HUMAN SERVICES DEPARTMENT
COMMUNITY PARTNERSHIPS DIVISION
115 S Andrews Avenue, Room A360 • Fort Lauderdale, Florida 33301 • 954-357-8647 • FAX 954-357-8204

QUALITY NETWORK MEETING

Date: September 17, 2019 @ 9:30am
Location: Governmental Building Room A-337
115 S. Andrewes Ave
Ft. Lauderdale, FL 33301

Facilitator: Clinical Quality Management Staff
quality@brhpc.org
(954) 561-9681 ext. 1250

AGENDA

I. **Welcome/Introductions**

II. **Using Root Causes to Develop Interventions/Action Plans**

III. **PDSA Cycle Activity**

IV. **PDSA Cycle Discussion**

V. **Mentimeter Break**

VI. **QIP Documentation Tool**

- Next Steps- Page 3
- Page 3 Due October 4th, 2019

VII. **Calendar**

VIII. **Announcement(s)**

IX. **Evaluations**

X. **Adjournment**

Next Meeting Date: October 30th, 2019

HUMAN SERVICES DEPARTMENT
COMMUNITY PARTNERSHIPS DIVISION
115 S Andrews Avenue, Room A360 • Fort Lauderdale, Florida 33301 • 954-357-8647 • FAX 954-357-8204

QUALITY NETWORK MEETING

Tuesday, September 17, 2019 at 9:30 A.M.
Ryan White Part A Program Office Room A-337
115 S. Andrews Ave., Ft. Lauderdale 33301

Minutes

PROVIDERS PRESENT
William Gall; AHF
Amy Pinter; AHF
Glynette Roberts; BCFHC
Oluwatosin Adeyeye; BRHPC
Zulma Muneton; Broward Health
Diana Brown; Broward Health
Jamie Powers; Broward House
Gina Guerrier; FDOH Broward
Janet Carter; FDOH Broward
Emmanuel Civil; FDOH Broward
Joshua Caraballo; Latinos Salud
Kara Schickowski; Legal Aid
Javier Sosa Duran; Care Resource
Alicia Lee-Clarke; Care Resource
Kaitlin Mooney; Nova
Robert MacWhirter; Sunserve

PROVIDERS ABSENT
Poverello

GUEST
None

PART A RECIPIENT STAFF
Edith Garcia
Richard Morris
Neil Walker

CLINICAL QUALITY MANAGEMENT (CQM) SUPPORT STAFF
Debbie Cestaro-Seifer
Marcus Guice
Jessica Seitchick

I. Welcome/Introductions

The meeting was called to order at 9:44 a.m. CQM Support Staff welcomed everyone and individual introductions were made.

II. Using Root Causes to Develop Interventions/Action Plans

The CQM Support Staff began the discussion with asking the Network to consider the root causes constructed using the Quality Improvement Project (QIP) documentation tool. The Network was prompted to discuss how their root causes informed the intervention they are considering for their QIPs.

Broward House

Broward House is looking to impact their youth population. They want to initiate a survey tailored to young clients in assessing their needs and recommendations of services offered by Broward House.

Furthermore, Broward House is seeking to use data collected from these surveys to inform an intervention that would have the most positive results within this client population.

AIDS Healthcare Foundation

AHF is targeting their youth population for their QIP. They have had a meeting with their peers, case management, and healthcare center staff to brainstorm barriers to care for the youth population. As a result of this meeting, they decided that it would be more efficient to talk to their youth clients about the barriers they are experiencing.

AHF has developed a one-page assessment that peers will distribute to youth clients for completion. This will be a part of a short interview and will inform AHF on the clients' barriers to care and suggest what interventions could best address the barriers that are significant in their Assessment data collection sample.

Latinos Salud

Latinos Salud began by implementing a CLEAR (Choosing Life: Empowerment, Action, Results!) intervention. This is an evidence-based HIV prevention and health promotion intervention for youth and adults. However, a case manager shared that the CLEAR intervention is an internal referral to him for cases that need to be closed out. The quality representative from Latinos Salud attested that he had to be flexible with the case manager in their implementation of CLEAR as part of the agency's QIP.

The CQM Consultant stated that there is a significant difference in low-volume agencies and high-volume agencies. For low-volume agencies to achieve noteworthy results, they can target a smaller pool of clients. However, large-volume agencies must target a larger pool of clients for their intervention to have a statistically significant impact.

BRHPC-CIED

The CIED Coordinator noted that they have decided to utilize an additional survey question regarding access to care. They are targeting Black/African American & Latina women. She noted that among people answering the survey, only half of the people completing the Survey answered the additional question posed that is part of their QIP. CIED is currently brainstorming on what other interventions could be used to assess access to certification barriers.

FL-DOH

Florida Department of Health in Broward are currently utilizing a triage of transportation services in efforts to decrease no-show rates. They offer Uber, bus passes, and the option for a Department of Health employee to pick clients up. The first option offered to clients by case managers and outreach workers is bus pass followed by employee pick-up and lastly, Uber.

