HUMAN SERVICES DEPARTMENT
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

Date: June 16th, 2021 at 9 AM – 10:15 AM
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**
III. **Presentation: Drilling Down Data**
IV. **Driver Diagram Activity**
V. **Announcements**
VI. **Adjournment**

Next Meeting Date: July 28th, 2021

GET CARE BROWARD TREAT HIV | BEAT HIV RYAN WHITE | PART A

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: May 5th, 2021 at 9:02 AM – 10:08 AM

Location: WebEx Virtual Meeting Platform

Facilitator: Clinical Quality Management Staff
quality@brhpc.org
(954) 561-9681 ext. 1343

MINUTES

PROVIDERS PRESENT
Amy Pinter, AHF
Billy Gall, AHF
Roseline Labissiere, BCOM
Natasha Markman, BRHPC
Diana Brown, Broward Health
Gillian Cross, Broward House
Robert Chavez, Care Resource
Richard Ortiz, Latinos Salud
Kara Schickowski, Legal Aid
Alondra Machado, MHS
Kaitlin Mooney, NSU
Santiago Barney, Poverello
Shanel Pamphile, Poverello

CLINICAL QUALITY MANAGEMENT (CQM) SUPPORT STAFF
Vanessa Oratien
Whitney Saint-Fleur
Dr. Gritell Berkeley-Martinez

PART A RECIPIENT STAFF
Neil Walker
Timothy Thompson
Wismy Cius

GUESTS
Florence Ukpai, HIVPC
Tijee Williams, HIVPC
Debbie Cestaro-Seifer, CQM Consultant

I. Call to Order

The meeting was called to order at 9:02 am.

II. Welcome/Introductions

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

III. Continuum of Care: Three-Year Data Overview

CQM Support Staff presented an overview of trends in Broward County's Ryan White Part A Program from FY2018 through FY2020. The data emphasized the need to focus on retention in care in QIPs for FY2021. Network members noted the impact of the COVID-19 pandemic on Ryan White Part A and stated the importance of preparing contingency plans for emergent hinderances such as the pandemic.

IV. QIP Toolkit Refresher

CQM Support Staff reviewed the updated Quality Improvement Project (QIP) Toolkit with the Quality Network. The focus for FY2021 is on closing the gap between linkage and retention. Network members will select their own QIPs, but each will relate to the focus. If an agency would like to continue a QIP from the previous fiscal year, it should focus on the sustainability of the intervention.

V. Discussion: Client Satisfaction Surveying Process

Network members discussed their surveying processes. Agencies provide paper copies in the waiting room and a submission box for anonymity or online surveying. One agency noted an electronic survey sent out via text or email after each appointment as well as one paper survey mailed annually. Another agency has been using paper surveys up to this point and received a dismal percentage of completed surveys returned. This agency has recently launched a kiosk system in facilities so that clients can complete their surveys on the day of the appointment. This agency's staff has been trained to assist clients who may have difficulty completing the survey via computer. Clients who have experienced challenges with survey completion have been assisted in a respectful manner. One agency shared that the survey is only offered to clients once their cases have been closed. For this agency, electronic survey response rates have declined over FY2020.

One agency stated that, while clients do not provide identifying information, their PE numbers are added to the completed form and it is scanned into PE. In addition to the satisfaction survey, clients complete a medication survey regarding what gets in the way of adherence.

A network member added that during a QA/QI review, his agency found that clients are sometimes hesitant to share truthfully regarding their adherence.

The data obtained from client satisfaction surveys have been used to improve client access and care efficiency. If clients have a negative experience, one agency reaches out to them individually to further the discussion and make improvements based on their experiences and recommendations. One agency is currently training staff to improve communication with clients, addressing clients' recommendations for improvement.

VI. Discussion: COVID-19 Vaccine

CQM Support Staff facilitated a discussion on COVID-19 vaccine hesitancy, confidence, and challenges. Network members were encouraged to share any updates on this topic.

One agency has resumed administration of the Johnson & Johnson vaccine, while another has not begun utilizing this vaccine since the CDC-recommended pause was lifted. One agency has asked staff whether they would like the vaccine and provided a form for them to accept or decline it. This agency has experienced a shift in client attitude toward COVID-19 vaccination. Clients have gone from seeking documentation to exempt them from vaccination to requesting the vaccine be administered. A network member stated that, while her agency is not mandating vaccination, it is supporting those who are being vaccinated and providing vaccinations.

One agency has mandated all staff and students be vaccinated. Staff not vaccinated by July 1, 2021 will be terminated barring religious or medical exemption. Students must either be vaccinated or receive a negative PCR test result before interacting with clients.

VII. Announcements

- Agencies
    - BRHPC – Received a PrEP grant and will be assisting with copays and deductibles for PrEP. A flyer will be distributed to networks once completed.
    - Latinos Salud – Moving to a new and larger location. The agency will be providing more access to PrEP and vaccinations once the move is complete.
- Recipient Staff – None.
- CQM Support Staff – The QIP Toolkit will be sent to Quality Network members this week. PE training will be provided over the week of May 17, 2021. Interested parties must sign up by 12:00 p.m. on Friday, May 7th.

VIII. Adjournment

The meeting was adjourned at 10:08 am.

Next Meeting Date: June 16th, 2021

Quality Network Meeting

June 16, 2021
9:00 – 10:15 AM

1

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

2

Welcome and Introductions

3

Checkpoint 1 Check-in

4

Checkpoint 1: Identify Focus Areas for Quality Improvement Projects

Issue:	
Prevalence/Frequency/Incidence:	
Populations(s) affected:	
Seriousness/Urgency:	
Available data sources:	
Possible interventions:	
Current interventions:	

5

What is Drill Down & Why Choose this Data Set?

"Drill down" allows quality champions to target an at-risk population based on biopsychosocial factors

Broward RWHAP "drilled their own data" to help quality networks understand what to look for when developing their 2021 QIP

Broward RWHAP Population of Study:

Non-Hispanic, Black MSM

Data Source: *Continuum of HIV Care, 2020; Broward EMA HIV Continuum of Care Report (3/01/2020-2/28/2021)*

6

Population Selection

FY20-21 Percent of Clients Virally Suppressed		
Race/Gender	**#**	**%**
Non-Hispanic, Black Male	1,940	83.4
Non-Hispanic, Black Female	1,438	86.5
Non-Hispanic, Black Transgender	38	86.4
Race/Transmission Type	**#**	**%**
Black MSM	775	84.0%
White MSM	1,577	90.7%
Hispanic MSM	1,143	92.9%

Non-Hispanic, Black males had the lowest viral suppression when compared to non-Hispanic, Black female and transgender clients.

Black MSM had the lowest viral suppression when compared to White and Hispanic MSM clients.

