



HUMAN SERVICES DEPARTMENT
COMMUNITY PARTNERSHIPS DIVISION
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DISEASE CASE MANAGEMENT NETWORK MEETING

Friday, November 6, 2020
WebEx Virtual Conference Room

MINUTES

PROVIDERS PRESENT

Marlena Salomon; AHF
Patrick Saint Fleur; AHF
Glynette Roberts; BCFHC
Jamie Powers; Broward House
Karen Whyte; Broward House
Amy Pont; Memorial
Cherise Martin; Memorial
Alicia Lee-Clarke; Care Resource
Amber Herbert; Care Resource

PROVIDERS ABSENT

Broward Health

**CLINICAL QUALITY
MANAGEMENT (CQM)
SUPPORT STAFF**

Debbie Cestaro-Seifer
Marcus Guice
Jessica Seitchick

PART A RECIPIENT STAFF

Neil Walker
Kelsey Giglioli
Tim Thompson
Wismy Cius

I. Call to Order

The meeting was called to order at 2:32 pm.

II. Welcome/Introductions

CQM Support Staff welcomed everyone and made a roll call of participating agencies to facilitate introductions.

III. DCM Service Delivery Model (SDM) Update

Presentation can be found within this meeting packet.

CQM Support Staff provided an overview of proposed changes in the newest draft of the Disease Case Management SDM. Within the Overview, the CQM staff covered key components of the service category, changes in the indicators for the service category, and changes related to the client assessment process.

The CQM Support Staff also detailed the new Assessment and Acuity Scale that will be integrated into Provide Enterprise (PE). The Assessment was built from the Non-Medical

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
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Case Management Assessment with added clinical components. Clinical components were taken from a comparison of components found in each disease case management assessment that was submitted by the agencies after a meeting in early 2020.

Additionally, the CQM Support Staff gave a brief overview of the acuity tool that will be built into PE. The process for providers to complete the Assessment and Acuity Scale was outlined. Following the presentation questions were taken:

Q: Can we see a rough draft of the new assessment?

A: The Assessment has yet to be finalized. Many Assessment components are standard and familiar. Added items came directly from the assessments submitted by agencies and DCM network members earlier in the calendar year. The CQM Support Staff assured meeting participants that the DCM Assessment will contain clinical components that follow social domains already present in the Non-Medical Case Management Assessment.

Q: Is there a timeline for approval and addition to PE?

A: The Recipient plans to finalize the DCM Assessment next week. They will then send it to the developers of PE to integrate the Assessment into the system. The goal is to have the Assessment integrated into PE by the beginning of the next fiscal year (March 1, 2020).

Q: Will the Acuity Scale roll out at the same time as the new Assessment?

A: Yes, the Acuity Scale will be introduced alongside the new DCM Assessment.

IV. EHE Update

The Recipient staff gave a brief update of the Broward Ending the HIV/AIDS Epidemic (EHE) initiative. The Recipient staff encouraged the Network to look at the EHE SDM. The Recipient staff also noted that they have met with providers regarding EHE. Providers were directed to contact Neil Walker (NEWALKER@broward.org) or Wismy Cius (WCIUS@broward.org).

The EHE SDM can be found at:

<https://www.broward.org/HumanServices/CommunityPartnerships/Documents/RW%20Ending%20the%20HIV%20Epidemic%20SDM%20Final%2010.13.20.pdf>

V. Announcements

VI. Adjournment

The meeting was adjourned at 2:53 p.m.

Next Meeting Date: February 5, 2021

Disease Case Management (DCM) Delivery Model Overview

DCM Network

11/6/2020

SDM: Provider Guidance

Providers are required to follow the Universal SDM in conjunction with the DCM SDM.

The Universal SDM can be found here:

<https://www.broward.org/HumanServices/CommunityPartnerships/Documents/RW%20Universal%20SDM%20HIVPC%20Approved%2007.23.2020.pdf>

Key Service Components and Activities

- Coordination of Medical and Healthcare Improvement Services
 - Disease management (chronic & acute)
 - Communication
 - Care coordination
 - Case conferencing
- Adherence Counseling to Support Medical Care and Treatment
 - Individualized adherence support
- Client-Centered Instructional Strategies to Teach Disease Self-Management Skills
 - Client self-management skills



Outcomes, Indicators, and Measures

Outcome	Indicators	Measure
1. Increased access, retention, and adherence to primary medical care.	1.1. 85% of clients achieve one (1) or more action plan goals by the target resolution date.	1.1.1. Client action plan in designated HIV MIS.
	1.2. 90% of clients are retained in primary medical care.	1.1.2. Client appointment record in designated HIV MIS.