Broward Community & Family Health Centers

Broward Community & Family Health Centers (BCFHC) initially began targeting Black/African American & Latino women, but upon further analysis they discovered that viral load suppression of their population of black males were actually of more concern and significantly lower than their benchmark. They plan to change their aim statement and focus on the Black/African American & Latino men population instead. They currently have a sample size of roughly 22 clients within this population who are virally unsuppressed. They are working with their transportation department in coordinating transportation for clients who are homeless. The Quality Manager noted that they are exploring a revision of their policies to allow for alternative places for client pick-ups due to unstable housing.

A provider noted that one barrier that they experience is when clients are ineligible for service. He asked CIED about their protocols and interventions for addressing client eligibility prior to receiving services.

The CIED Coordinator stated that if any provider finds that a client has lost their eligibility, they should call the CIED main office at Broward Regional Health Planning Council (contact information can be found on the Access to Care Schedule). CIED also runs a report that shows eligibility status. Clients whose eligibility has expired are called by CIED. Additionally, clients who have upcoming dates for required recertification, receive phone calls 45 days prior to their recertification date. She also noted that when appointments are scheduled with CIED, providers need to communicate with the client to bring all appropriate paperwork. A CIED administrative assistant will give the client a call a day prior or the same day as a reminder to bring in the appropriate documents to recertify eligibility. Additionally, the Recipient Staff recommended that providers who meet with clients who have lost eligibility may want to consider referring the client to the Test & Treat program to rapidly engage the client in care and establish temporary eligibility so that the client can be restarted on antiretroviral therapy (ART).

The Network discussed the potential and possibilities of the online eligibility portal for both ADAP and Ryan White Part A.

III. PDSA Cycle Activity

The CQM Support Staff conducted an activity to promote the use and understanding of the PDSA cycle. The PDSA Cycle (or Plan-Do-Study-Act Cycle) is a method used in quality improvement to test for change. Once a hypothesis is formed and an intervention is conducted, the PDSA cycle captures how much the intervention impacted the variable in which it is applied to. The following is a link to the video describing the activity in which the Network participated: https://www.youtube.com/watch?v=evVIMpzahc8

IV. PDSA Cycle Discussion

Following the activity, the Network discussed the data findings and process results of the activity. Additionally, the CQM Support Staff provided the Network with a PDSA Cycle Worksheet. This worksheet is a useful tool for documenting the PDSA Cycle and tracking the results of the Network members' interventions. It not mandatory for the Network members to use the worksheet for their projects.

V. Mentimeter Break

Network members engaged in a Mentimeter survey. The following are the questions and the resulting data:

"Please indicate your agreement with the following statements on a scale of 1 (strongly disagree) to 5 (strongly agree)."

Average Scores

- This activity Helped expand my understanding of the PDSA Cycle: 4.6
- It is important to track and measure the effectiveness of all activities performed within the PDSA Cycle: 4.8
- I expect success from my first PDSA Cycle: 4.5

"How will you quantitatively (with Numbers) measure your first PDSA cycle?"

Results

- Review viral load values
- We have not decided yet
- Not sure
- Days to transition

- We ran a report on PE to see how many clients we have that are not virally suppressed then evaluated the data to see if there was a link between viral load and patients missing appointments
- Review viral load values
- Viral Load analysis
- Initial appointment missed count compared to the first 30 days
- Gain a denominator from client served that fit our criteria

"How will you qualitatively (with statements) measure your first PDSA cycle?

- Undecided
- Feedback surveys from Case Management clients
- Survey and one-on-one interviews
- Review of results as well as discussion with staff for feedback
- We are going to create a survey for clients to complete to see if we can find any links between reasons they're failing their appointments and viral load

VI. QIP Documentation Tool

The first Root Cause/Driver, Change Idea, and Plan sections of the documentation tool are to be submitted to the CQM Support Staff by Friday, October 4th.

VII. Announcement(s)

VIII. Evaluations

IX. Adjournment

The meeting was adjourned at 11:06 a.m.

Next Meeting Date: October 30, 2019 at 2:30p.m.

