

CQM COMMITTEE MEETING

DECEMBER 18, 2024

In Attendance:

Jeremy Hurley
Kristopher Pre
Susana Gonzalez
Clare Waller
Frances Ashley
Ronny Soy

Jessica Rios
Lorianna Angel-Guadram
Azucena Talavera
Carolyn Chavez
Heidi Foreman-Toney

Binila John
Erin Arreola
Karina Ponce
Josefa Ozaeta
Sherrie Royster

Agenda:

1. Attendance:

- a. Jeremy took attendance

2. Office of HIV Updates

- a. Brief overview of staff changes within the office.
- b. G. Hurley reminded sub recipients about the process of submitting event flyers for approval before being sent out to all sub recipients.

3. Quality Improvement Projects

- a. **Project Selection and Updates:** Each subrecipient should select a measurable Quality Improvement Project (QIP) and be prepared to update the group on its progress next meeting.
 - i. **AHN** – Referral Timeframes
 - ii. **AFAN** – Client Satisfaction Surveys
 - iii. **CCHHS** – Linkage to Care/Referrals/Lost to Care/Incorporating EHARS and NERDS
 - iv. **COMC** – Demonstrated improved knowledge of HIV transmission from HE/RR sessions
 - v. **SNHD** - Linkage to Care/Lost to Care/No Show (The same project as they are working on with Part A)
 - vi. **NLS** - Improving communication frequency by 15% (Need a copy of PDSA template)

4. Quality Improvement Planning

- a. Data Quality and Reporting

- b. Make sure that data that we are putting into CAREWare is accurate and correct the first time.
 - c. We will be looking at doing SWOT analysis and Organizational assessments in 2025 for each sub recipient.
 - d. Continually evaluate and adjust as needed.
 - e. Make sure that we are collaborating and communicating between all sub recipients and between all Ryan White Parts.
 - f. Use TargetHIV for Videos and training, it is a great resource for information to help our programs.
- 5. How do we get PLWHA involved?**
- a. G. Hurley looking into incentives
 - b. Agency and sub recipient recruitment is a constant activity
 - c. G. Hurley will work with Part A
- 6. Emerging Issues**
- a. **Subrecipient Concerns**
 - i. CW1 Issues pertaining to the eligibility RWISE and eligibility dates. Having to make sure that staff are choosing the correct services.
 - b. No other issues identified at this time
- 7. Performance measures examples**
- a. **Benchmarking:** A standard for comparing performance and identifying improvement areas.
 - i. Went over a small training on benchmarking
 - ii. Subrecipients requested a copy of the outcomes G. Hurley set for the X07 Program Terms Report.
- 8. Education and Training**
- a. Group asked for a TA on performance measure reports in CAREWare. G. Hurley informed the group that once the CW1 merge is complete, we would be working with M. Lisa, Gabe, and Part A to work on performance measure reports in CAREWare so that the subrecipients could run those reports. After we create those reports in CAREWare, we will have a meeting with all of the subrecipients to go over what will currently be in the system and see what they would like to add or see in there performance measure wise.

- b. J. Rios advised G. Hurley to look in CAREWare for the Core Measures to see if Part B measures align with Part A and we can go from there with the performance measures.

9. Feedback and Collaboration

- a. **CQM Plan Feedback** – No feedback
- b. **Site Visit Results** – Everyone did well on their site visits. There were only a couple of things that needed to be corrected. G. Hurley advised everyone to make sure that in the future they make sure to upload their documents to the portal in advance of the site visit to give the State enough time beforehand to review all of the documents and not have to be reviewing them the night before the visit and possibly not have been able to review everything before the visit.
- c. G. Hurley asked all of the sub recipients to read the CQM plan and provide any and all feedback that they could.

10. Any success stories?

- a. J. Rios shared success stories of subrecipients going above and beyond their CQM duties.

11. Next Steps and Action Items

- a. G. Hurley will distribute the meeting minutes
- b. Make sure we are continuously communicating with one another
- c. Remaining subrecipients who have not submitted their QIP project to RWPB will do so by 12/30/2024.
- d. Continue to do resource sharing. If you come across something that you think that group could benefit from, please share with everyone.
- e. In the near future, we will be looking into doing SWOT Analysis and Organizational Assessments for each sub recipient

12. **Next meetings** – 01/29/2025 10:00AM, 02/26/2025 10:00AM. All future meetings will be the day after the Part A meetings (As scheduling allows).