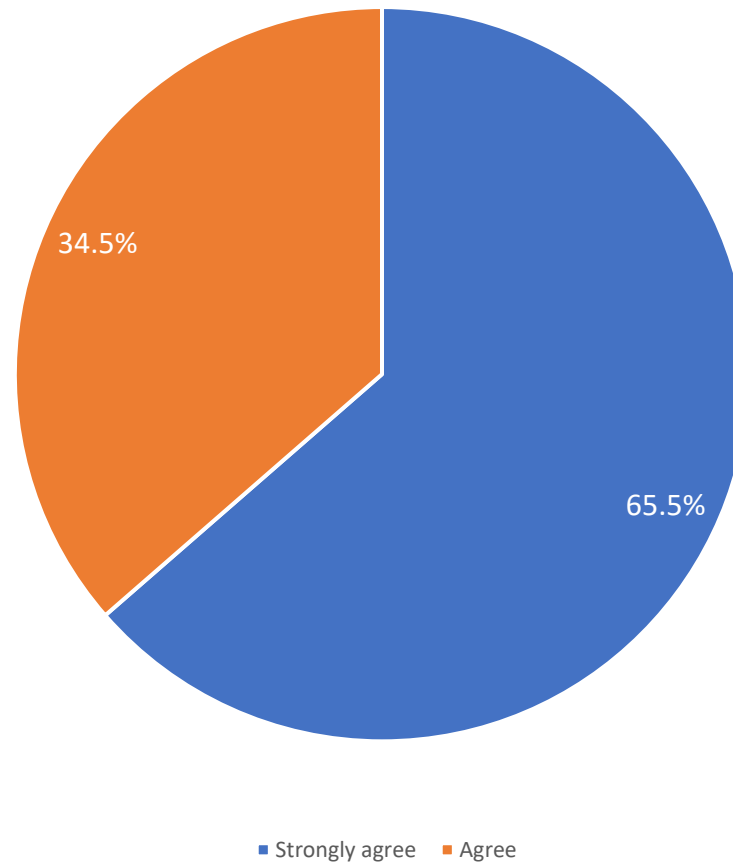
Network Meeting Evaluation Results

1. The meeting agenda consisted of topics that were informational, constructive, and beneficial to deliver Ryan White Part A services.



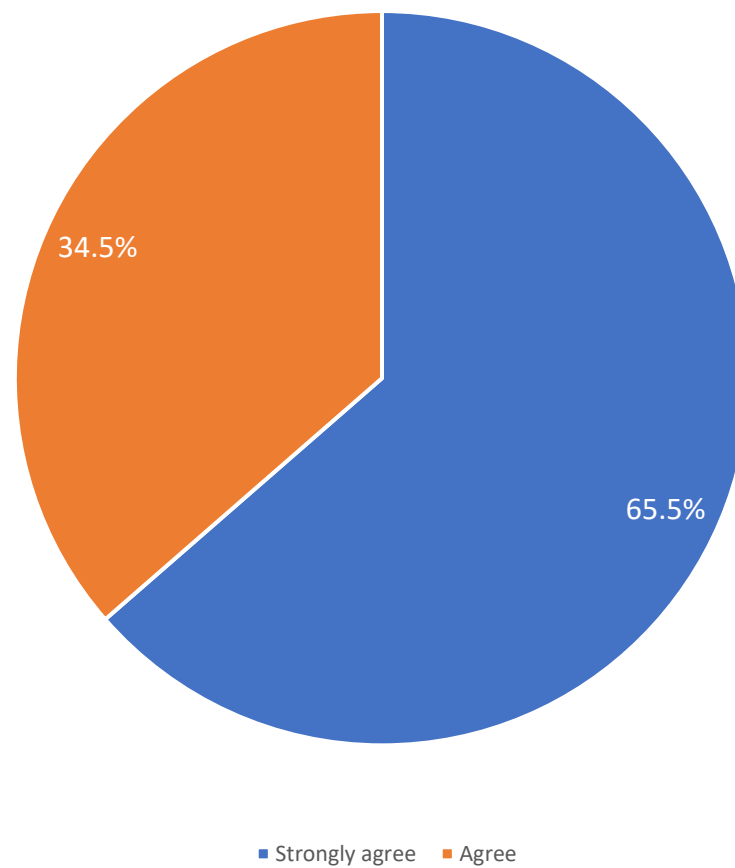
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2. The meeting discussions were on-topic, constructive, and valuable.