COMMUNITY PARTNERSHIPS DIVISION
Health Care Services Section
115 S Andrews Avenue, Room A300 • Fort Lauderdale, Florida 33301 • 954-357-5390 • FAX 954-357-5897

QUALITY NETWORK MEETING MINUTES

Date: August 6th, 2019 @ 9:30am
Location: Secret Woods Nature Center
2701 W. State Rd. 84
Ft. Lauderdale, FL 33312

Facilitator: Clinical Quality Management Staff
quality@brhpc.org
(954) 561-9681 ext. 1250

PROVIDERS PRESENT
Amy Pinter, AHF
Glynette Roberts, BCFHC
Natasha Markman, BRHPC
Diana Brown, Broward Health
Junie Desire, Broward Health
Jamie Powers, Broward House
Gillian Cross-Hogg, Broward House
Ariel Williams, Care Resource
Janet Carter, FDOH
Gina Guerrier, FDOH
Kara Schikowski, Legal Aid
Kaitlin Mooney, Nova
Gary Hensly, Sunserve

CLINICAL QUALITY MANAGEMENT (CQM) SUPPORT STAFF
Debbie Cestaro-Seifer
Marcus Guice
Anitha Joseph

PART A RECIPIENT STAFF
Edith Garcia
Richard Morris
Neil Walker

GUESTS
Zulma Muneton, CDTC

PROVIDERS ABSENT
Latinos Salud
Memorial (S. Broward)
Poverello

I. Call to Order
The meeting was called to order at 9:45a.m.

II. Welcome/Introductions
CQM Staff welcomed everyone and individual introductions were made.

III. Video & Discussion: Driver Diagram
Network members were introduced to the concept of a "Driver Diagram" through an educational video from the Institute of Healthcare Improvement. Once members develop their AIM statement, the next step is to understand the root causes or

"drivers" of the problem being studied. For example, if the goal is to increase retention, a root cause/driver may be transportation barriers.

CQM Staff emphasized that the QIPs each agency develops should focus on improving viral load suppression, either directly or indirectly. QIPs should be simple, measurable, data-driven, and effective. The purpose of these QIPs are to effect positive change in people with HIV.

IV. QIP Documentation Tool

CQM Staff described and explained how to use the documentation tool to track a QIP. Once members have identified their root causes in the QIP documentation tool, the next steps in the process are the identification of potential interventions that have the potential to improve the desired outcome, followed by PDSA-cycle development and PDSA initiation.

V. 1-1 Meetings with CQM (AIM Statement Feedback)

CQM staff met individually with each agency representative to provide constructive feedback on their AIM statement. Network members were given three additional days to update their AIM based on the feedback received at the meeting. The deadline for completion of QIPs is December 31st, 2019.

VI. Next Steps

CQM staff shared that the Quality Managers will be asked to complete the second page of the QIP Documentation Tool towards the end of August 2019. An email will be sent to all Quality Managers by the CQM team with a two-week requested completion timeline for this next step in the QIP process.

VI. Adjournment

The meeting was adjourned at 11:30 a.m.

Institute for Healthcare Improvement

QI ESSENTIALS TOOLKIT:
PDSA Worksheet

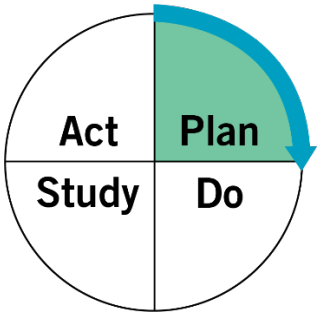
The Plan-Do-Study-Act (PDSA) cycle is a useful tool for documenting a test of change. Running a PDSA cycle is another way of saying testing a change —you develop a plan to test the change (Plan), carry out the test (Do), observe, analyze, and learn from the test (Study), and determine what modifications, if any, to make for the next cycle (Act).

Fill out one PDSA worksheet for each change you test. In most improvement projects, teams will test several different changes, and each change may go through several PDSA cycles as you continue to learn. Keep a file (either electronic or hard copy) of all PDSA cycles for all the changes your team tests.

IHI's QI Essentials Toolkit includes the tools and templates you need to launch and manage a successful improvement project. Each of the 10 tools in the toolkit includes a short description, instructions, an example, and a blank template.

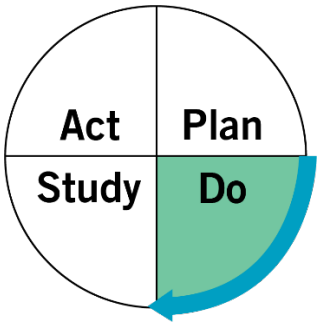
- Cause and Effect Diagram
- Driver Diagram
- Failure Modes and Effects Analysis (FMEA)
- Flowchart
- Histogram
- Pareto Diagram
- **PDSA Worksheet**
- Project Planning Form
- Run Chart & Control Chart
- Scatter Diagram

Instructions



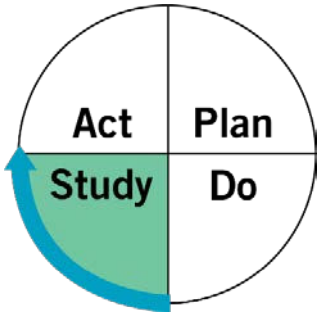
Plan: Plan the test, including a plan for collecting data.

- State the question you want to answer and make a prediction about what you think will happen.
- Develop a plan to test the change. (Who? What? When? Where?)
- Identify what data you will need to collect.