Non-Hispanic, Black MSM

Data Source: *Continuum of HIV Care, 2020; Broward EMA HIV Continuum of Care Report (3/01/2020-2/28/2021)*

7

Population Overview

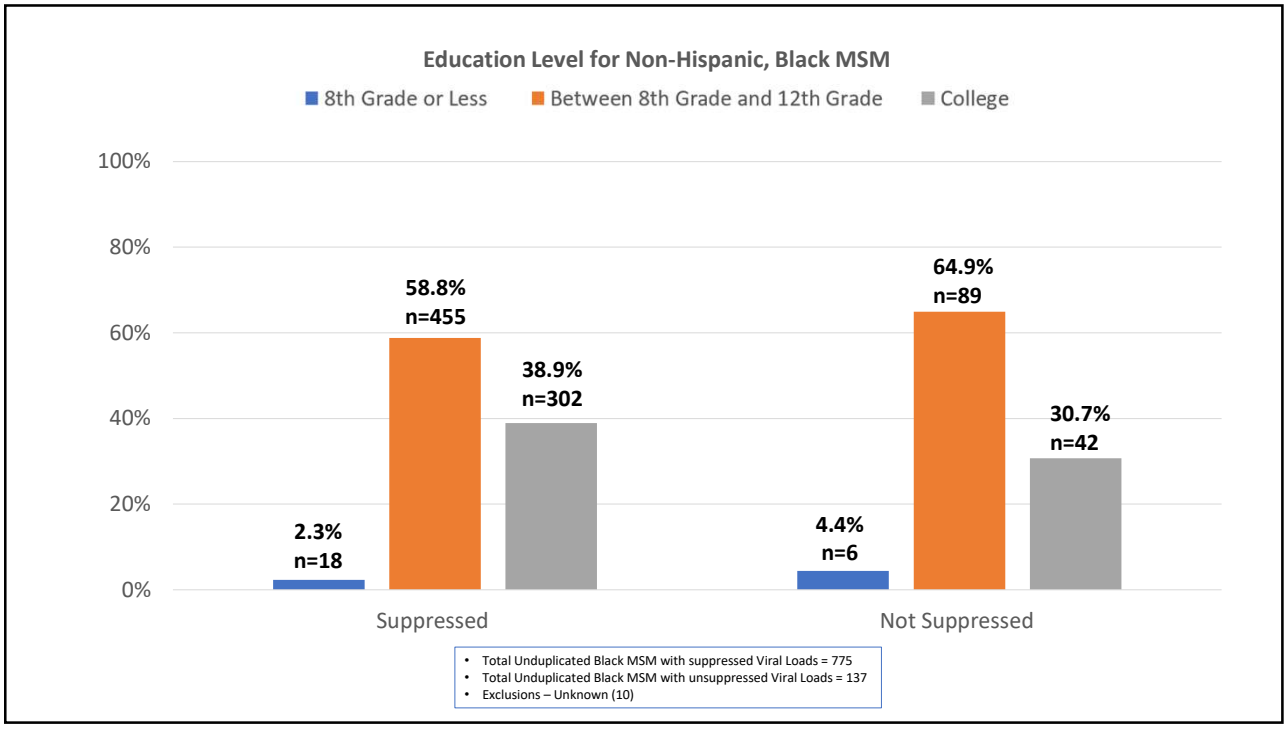
- **Definition:** Non-Hispanic, Black MSM
- **Data Source:** Broward EMA HIV Continuum of Care Report
- **Measurement Period:** FY2020 (3/1/2020-2/28/2021)
- **Total Non-Hispanic, Black MSM:** 922

Viral Suppression Status	#	%
Unsuppressed (>200 copies/mL)	137	14.8
Suppressed (<200 copies/mL)	775	84.0
Unknown	10	1.2
TOTAL	922	100