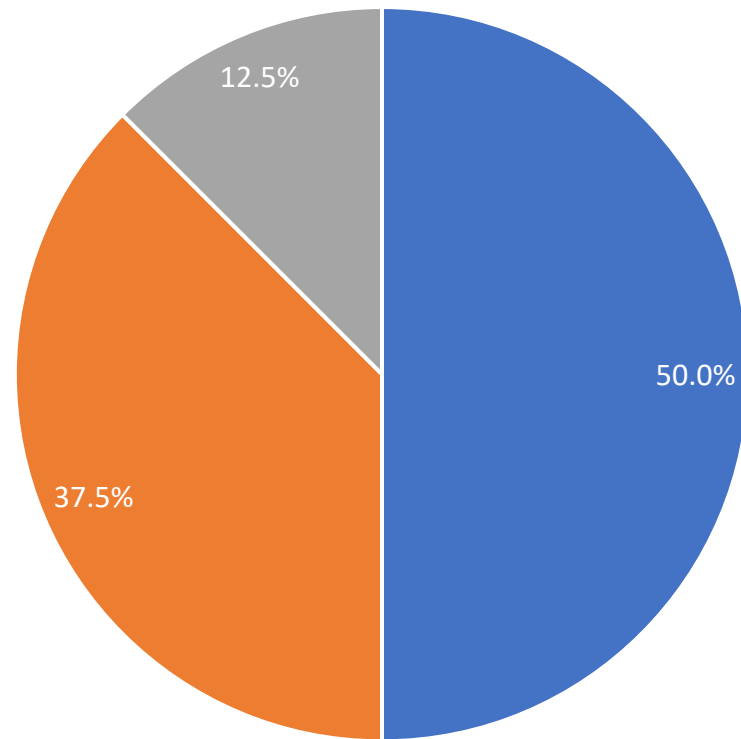
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3. The meeting materials were well organized, visually appealing, and easy to follow.



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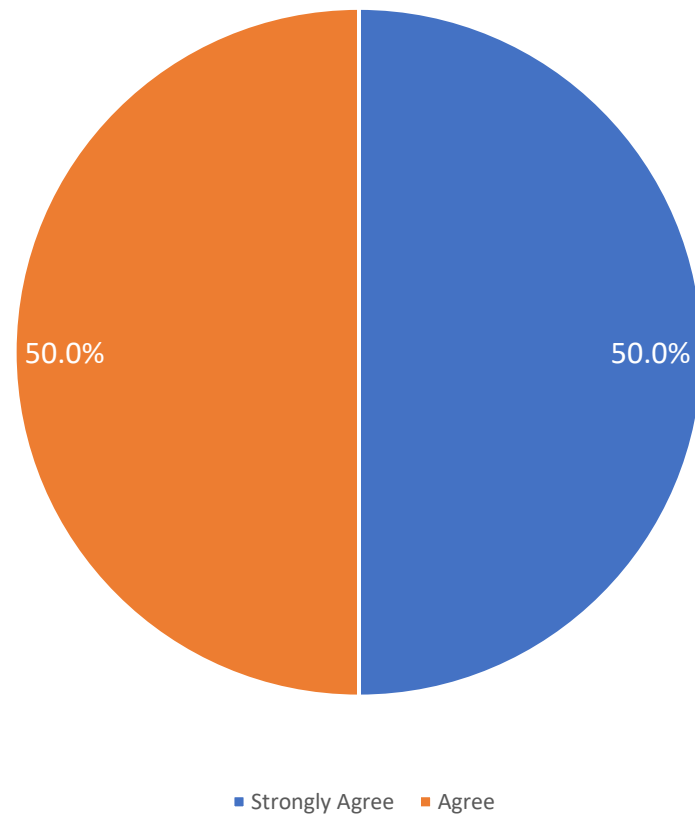
4. I was able to utilize WebEx meeting platform to effectively participate in this meeting.