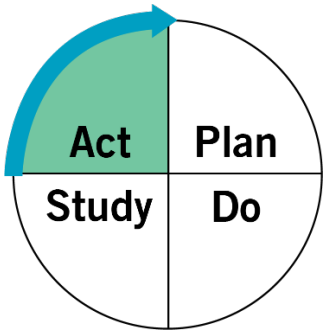
Do: Run the test on a small scale.

- Carry out the test.
- Document problems and unexpected observations.
- Collect and begin to analyze the data.



Study: Analyze the results and compare them to your predictions.

- Complete, as a team, if possible, your analysis of the data.
- Compare the data to your prediction.
- Summarize and reflect on what you learned.



Act: Based on what you learned from the test, make a plan for your next step.

- Adapt (make modifications and run another test), adopt (test the change on a larger scale), or abandon (don't do another test on this change idea).
- Prepare a plan for the next PDSA.

Example: PDSA Worksheet

Objective: Test using Teach-Back (a closed-loop communication model, in which the recipient of information repeats the information back to the speaker) with a small group of patients, in hopes of improving patients' understanding of their care plans.

1. Plan: Plan the test, including a plan for collecting data.

Questions and predictions:

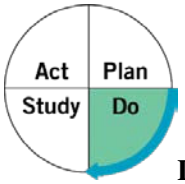
- How much more time will it take to use Teach-Back with patients? *It will take more time at first (5 to 10 minutes per patient), but we will start to learn better communication skills and get more efficient.*
- Will it be worthwhile? *The extra time will feel worthwhile (and possibly prevent future rework).*
- What will we do if the act of "teaching back" reveals a patient didn't understand the care plan? *If a patient is not able to explain his or her care plan, we will need to explain it again, perhaps in a different way.*

Who, what, where, when:

On Monday, each resident will test using Teach-Back with the last patient of the day.

Plan for collecting data:

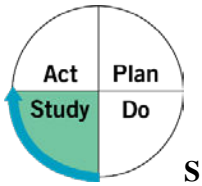
Each resident will write a brief paragraph about their experience using Teach-Back with the last patient.



2. Do: Run the test on a small scale.

Describe what happened. What data did you collect? What observations did you make?

Three residents attempted Teach-Back at the end of the day on Monday. Two residents did not find anything they needed to ask patients to Teach-Back. Jane found that her patient did not understand the medication schedule for her child. They were able to review it again and, at the end, Jane was confident the mother was going to be able to give the medication as indicated.

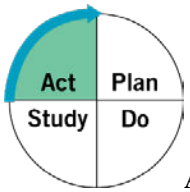


3. **Study:** Analyze the results and compare them to your predictions.

Summarize and reflect on what you learned:

- Prediction: It will take more time at first (5 to 10 minutes per patient), but we will start to learn better communication skills and get more efficient. *Result: Using Teach-Back took about 5 minutes per patient.*
- Prediction: The extra time will feel worthwhile (and possibly prevent future rework). *Result: Jane felt the time she invested in using Teach-Back significantly improved the care experience.*
- Prediction: If a patient is not able to explain his or her care plan, we will need to explain it again, perhaps in a different way. *Result: After a second review of the medication orders, the patient was able to Teach-Back the instructions successfully.*

In addition to the team confirming all three predictions, Jane realized the medication information sheets she had been handing out to parents weren't as clear as she thought. She realized these should be re-written —maybe with the input of some parents.



4. **Act:** Based on what you learned from the test, make a plan for your next step.

Determine what modifications you should make —adapt, adopt, or abandon:

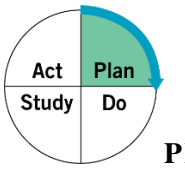
Jane is planning to use Teach-Back any time she prescribes medication. Although it may take more time, she now understands the importance. The other residents are going to work on using Teach-Back specifically for medications for the next week.

They would like to pull together a team to work on some of the medication information sheets with parent input, but they are first going to gather more information through more interactions in the coming days.

Template: PDSA Worksheet

Objective:

_____
_____
_____



1. Plan: Plan the test, including a plan for collecting data.

Questions and predictions:

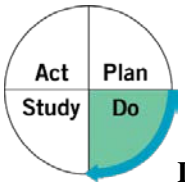
- _____
  _____
  _____
- _____
  _____
  _____

Who, what, where, when:

_____
_____
_____

Plan for collecting data:

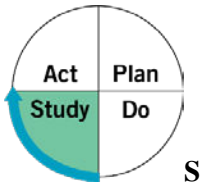
_____
_____
_____



2. Do: Run the test on a small scale.

Describe what happened. What data did you collect? What observations did you make?

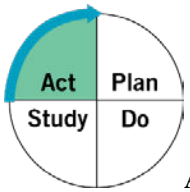
_____
_____
_____



3. **Study:** Analyze the results and compare them to your predictions.

Summarize and reflect on what you learned:

_____
_____
_____



4. **Act:** Based on what you learned from the test, make a plan for your next step.

