

CQM COMMITTEE MEETING

January 30, 2025

Meeting started at 10:00am – ended at 11:13am

In Attendance:

Jeremy Hurley

Sarah Cowan

Binila John

Cristina Cruz

Lorianna Angel-Guadram

Erin Arreola

Susana Gonzalez

Azucena Talavera

Karina Ponce

Clare Waller

Carolyn Chavez

Josefa Ozaeta

Frances Ashley

Heidi Foreman-Toney

Ronny Soy

Sherria Taylor

Jennifer Vazquez

Sandra Najuna

Agenda:

1. Attendance:

- a. G. Hurley took attendance

2. Office of HIV Updates

- a. Brief overview of staff changes within the office.
- b. G. Hurley informed subrecipients about the current focus areas of CQM.
 - i. Increasing Community Engagement
 - ii. Improving retention in care through innovative feedback mechanisms.
 - iii. Addressing subrecipient involvement challenges.
- c. G. Hurley informed subrecipients about the OoH working with the Larson Institute regarding implementing focus groups and town halls.
- d. Interviews have been completed for the RWPB Coordinator position.
- e. Grant Year status charts are updated on the website through 01/01/2025.

3. Viral Suppression Update

- a. G. Hurley has contacted HRSA about getting the dashboard on EHB updated. They are working on getting that information updated to reflect current data newer than 2021.
- b. Current Grant year Viral Suppression Rate: 91.71%
- c. Total consumers through December 31, 2024: 5,097
- d. Consumers with labs: 4,558
- e. Consumers virally suppressed: 4,180

4. 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. ACCEPT, HOPES, and AHF still need to present their Quality Improvement projects at the next CQM committee meeting.

5. What is a Problem Statement

- a. G. Hurley went over some training on what a problem statement is, why it's important, characteristics of a strong problem statement, and how to write a problem statement.

6. 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.
7. How do we get PLWHA involved?
- a. G. Hurley looking into incentives
 - b. Agency and sub recipient recruitment is a constant activity
 - c. Interactive workshops
 - d. Focus groups/town halls (Working with the Larson Institute)
 - e. G. Hurley will work with Part A
8. Emerging Issues
- a. Subrecipient Concerns
 - i. AHN brought up a concern that will be addressed with program staff. It is regarding case management opt-in/opt-out policies.
 - ii. CCHHS brought up a concern related to a new client. This concern was talked about with internal Office of HIV staff and then in conjunction with CCHHS and AHN, the client was taken care of and brought back into care.
 - b. No other issues identified at this time
 - c. G. Hurley advised subrecipients to get to know the HRSA performance measures and provided them with the HRSA website for reference.
9. Performance measures examples
- i. Retention in Care – G. Hurley went over a small training for retention in care. What it is, why it matters, and what plans there are currently for retention in care moving forward until more information is provided.

- ii. G. Hurley provided the current goals and benchmarks for HIV retention in care and HIV risk counseling.

10. Education and Training

- a. G. Hurley asked the subrecipients if they had any preferred trainings that they would like to see.
 - i. Subrecipients expressed that they would like some TAs on Quality Project reports and one-on-ones for the quality improvement projects.
 - ii. Subrecipients also requested training related to data entry. They are looking for Data entry standards so that when we get to the RSR stage, it is easier and not so cumbersome with the data. Also, with ADAP services. Statewide.
- b. G. Hurley advised the subrecipients to make sure that we are addressing any barriers to care that the consumers are having. If they need assistance in addressing any barriers, they should contact the RWPB program for assistance.
- c. Upcoming trainings:
 - i. Data Collection and Best Practices for Ryan White Part B and ADAP
 - ii. Client Retention and Engagement in Ryan White Part B and ADAP
 - iii. Implementation Plan training
- d. G. Hurley advised the subrecipients that CQII has a training academy that they are beta testing, he provided the link for the website so that the

subrecipients can register and start taking some of the trainings. The site also has some trainings gear toward clients.

11. Feedback and Collaboration

- a. G. Hurley asked all of the sub recipients to read the CQM plan and provide any and all feedback that they could as the grant year is coming to a close and the CQM Plan will need to be reevaluated and a new version will need to be reapproved.

12. Any success stories?

- a. With the updated service standards, AHN is able to process referrals quicker. (Awesome AHN!!!)
- b. F. Ashley had a brand-new client who she got in, got certified, got them reunited with family, will be getting their eligibility done, and getting them back into care. (Amazing job Frances!!!!)

13. Next Steps and Action Items

- a. G. Hurley will distribute the meeting minutes
- b. Make sure we are continuously communicating with one another
- c. Sub recipients will decide on Quality Improvement Projects and submit them to Part B CQM for approval before the December meeting
- d. In the near future, we will be looking into doing SWOT Analysis and Organizational Assessments for each sub recipient

14. Next meetings –02/26/2025 10:00AM