■ Strongly Agree ■ Agree ■ Neutral

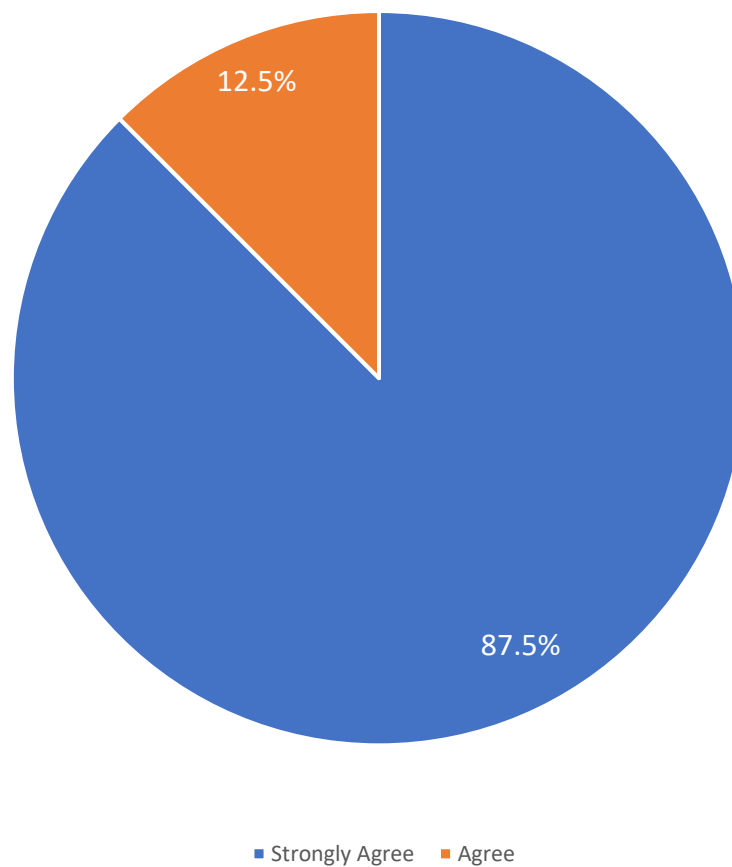
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5. This meeting made progress towards improving the quality of care received by Ryan White Part A clients in the Broward EMA.



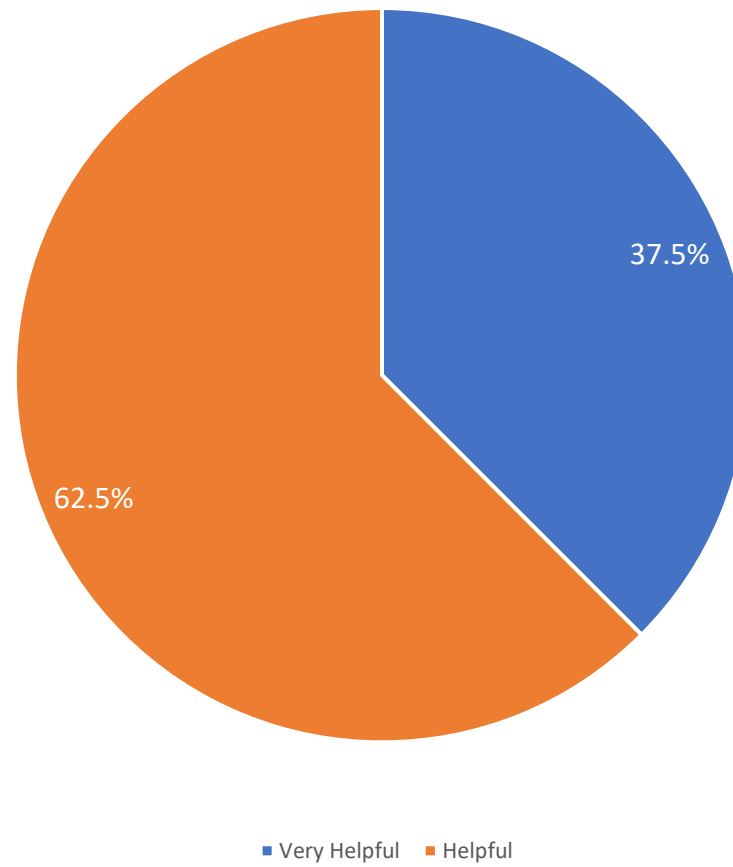
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6. The meeting promoted an environment that encourage networking among participants.



N=14

7. Overall, I consider this meeting to be:



N=14

8. Please list a minimum of two discussion or training topics for future network meetings:



“1) Trauma informed therapy, 2) The impact of pandemic on people living with HIV, 3) Would like to get more info on new anti-retroviral medications and updated research on the efficacy of new meds.”



“Information about which agency provides what types of service - ie: Substance Abuse, Trauma Informed, Integrated, etc.”



“Working together across agencies to serve our clients; creative ways to provide services, outreach, and reach new clients, as well as keeping clients engaged during these unique times of COVID 19.”

8. Please list a minimum of two discussion or training topics for future network meetings:



“Continued conversation of the importance of self-care in order to remain present to the client’s experience; Alliance with the clients.”