Determine what modifications you should make — adapt, adopt, or abandon:

_____
_____
_____

Ryan White Part A Program Office
Access To Care Schedule
September 2019

Provider Name	Services Categories	Office Locations	Contact Name	Contact Information	Fax Number	Preferred Contact Method	Treatment Languages Available	Client Wait Time	Additional Notes
AIDS Health Care Foundation	Medical	NPH	George Butchko	(954) 772-2411 Ext. 3617 george.butchko@aidshealth.org	(954) 761-2231			1st Clinical Encounter 45 minutes minimum intake appt with goal of being seen within 3 days of contact	
	Medical	AHF Ft. Lauderdale Downtown	Harry Watters	(954) 767-0887 Ext 2561 harry.watters@aidshealth.org					
	Medical	OPK	Kepler Verduga	(954) 561-6900 kepler.verguga@aidshealthcare.org					
	Medical	AHF Ft. Lauderdale Downtown	Patrick Nuss	(954) 767-0887 Ext. 2558 patrick.nuss@aidshealth.org				16 to 30 min appt and seen the same day or next day. Triaged by Nurse and sees the medical provider as applicable.	Emergency (Non-ER Contact)
	Dental	700 SE 3rd Ave Ste. 206	Dr. Deborah Davis	(954) 761-2230 deborah.davis@aidshealth.org		Email	English, Spanish	1-2 Months for an initial; Same day for an Emergency	M-F 8:00AM-5:00PM; Leave a Voice Message.
	Integrated Behavioral Health	OPK	Kerry Ann Brown-Faison	(954) 561-6900 (Office) Ext. 2657 kerry.brown@aidshealth.org					
	Integrated Behavioral Health	NPH: 6405 N. Federal Highway Ste 205	Dr. Robert Wilson	(954) 522-3132 (Office) (954) 423-9439 (Cell) drwilson@aidshealth.org		Phone/Email			Tues, Fri- 8AM-12PM
	Integrated Behavioral Health	700 SE 3rd Ave Ste. 301 Floor	Damon Jones	(954) 767-0887 Ext. 2251 damon.jones@aidshealth.org		Phone/Email			M,T,TH,F-8AM-5PM W- 11AM-7PM
	Integrated Behavioral Health	NPH: 6405 N. Federal Highway Ste 205	Christopher "David" Shelton LMHC	(954) 767-2411 Ext. 3625 David.shelton@aidshealth.org		Phone/Email			M,T,TH,F-8AM-5PM W- 11AM-7PM
	Disease Case Management	NPH: 6405 N. Federal Highway Ste 205	Lisyani Machado	(954) 540-3435 lisyani.machado@aidshealth.org			English, Spanish		
	Disease Case Management	AHF Ft. Lauderdale Downtown	Carlene Wilfred	(954) 859-4114 Carlene.wilfred@aidshealth.org			English, Spanish		
	Case Management	AHF Ft. Lauderdale Downtown	Richard Ortiz	(954) 547-8812 richard.ortiz@aidshealth.org			English, Spanish		
	Case Management	700 SE 3rd Ave, 4th Floor	Patrick Saint Fleur, Regional Operations Mgr Case Management Services	(954) 488-0441 patrick.saintfleur@aidshealth.org		Phone/Email	English, French, Creole		
	Disease Case Management	1164 E. Oakland Park Blvd. 3rd Floor	Marlena Salomon	(954) 859-4108 marlena.salomon@aidshealth.org			English		M-F
	Case Management	1165 E. Oakland Park Blvd. 3rd Floor	Yanick Bell	(954) 498-9786 yanick.bell@aidshealth.org			English, French/Creole		
	Case Management	NPH: 6405 N. Federal Highway Ste 205	Greg Beltran	(954) 405-7655 greg.beltran@aidshealth.org			English	Existing clients seen on same day/New clients within 1 week	
Broward Addiction Recovery Center	Substance Abuse	900 NW 31st Ave., Suite 2000 Fort Lauderdale, FL 33311	Polly Cacurak	(954) 357-5093 pcacurak@broward.org	(954) 564-5058			Detoxification Provided 24 Hours/7 Days a week	Admissions: M,T,Th,F: 7-5/ W: 7-7 Detox Unit: M,W,Th,F: 7-5/ T: 7-7

FOR PROVIDER USE ONLY

The following table is information supplied by each provider on a monthly basis. Be sure to inform clients of providers that have the shortest wait time for an appointment so that they can make an informed decision.