8

Demographic Characteristics

9



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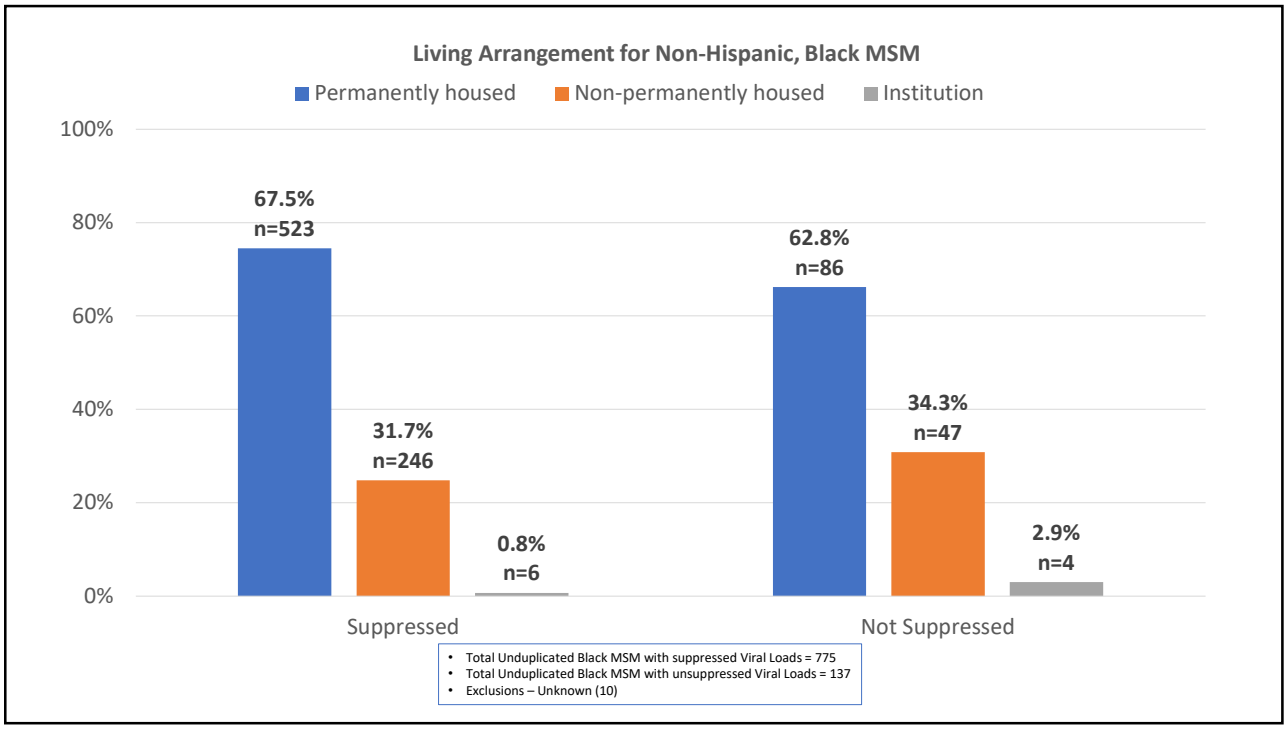
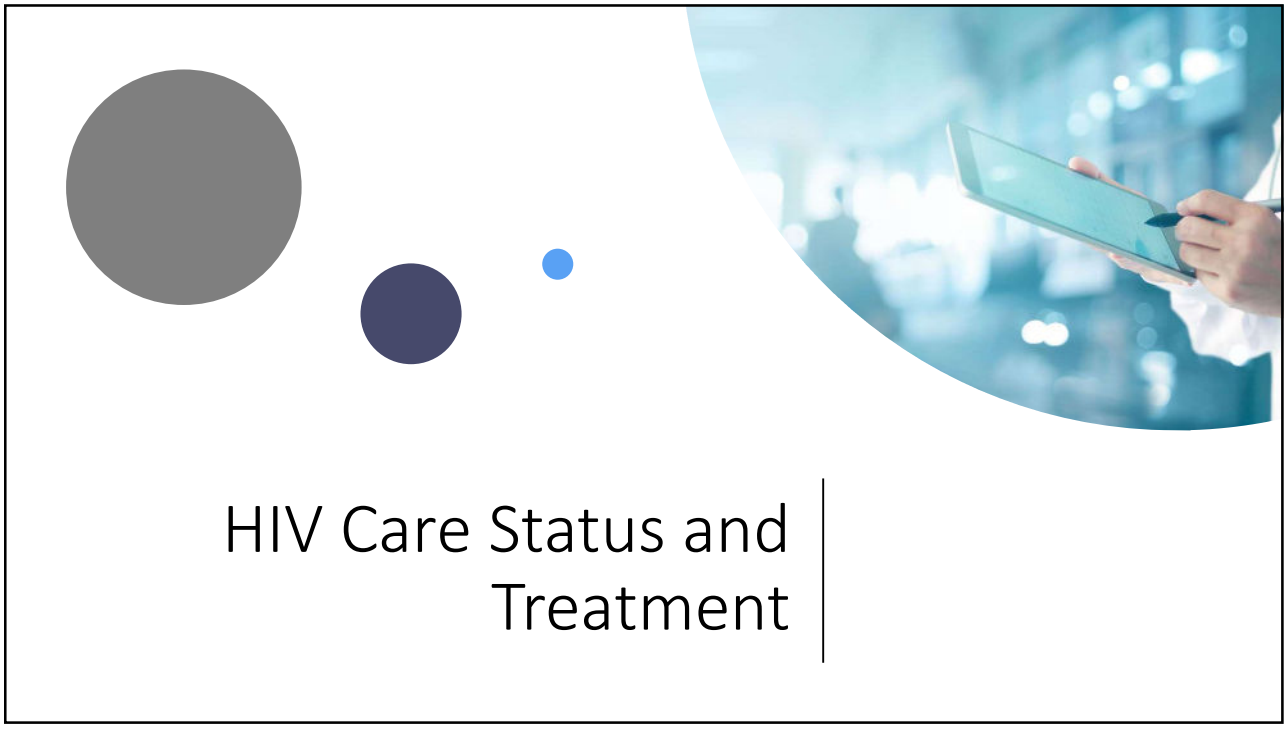
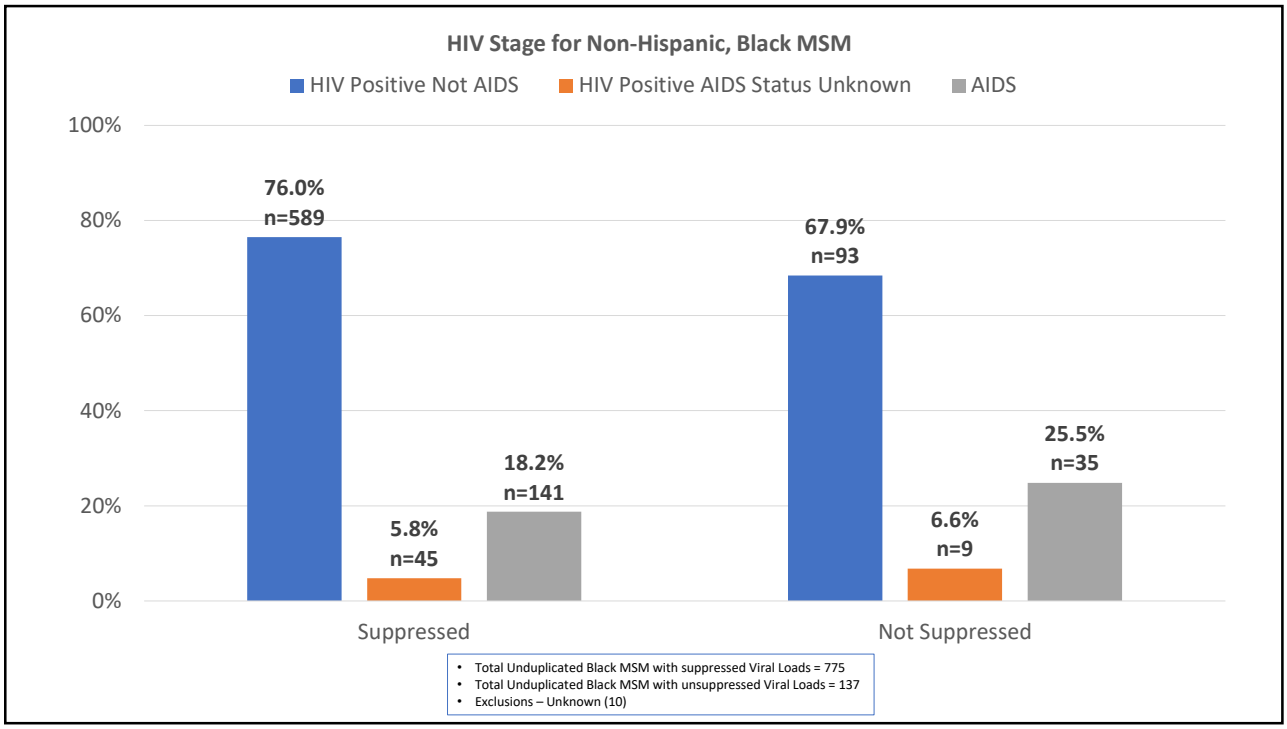

Living Arrangement for Non-Hispanic, Black MSM
Permanently housed
Non-permanently housed
Institution
100%
80%
60%
40%
20%
0%
67.5%
n=523
31.7%
n=246
0.8%
n=6
62.8%
n=86
34.3%
n=47
2.9%
n=4
Suppressed
Not Suppressed
Total Unduplicated Black MSM with suppressed Viral Loads = 775
Total Unduplicated Black MSM with unsuppressed Viral Loads = 137
Exclusions – Unknown (10)

