

## CQM COMMITTEE MEETING

February 26, 2025

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

### In Attendance:

Jeremy Hurley

Yajaira Rios

Binila John

Anisha Pal

Lorianna Angel-Guadram

Erin Arreola

Susana Gonzalez

Azucena Talavera

Jessica Rios

Mona Lisa Schmidt

Carolyn Chavez

Sophia Clemmons

Frances Ashley

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. Advised sub-recipients that the new Part B Coordinator has been hired and they would be starting soon.
- e. Grant Year status charts are updated on the website through 02/04/2025.

### 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. AHF presented their project to the committee. They will be continuing their project from last year with a new iteration and a new goal percentage.
  - ii. Accepts project will be on Increasing client engagement and Implementing client satisfaction surveys. They will be presenting and speaking more about their project at the next meeting.

### 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 and the Office of HIV.
- 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. Report requests

- a. Mona Lisa presented a new form for sub-recipients to use to get reports in CAREWare. The form asks for information that the sub-recipients are looking for and how they would like it displayed. This allows the program to build the

report for the sub-recipient for a one-time use or for a continual use. It streamlines the process. Mona Lisa will send out the form to sub-recipients.

6. 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). G. Hurley went over how he sees the use of focus groups and town halls. He gave an example of how another state brought in consumers from neighboring counties to secret shop sub-recipients and then held a focus group to see what their experience was to gain knowledge and feedback from the clients/consumers directly so that they could improve the program and processes/policies.
- e. G. Hurley will work with Part A

7. Emerging Issues

- a. Subrecipient Concerns
- b. G. Hurley advised subrecipients to get to know the HRSA performance measures and provided them with the HRSA website for reference.

8. Outcome Progress

- i. G. Hurley provided progress updates on all outcomes/performance measures from the PTR report submitted to HRSA for the current grant year.
- ii. G. Hurley went over the percentages and advised sub-recipients that he would get with them to look at the data and see if there were any errors or any corrections that needed to be made.

## 9. Education and Training

- a. G. Hurley asked the subrecipients if they had any preferred trainings that they would like to see.
- 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, G. Hurley advised that himself and the ADAP Coordinator would be conducting an Implementation Plan training at some point in the coming months to refresh knowledge and train new sub-recipient staff on how to fill out and find the information for the implementation plans.
- 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.

## 10. Feedback and Collaboration

- a. G. Hurley asked all the sub recipients to read the CQM plan and provide 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.

11. Any success stories?

- a. None at this time.

12. Next Steps and Action Items

- a. G. Hurley will distribute the meeting minutes
- b. Make sure we are continuously communicating with one another
- c. Make sure you are sending all feedback to CQM and RWPB so that any actionable steps can be taken to address any concerns or make any adjustments.
- d. Soon, we will be looking into doing SWOT Analysis and Organizational Assessments for each sub recipient

13. Next meetings –03/26/2025 10:00AM, 04/30/2025, 05/28/2025.