Provider Name	Services Categories	Office Locations	Contact Name	Contact Information	Fax Number	Preferred Contact Method	Treatment Languages Available	Client Wait Time	Additional Notes
Broward Community & Family Health Center	Medical	168 N Powerline Road 1229 NW 40th Ave. Lauderhill, FL33313 5010 Hollywood Blvd Ste. 100-B Hollywood, FL 33021 5801 W. Hallandale Beach Blvd. West Park, FL33023	Jennifer Jaen Roque	(954) 967-0028 JJroque@bcfhc.org	(954) 970-7325	Email	English, Spanish	1-2 days with an Appointment; Same day for Emergencies. All New Patients must contact our RW Patient Service Coordinator in order make their initial apt with one of our CM.	M,W,Th, F 8:30-5/ T 10-7 Site Specific Numbers: Pompano: (954) 970-8805; Central Broward: (954) 583-4710; Hollywood: (954) 967-0028; West Park: (954) 966-3939
	Integrated/ Mental Health/ Substance Abuse								
	RW Program Manager		Glynette Roberts	(954) 247-0112 groberts@bcfhc.org		Email	English		
	Dental		Ryan Robinson	(954) 970-8805 Ext. 210 Rrobinson@bcfhc.org					
	Disease Case Management		Karen Jean Pierre	(954) 970-8805 Ext. 211 kjpierre@bcfhc.org		Phone	English, Creole		
	Case Management		Timothy Romero	(954) 967-0028 Ext. 386 tromero@bcfhc.org	(954) 967-8141	Phone	English, Spanish		
	Case Management		Roseline Labissiere	(954) 970-8805 Ext. 212 Rlabissiere@bcfhc.org	(954) 970-7325	Phone	English, Creole		
Broward Health (NBHD)	Medical	CCC	Claudette Grant	(954) 274-7175 cgrant@browardhealth.org		Phone		Existing CCC Client – Triaged by nurse, seen by physician	(954) 557-6918
	Integrated/ Mental Health/ Substance Abuse	CCC	Joshua Simon	(954) 356-5035 jesimon@browardhealth.org		Phone			M 8-7p, T-Th 8-4:30 p, F 8-1p, Every 3rd Tuesday 8-1p
	Medical	SCC	Arlene Campbell	(954) 527-6007		Phone		Existing SCC Client- evaluated by a PA or Nurse/Case manager for walk-in appts.	
	Medical	Pompano	Sharon Crum	(954) 786-5903					
	Disease Case Management	CCC	Marlena Salomon	(954)356-5035 msalomon@browardhealth.org	(954-767-5565	Phone			M-F 8:00AM-4:30PM
	Case Management	CCC	Twana Williams	(954) 356-5025					
	Case Management	SCC	Edna Ferguson-walker	(954) 527-6064 eferguson walker@browardhealth.org					
	Case Management	SCC	Vincent Foster	(954)527-6065 vfoster@browardheath.org					
	Case Management	CCC/Pompano	Tamika Johnson	(954) 786-5929 tojohnson@browardhealth.org					
Broward House	Housing Case Management (HOPWA)	501 SE 18th Court	Megan Robinson Maria Herrera	(954) 568-7373 Ext. 3227 mrobinson@browardhouse.org (954) 568-7373 Ext. 3217 mherrera@browardhouse.org	(954) 532-7622	Phone/Email	English, Spanish, Creole	1-2 days with an Appointment; Same day for Emergencies.	M-F 8:30AM-5:00 PM
	Case Management	2800 N. Andrews Ave	Karen Whyte	(954) 568-7373 Ext. 2221 kwhyte@browardhouse.org			English, Spanish, Creole		
	Integrated/ Mental Health/ Substance Abuse		Daisha Vargas, Director of Behavioral Health	(954) 522-4749 Ext. 3220 Dvargas@browardhouse.org			English, Spanish		
	MAI Medical		Marie Hayes, Director of Client Services	(954) 568-7373 Ext. 2202 Mhayes@browardhouse.org					
	Mental Health		Jamie Powers, COO	(954) 522-4749 Ext. 1211 jpowers@browardhouse.org			English, Spanish		
	Substance Abuse								

FOR PROVIDER USE ONLY

The following table is information supplied by each provider on a monthly basis. Be sure to inform clients of providers that have the shortest wait time for an appointment so that they can make an informed decision.