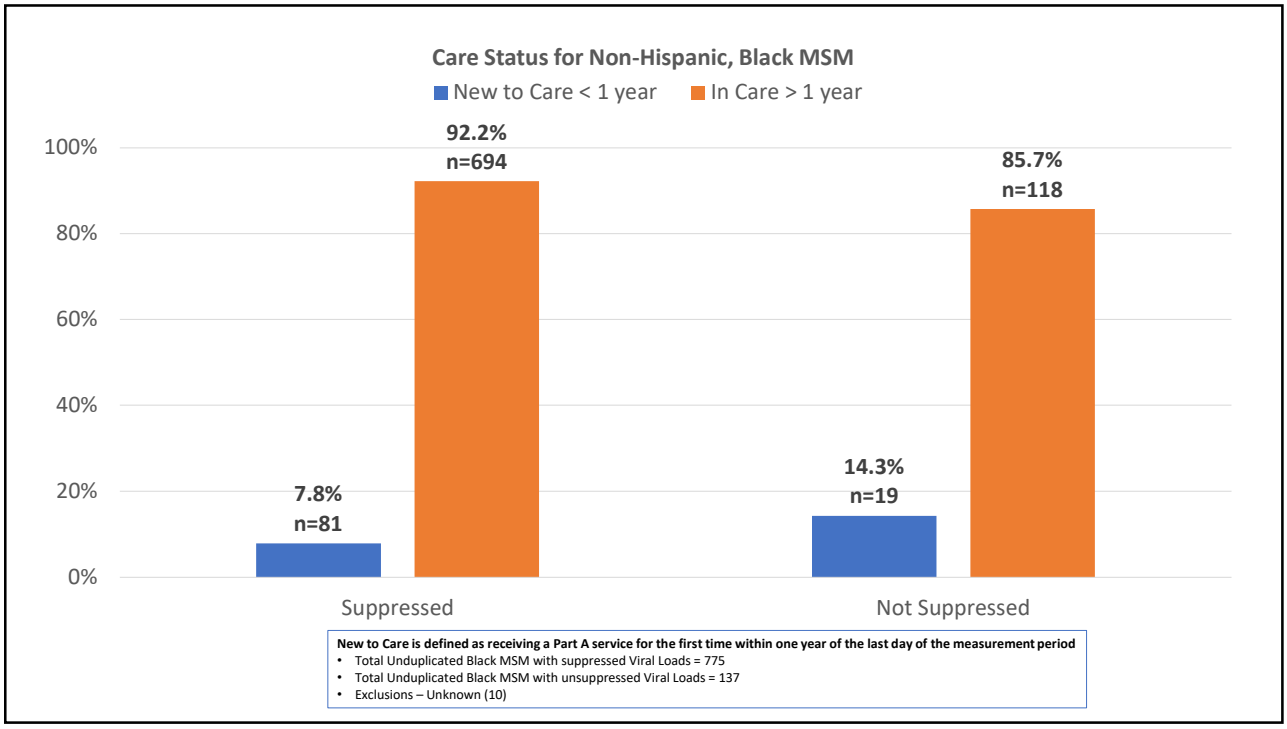
11


HIV Care Status and Treatment

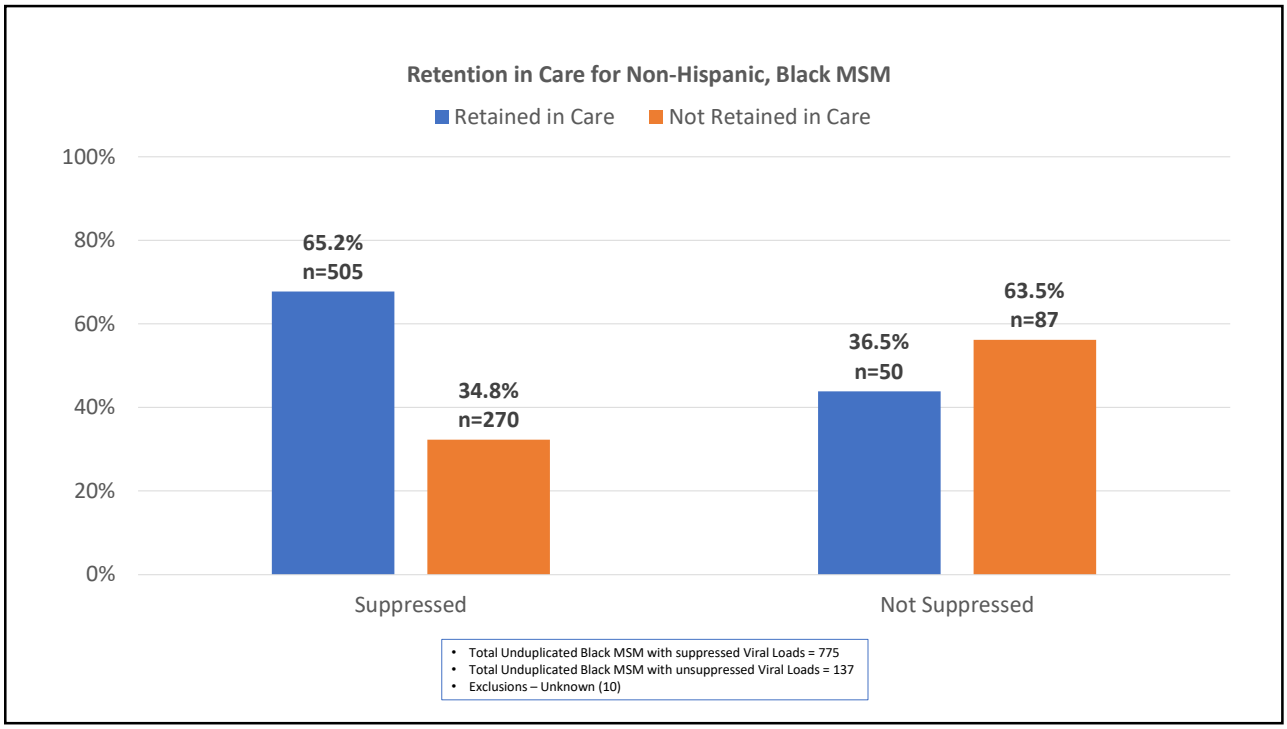
12


HIV Stage for Non-Hispanic, Black MSM
HIV Positive Not AIDS
HIV Positive AIDS Status Unknown
AIDS
100%
80%
60%
40%
20%
0%
76.0%
n=589
5.8%
n=45
18.2%
n=141
67.9%
n=93
6.6%
n=9
25.5%
n=35
Suppressed
Not Suppressed
• Total Unduplicated Black MSM with suppressed Viral Loads = 775
• Total Unduplicated Black MSM with unsuppressed Viral Loads = 137
• Exclusions – Unknown (10)