Assessment and Individual Care Plan

Assessment

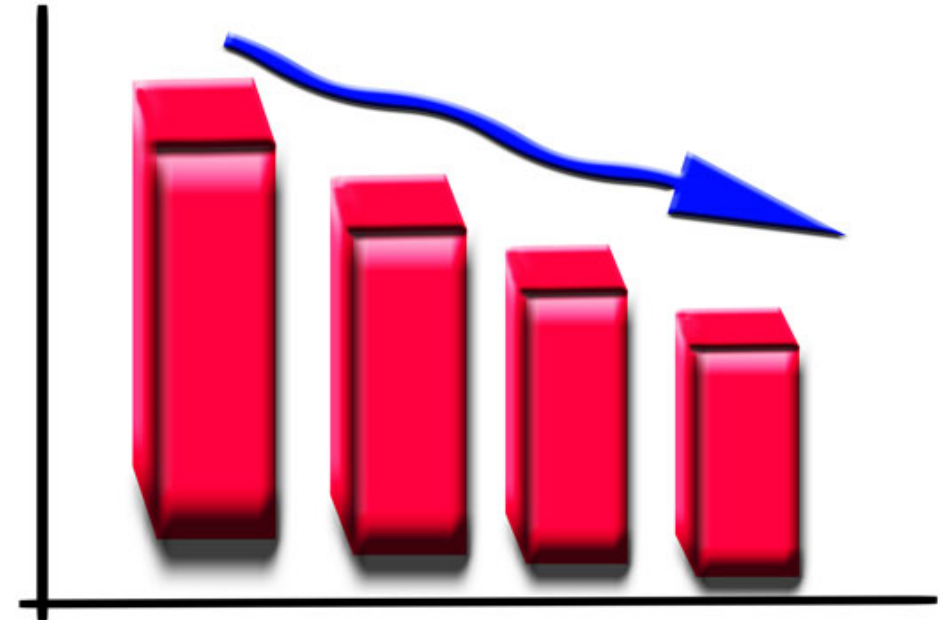
- Assessment will be built into PE
 - Look similar to NMCM assessment
- Was developed based on DCM assessments submitted by Network members
- Will have a built-in acuity scale



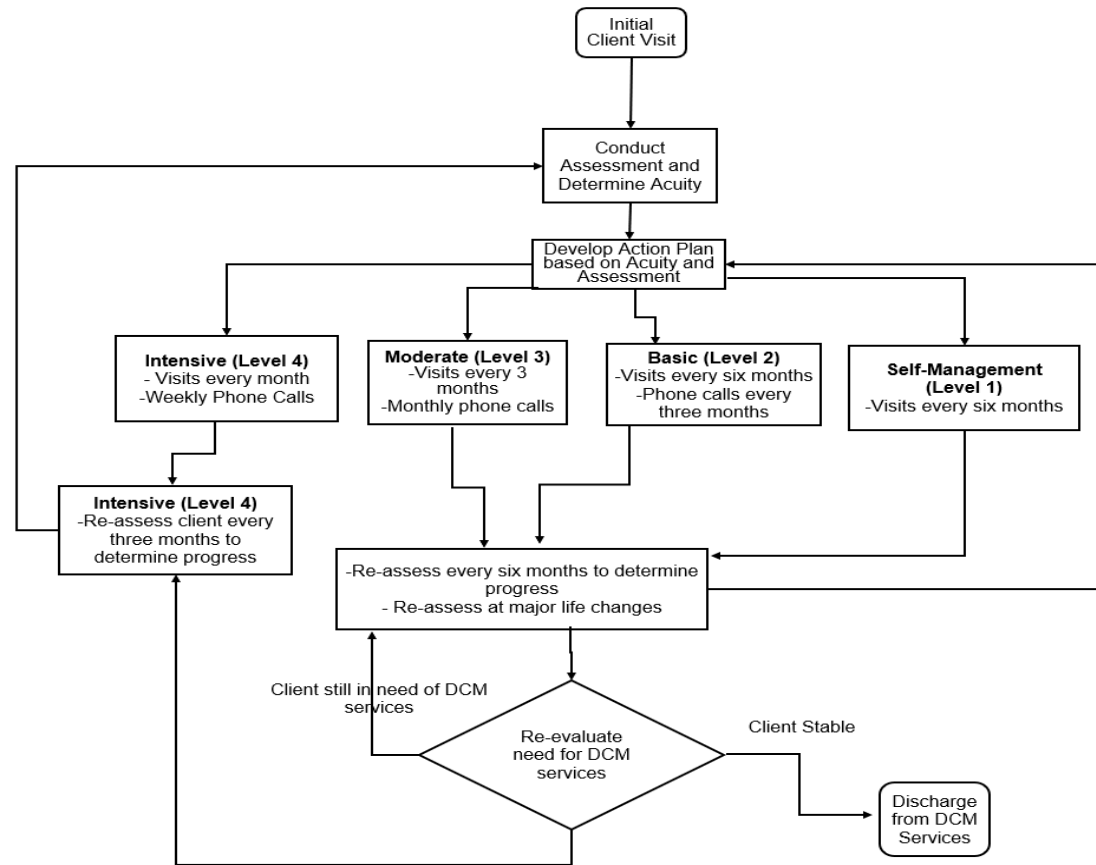
Assessment and Individual Care Plan

Acuity Scale

- 4 Levels of Acuity
 - Self-Management
 - Basic Management
 - Moderate Management
 - Intensive Management
- Acuity level determines minimum client contact, assessment/reassessment and chart review frequency



Assessment and Individual Care Plan



Assessment and Individual Care Plan

Individual Care Plan

- No significant changes
- Goals should be time-specific



Questions?
Comments?



Thank You!

Broward Regional Health Planning Council



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