Provider Name	Services Categories	Office Locations	Contact Name	Contact Information	Fax Number	Preferred Contact Method	Treatment Languages Available	Client Wait Time	Additional Notes
Broward Regional Health Planning Council	CIED, ICP, BISS		Natasha Markman, Program Manager	(954) 561-9681 Ext. 1203 nmarkman@brhpc.org	(954) 564-1185	Email			
	Centralized Intake & Eligibility Determination (CIED)	200 Oakwood Lane, Suite 100 Hollywood	Marlen Salcedo Oluwatosin Adeyeye	(954) 566-1417 msalcedo@brhpc.org (954) 561-9681 Ext. 1299 oadeyeye@brhpc.org		Phone	English, Spanish, Creole, French	1-2 days with an Appointment; Same day for Emergency Eligibility.	Operations 8-5 Emergencies: BRHPC Main Line: (954) 561-9681 Dial 3 For Ryan White; Dial 1 for Eligibility
	Health Insurance Continuation Program (HICP)		Ivy Pierre Johnathan Francois	(954) 561-9681 Ext. 1275/1220 ipierre@brhpc.org (954) 561-9681 Ext. 1220 jfrancois@brhpc.org					
	Health Insurance Benefit Support Services (BISS)		Claudia Gomez	(954) 561-9681 Ext. 1359 cgomez@brhpc.org					M-F 8:00AM-5:00 PM
Care Resource	Dental	871 W. Oakland Park Blvd.	Ausline Perry	(305) 576-1234 Ext. 201 aperry@careresource.org		Email	English, Spanish, Haitian-Creole	Walk-In for Labs if New to Care or previous Care Resource Patient	
	Dental		Jasmine Ruiz	(954) 576-1234 Ext. 468 jaruiz@careresource.org		Phone/Email			
	Case Management		Stephanie Booth	(954) 567-7141 Ext. 155 sbooth@careresource.org	(954) 565-5624	Email			Case Management Supervisor
	Housing Case Management (HOPWA)		Francisco Gomez	(954) 567-7141 Ext. 110 fgomez@careresource.org	(954) 703-2029	Email			No Wait Time- Response is immediate
	Case Management-Referrals		Edgar Mojica	(954) 567-7141 Ext. 256 emojica@careresources.org	(954) 565-5624	Phone			
	Medical/Disease Case Management		Douglass Steele Medical & DCM Supervisor	(954) 576-1234 Ext. 358 dsteele@careresource.org	(954) 565-5604	Email		Health Center's on-call feature can be accessed in the event of an emergency	M,T,Th, F 8:00 AM-5:15 PM/ W 8:00 AM- 7:30 PM
	Disease Case Management		Benge Nelson-Pierre	(954) 567-7141 Ext. 300 benelson@careresource.org	(954) 565-5624	Phone/Email			
	Integrated/ Mental Health/ Substance Abuse		Rocco Vega	(954) 567-7141 Ext. 137 lvega@careresource.org					
	Integrated/ Mental Health/ Substance Abuse		Hugo Rocchia	(954) 567-7141 Ext. 130 hrocchia@careresource.org	(954) 703-2029	Email			M-F 8:30AM-5:15PM
	Integrated/ Mental Health/ Substance Abuse		Thomas Smith	(954) 567-7141 Ext. 102 tsmith@careresource.org				Within 24 Hours through sliding Fee Schedule	
Florida Department of Health- Broward	Pharmacy	Paul Hughes Health Center 205 N.W. 6th Ave. Pompano Beach, FL 33060	Michael Ehren, RPH	(954) 412-7199 Michael.Ehren@flhealth.gov (954) 412-7102 Janet.Carter@flhealth.gov (954) 412-7076 Supriya.Narang@flhealth.gov		Phone	(Any through Language line)	Walk-In Service Available	M,T,Th,Fr 8:00-5/ W 9:30-6:00 Except 2nd & 4th Fr 1-5
	Pharmacy	Fort Lauderdale Health Center 2421 N.W. 6th Ave. Ft., Lauderdale, FL 33315							M 11:00-8/ T,W,Th 8:30-5/ 1&3 F 8:30-5/ 2&4 F 1:00-5
	Dental	Fort Lauderdale Health Center 2421 N.W. 6th Ave. Ft., Lauderdale, FL 33315	Janet Carter & Dr. Narang					1-2 days with an Appointment; Same day for Emergencies	M-F 8:00AM-5:00PM Call Center: (954) 467-4700

FOR PROVIDER USE ONLY

The following table is information supplied by each provider on a monthly basis. Be sure to inform clients of providers that have the shortest wait time for an appointment so that they can make an informed decision.