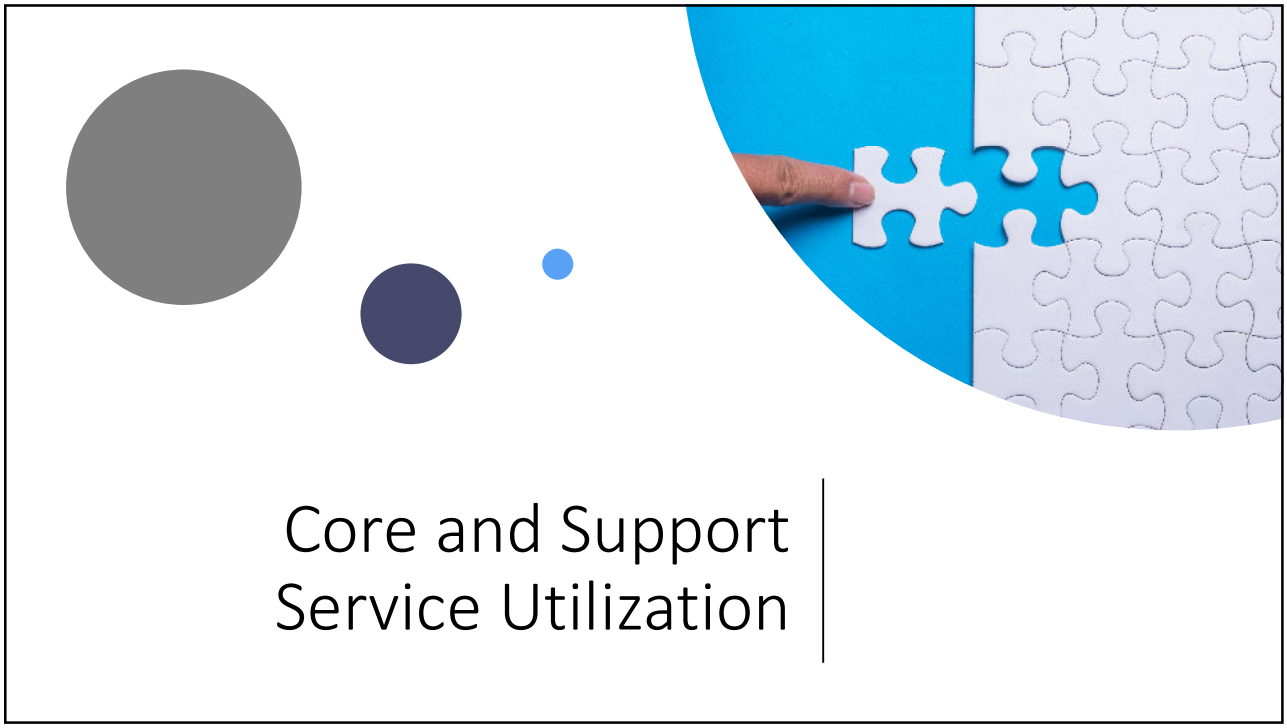
13


Care Status for Non-Hispanic, Black MSM
New to Care < 1 year
In Care > 1 year
100%
80%
60%
40%
20%
0%
7.8%
n=81
92.2%
n=694
14.3%
n=19
85.7%
n=118
Suppressed
Not Suppressed
New to Care is defined as receiving a Part A service for the first time within one year of the last day of the measurement period
• Total Unduplicated Black MSM with suppressed Viral Loads = 775
• Total Unduplicated Black MSM with unsuppressed Viral Loads = 137
• Exclusions – Unknown (10)

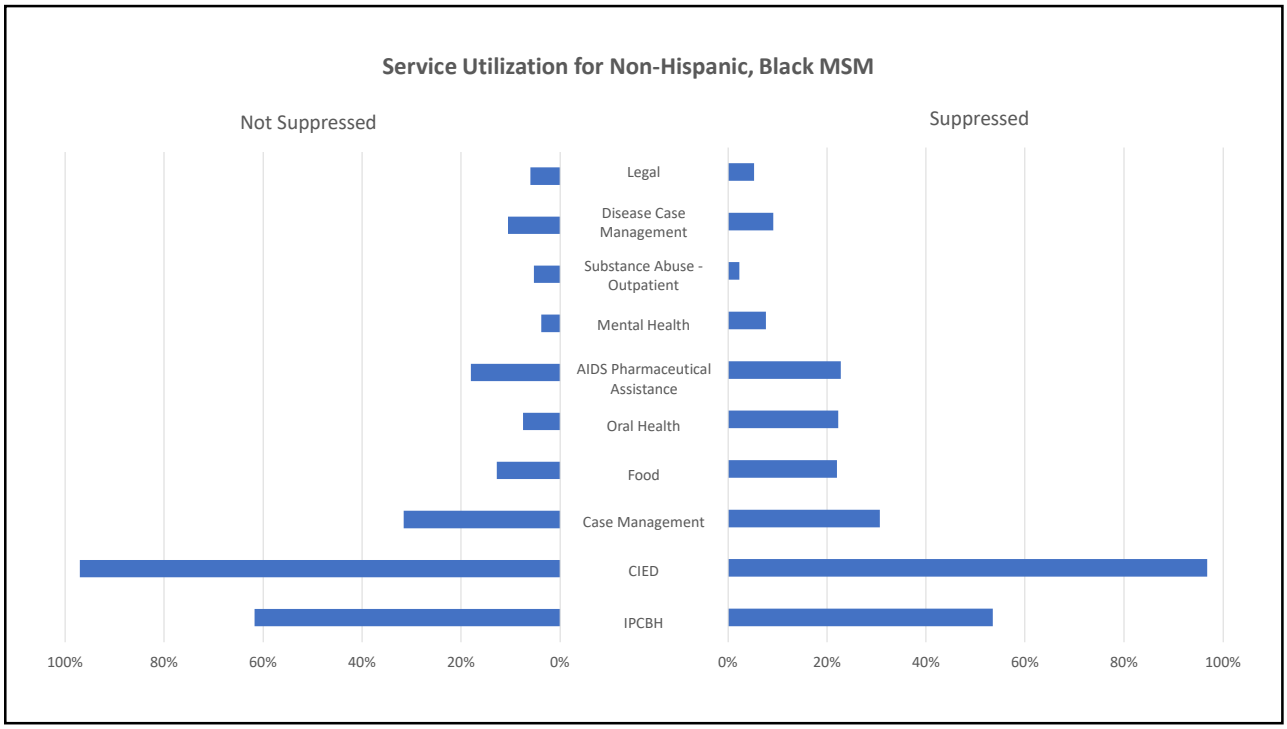
14


Retention in Care for Non-Hispanic, Black MSM
Retained in Care
Not Retained in Care
100%
80%
60%
40%
20%
0%
65.2%
n=505
34.8%
n=270
36.5%
n=50
63.5%
n=87
Suppressed
Not Suppressed
• Total Unduplicated Black MSM with suppressed Viral Loads = 775
• Total Unduplicated Black MSM with unsuppressed Viral Loads = 137
• Exclusions – Unknown (10)