“Work/life balance discussion kind of "piggy backing" off of today's discussion about warm hand offs; maybe just a review of common courtesies to extend to ourselves, each other, and our clients when interacting at work.”



“You guys are great! I appreciate every minute of this meeting. Thanks!!”

Additional
Recommendations?



Behavioral Health Services Access

Recap of Last Meeting



WARM HANDOFFS



EMOTIONAL FITNESS
TRAINING

Discussion: Cultural and Linguistic Challenges to Accessing Behavioral Health Services



Observations



Helpful Interventions

Discussion: The Impact of Spiritual Beliefs on Behavioral Health Access to Care

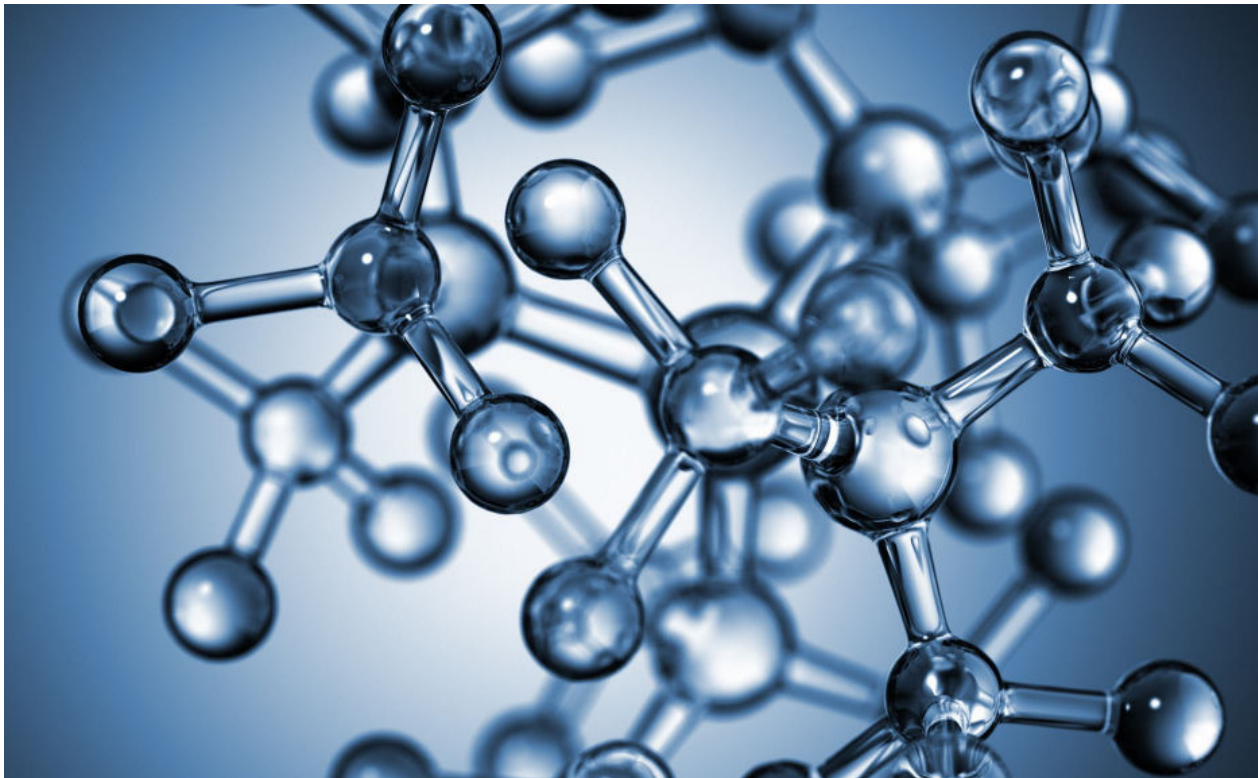


OBSERVATIONS



HELPFUL INTERVENTIONS

Discussion: COVID-19 Vaccine



Confidence

Hesitancy

Challenges

Case Study Assignment





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Case Study

Viral Load:	
History of Viral Load	
Mode of Transportation:	
Housing Status:	
Insurance Status:	
Length of Time in Care:	
Other Medical Conditions:	
Support System (Family, Friends, etc.):	
Other Barriers to Care:	

Client History:

Client Issues:

- Each agency is required to present a case in a PowerPoint format
- Two volunteers are needed for the next network meeting

Announcements



Next Meeting Date:

July 16th, 2021