Provider Name	Services Categories	Office Locations	Contact Name	Contact Information	Fax Number	Preferred Contact Method	Treatment Languages Available	Client Wait Time	Additional Notes
Latinos Salud	Case Management	2330 Wilton Drive Wilton Manors, FL33305	Richard Ortiz Sebastian Sariol	(954) 765-6239 Ext. 211 rortiz@latinossalud.org (954) 765-6239 Ext. 206 ssariol@latinossalud.org	(954) 252-4360	Email	English, Spanish	Within 1 business day	M-Fr 11:00AM-9:00 PM; S 10:00 AM-2:00 PM; After Hours Contact Joshua Caraballo, PsyD Phone # (954) 336-1191 General Email: Casemanager@latinossalud.org
Legal Aid Service of Broward County, Inc.	Legal Services	491 N. State Road 7 Plantation, FL33317	Kara Schickowski (HOPWA) Alisha D. Hurwood, Esq Rio Espinoza Manuela Felix CCIA Intake	(954) 765-8950 (954) 358-5635 Kschickowski@legalaid.org (954) 736-2414 (954) 358-5642 respinoza@legalaid.org (954) 736-2490 mfelix@legalaid.org		Phone/Email	English, Spanish, Creole (Others through Language line)	3-5 days with an Appointment; Same day for Emergencies. 2-3 days with an Appointment; Same day for Emergencies.	Public Benefits issues such as Health Care, Unemployment benefits, social security benefits.
Mount Olive Development Corporation (MODCO)	Housing Case Management (HOPWA)	1530 NW 6th Street Fort Lauderdale, FL 33311	Sharon Bryant	(954) 764-6488 sbryant356@bellsouth.net	(954) 525-2235	Email	English		M-F 9:00 AM- 5:00 PM Emergency hours for current tenants (954) 380-2284
Nova Southeastern University	Dental Dental	1201 West Cypress Creek Road, Fort Lauderdale, FL33309	Kaiti Mooney Dr. Schweizer	(954) 262-7529 mkaitlin@nova.edu (954) 557-3003 (954) 262-7530 schweize@nova.edu	(954) 262-2230	Email Email	English, Spanish, Creole	5-7 days with an Appointment; New Patient Intake is 7-9 days. Same day for Emergencies.	Emergency Pager: (954) 262-1751; Otherwise Contact Dr. Schweizer Please send all specialty referrals to nsuccreferrals@nova.edu

FOR PROVIDER USE ONLY

The following table is information supplied by each provider on a monthly basis. Be sure to inform clients of providers that have the shortest wait time for an appointment so that they can make an informed decision.

Provider Name	Services Categories	Office Locations	Contact Name	Contact Information	Fax Number	Preferred Contact Method	Treatment Languages Available	Client Wait Time	Additional Notes
Sunserve	Mental Health	2312 Wilton Drive Wilton Manors, FL 33305	Elena Naranjo, LMHC	(954) 764-5150 Ext. 185 enaranjo@sunserve.org	(954) 764-5143	Email	English, Spanish	24-48 Hours	M-Th 9:00AM-8:00 PM; F 9:00 AM-5:00 PM (954) 764-5150 Ext. 101 After Hours Service
	Housing Case Management (HOPWA)		Lissett Ivey	(954) 764-5150 Ext. 189 Livey@sunserve.org	(954) 764-5143	Email	English, Spanish, Hebrew, & Creole	24-48 Hours	M-F 9:00AM-6:00 After Hours Services: Tiffany Arieagus (954) 764-5150 Ext. 104 Tarieagus@sunserve.org
South Broward Hospital District	Medical	5647 Hollywood Blvd. Hollywood, 33021	Angela Savage	(954) 276-1622 Asavage@mhs.net	(954) 276-0186	Email	English, Spanish, Creole (Others through Language line) (Interpreters available 24/7)	1-2 days with an Appointment	M-F 8:00AM-4:30PM Stat Linx (914) 831-4553 After Hours Service
	Case Management		Guerline Verger	(954) 276-1631 gverger@ccpcares.org				Within 1 business day	
	Case Management		Olga Garcia	(954) 276-1633 olgarcia@ccpcares.org					
	Case Management		Jean-Raymond Alexandre	(954) 276-1632 jalexandre@ccpcares.org					
	Disease Case Management		Cherise Martin	(954) 276-1634 cmartin@ccpcares.org			English		
	Integrated/ Mental Health/ Substance Abuse	MRH-Hollywood 3400 N. 29th Avenue Hollywood, FL 33020	Elizabeth Johnson	(954) 276-3401 Ejohnson@mhs.net		Phone/Email	English, Spanish, Creole	Appointment Within 48 Hours Walk-Ins available M-Th. 8:00 A.M. -10:00 A.M.	Psychiatric Emergency Assessment Center (954) 265-6310
			Dilette Alphonse	(954) 276-3420					
The Poverello Center	Food Bank Eat Well	2056 N Dixie Hwy, Wilton Manors 33305	Shanel Pamphile	(954) 561-3663 Spamphile@poverello.org		Phone/Email	English, Spanish, Creole, ASL	(Clients with an Emergency can call 954 561 3663 ext 109)	Intake: M-F 9:00 AM-12:30PM Walk In 1:30-3:30 Appointments: Call (954)-561-3663
			Frank Young, III	(954) 561-3663 fyoung@poverello.org					
	Food Bank Be Well		Alden Bergeron, RD	(954) 561-3663 Ext. 102 abergeron@poverello.org					
	Food Bank Live Well	2200 NE 12th Ave. Wilton Manors 33305	Brad Barnes	(954) 563-1299 (702) 265-3876 Bbarnes@poverello.org		Email			M-F 8:00 AM- 8:00 PM Sa-Su & Holidays 9:00 AM- 5:00 PM

FOR PROVIDER USE ONLY

The following table is information supplied by each provider on a monthly basis. Be sure to inform clients of providers that have the shortest wait time for an appointment so that they can make an informed decision.