15


Core and Support
Service Utilization

16



17

Drilling Down Data Overview
Demographics

- Viral Suppression rates are greater in the subgroup of Black MSM living with HIV/AIDS whose highest level of education is 8th-12th grade
- Viral Suppression rates are greater in the subgroup of Black MSM living with HIV/AIDS whose housing is permanent
- The number of Black MSM in stable housing is significantly higher in both the "virally suppressed" and the "virally unsuppressed" groups than it is compared to other living arrangements

18

Drilling Down Data Overview
Care Status & Treatment

- HIV Stage
- Care Status
- Retention in Care

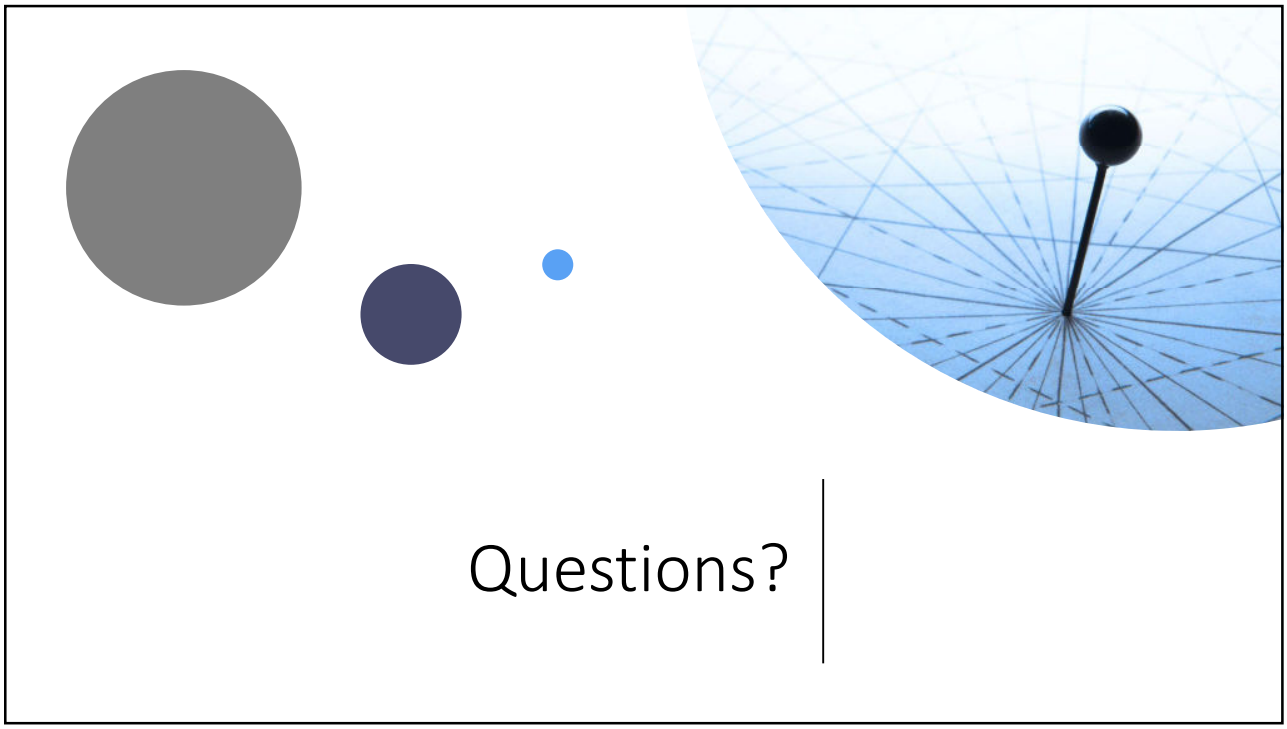
19

Future Consideration for Black MSM LWHA

QIPS

- Linkage to Care (L2C)
  - ➢ *Brothers United + Damien Center*
- Connect to Protect (C2P)
  - ➢ Both L2C and C2P are initiatives from *His Health*

20



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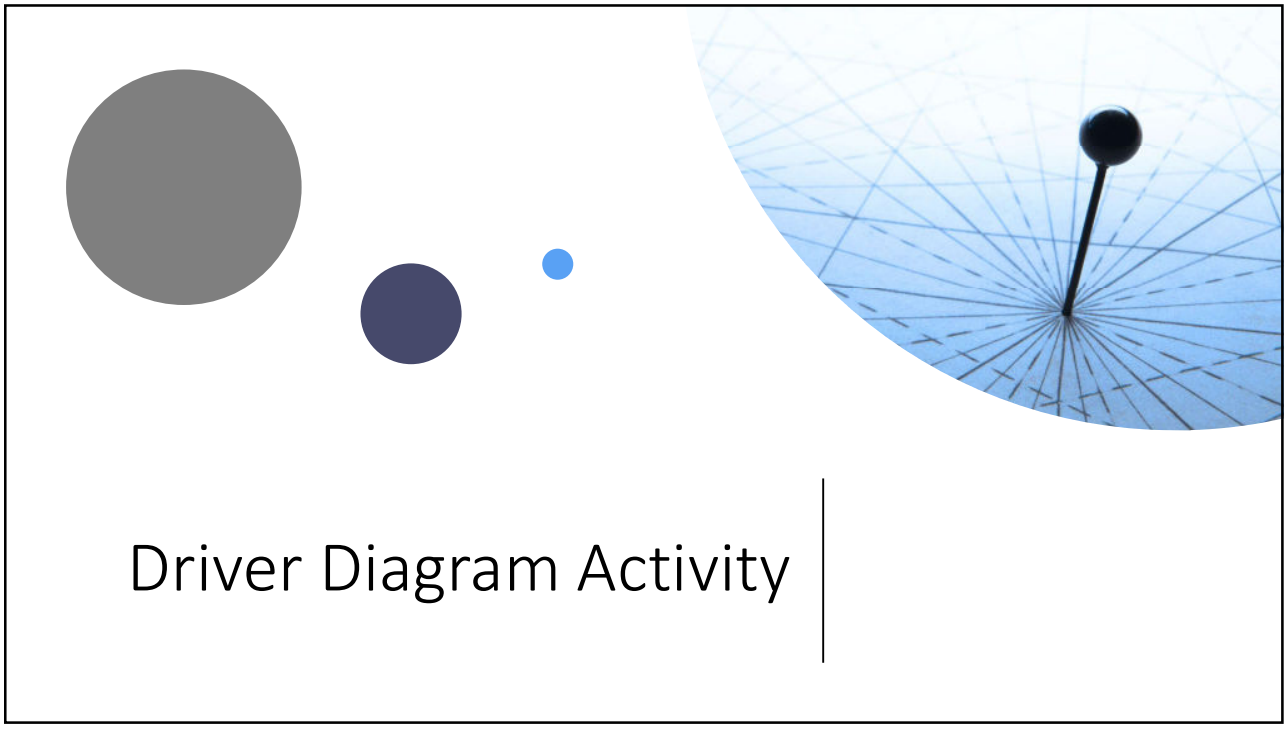

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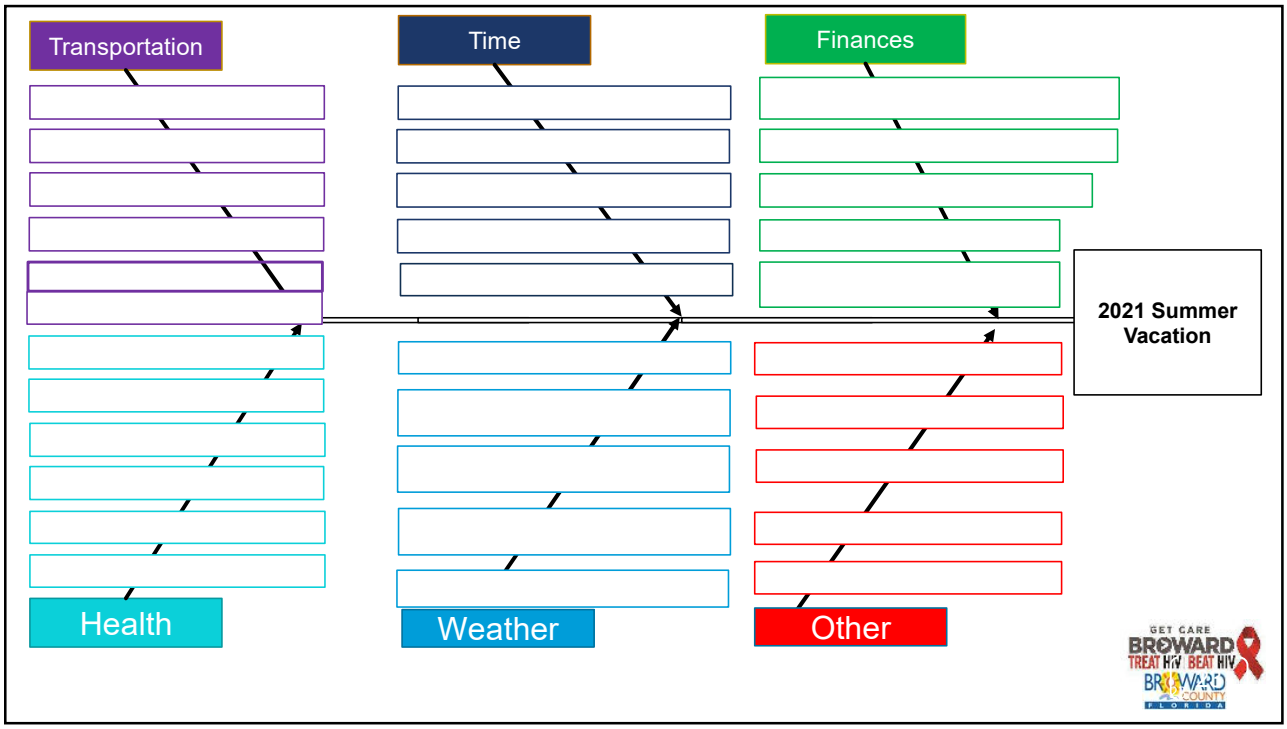
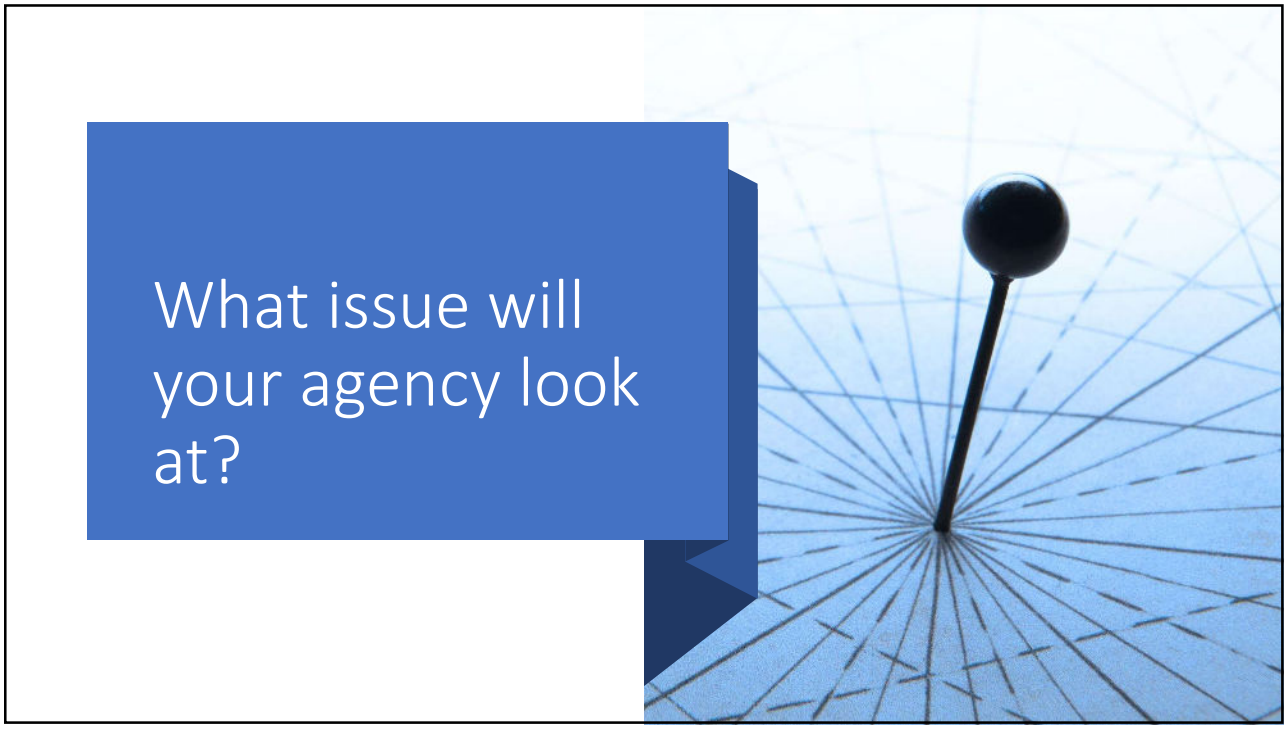

Transportation
Time
Finances
2021 Summer Vacation
Health
Weather
Other
GET CARE
BROWARD
TREAT HIV BEAT HIV
BROWARD COUNTY
FLORIDA

23


What issue will your agency look at?

24

QIP Toolkit Checkpoint 2

25

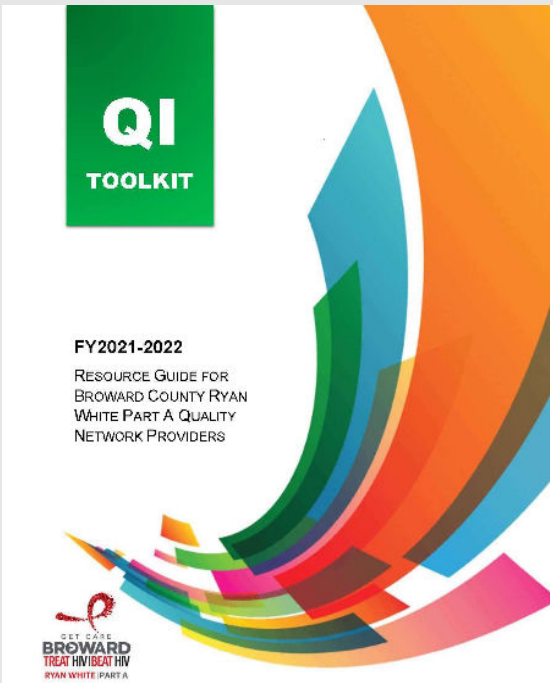


TABLE OF CONTENTS

Checkpoints

- Checkpoint 1: Identify Focus Areas for Quality Improvement Projects (Step 1)
- Checkpoint 2: Driver Diagram (Step 2)
- Checkpoint 3: AIM Statement (Step 3)
- Checkpoint 4: Drivers/ Contributing Factors (Step 3)
- Checkpoint 5: PDSA Cycle Planning Form (Step 4)
- Checkpoint 6: Preliminary Data Review (Step 5)
- Checkpoint 7: Writing the QI Summary Report (Step 6)
- Checkpoint 8: QIP Poster (Step 7)

26

QIP PLANNER 2021-2022

This planner is a recommended timeline for deliverables related to the QIP process.

Checkpoint check-ins are one on one virtual check ins and provide an opportunity to check in with the CQM team. Time slots are available from 10am to 3pm

QIP PHASE	STARTING	ENDING
STEP 1: GEARING UP FOR QIPS	5/5/21	6/15/21
STEP 2: IDENTIFYING THE PROBLEM	6/16/21	7/27/21
STEP 3: AIM STATEMENTS	7/28/21	9/7/21
STEP 4: PDSA CYCLES	9/8/21	11/30/21
STEP 5: PRELIMINARY DATA REVIEW	12/1/21	12/31/21
STEP 6: EVALUATE RESULTS OF THE QIP	1/1/22	1/31/22
STEP 7: SUMMING IT ALL UP	2/1/22	2/28/22

CHECKPOINT CHECK-INS	DATE 1	DATE 2
IDENTIFY FOCUS AREAS FOR QIPS	6/7/21	6/9/21
DRIVER DIAGRAM	7/20/21	7/22/21
AIM STATEMENT	8/22/21	8/24/21
DRIVERS/CONTRIBUTING FACTORS	8/31/21	9/2/21
PDSA CYCLE PLANNING FORM	10/26/21	10/28/21
PRELIMINARY DATA REVIEW	12/14/21	12/16/21
QIP POSTER	2/15/22	2/16/22

Quality Network meeting dates are in white

27

Step 2: Identifying the Problem

- Learning Objectives:
  - Construct a driver diagram
  - Identify modifiable and non-modifiable factors

28

Modifiable vs. Non-Modifiable Factors

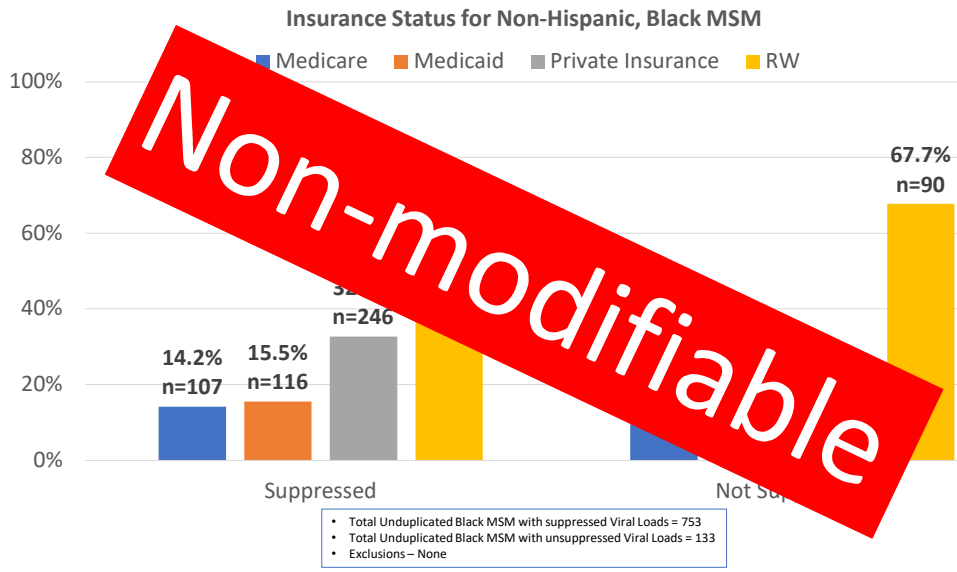
A ***modifiable factor*** is something possible to change

- *Examples*: The organization of chairs in the agency waiting room; how staff greet clients; intake forms to using inclusive language for transgender individuals

A ***non-modifiable factor*** is something that is not possible to change

- Many are at the client level
- *Examples:* Client gender, race, ethnicity, SES; where a client lives; procedures and processes that are mandated by funders, local, state, or federal authorities

29

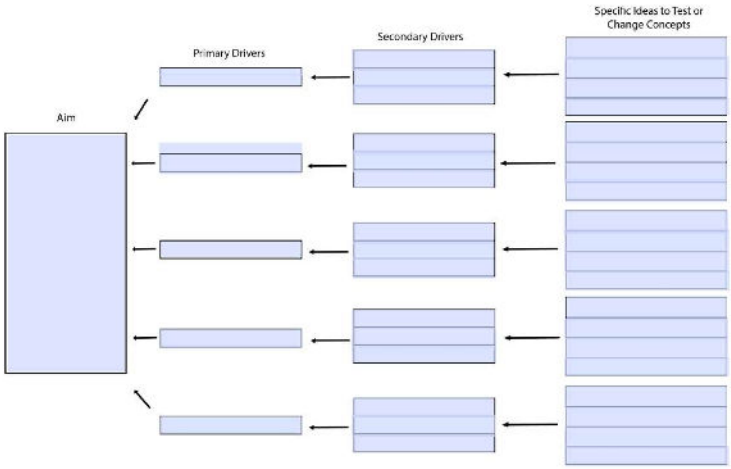


Non-modifiable

30

Checkpoint 2: Driver Diagram

- A driver diagram shows the relationship between the:
  - Overall ***aim*** of the project
  - **Primary drivers** that contribute directly to achieving the aim
  - **Secondary drivers** that are components of the primary drivers
  - **Specific change ideas to test** for each secondary driver



31

Checkpoint 2

Due Date:

July 14th, 2021

Technical Assistance:

As needed

32

Announcements

33

Next Meeting Date

July 28th, 2021

34