

CQM COMMITTEE MEETING

June 26, 2025

Meeting started at 10:55am – ended at 12:36pm

In Attendance:

Jeremy Hurley	Lorianna Angel-Guadron	Carolyn Chavez
Claire Trevithick	Yajaira Rios	Susana Gonzalez
Mona Lisa Schmidt	Ryan Kelsch	Sherria Taylor
Erin Arreola	Sophia Clemmons	Sarah Cowan
Tory Johnson	Frances Ashley	Heidi Foreman-Toney
Azucena Ledezma Rubio	Jessica Rios	Ronny Soy

Agenda:

1. Attendance:
 - a. G. Hurley took attendance
 - b. Community Health Alliance (Claire) introduced themselves as the new subrecipient.
 - c. G. Hurley had everyone go around and introduce themselves so that Community Health Alliance could get to know who is a part of the CQM committee.
2. Office of HIV Updates
 - a. Brief overview of staff changes within the office.
 - b. G. Hurley advised all subrecipients that the new CQM plan was emailed out to all of them on June 12th and that they are to read the document and provide any suggestions, feedback, concerns by August 1, 2025.
 - c. G. Hurley went over the new goals for the current grant year that are in the CQM Plan.
 - d. G. Hurley informed subrecipients about the updates to the current focus areas of CQM.
 - i. Increasing Community Engagement – G. Hurley has been attending community events and talking with community members about

RWPB and the program. Working on putting together a survey to drop off at local spots for consumers and clients to provide feedback.

- ii. Improving retention in care through innovative feedback mechanisms – Working on setting up a framework to collect client feedback from sub-recipients to improve retention in care.
- iii. Addressing subrecipient involvement challenges – Working to identify barriers to sub-recipient involvement and engagement. Focusing on clearer expectations, better communication, and potential TA needs.
- iv. G. Hurley stated that he is working on putting together surveys that can be sent out quarterly and some that can be sent out intermittently throughout the grant year to gather client/consumer input on the program.

- e. G. Hurley informed subrecipients about the OoH ongoing discussions with the Larson Institute regarding implementing focus groups and town halls.
- f. T. Johnson provided an update on the OoH receiving a second partial award for funding. The office started sending out messages through subgrants informing subrecipients about updated grant monies. If the subrecipient funding has been updated with this second round of funding, the amendment has been sent out with updated dollar amounts. There are some that need to be pulled back from Rocs so they will be forthcoming so be on the lookout for those.
- g. Grant Year status charts are updated on the website through 05/31/2025.

3. Quality Improvement Projects

- a. Project Updates: There were 4 subrecipients that were set to present on their projects during this meeting.
 - i. AHN shared about their project. They finished their project on processing time frames for NMAP referrals in 14-day regular and 2-day emergency referrals.
 - ii. AFAN shared about their project that is ending on June 30th. Their project was on measuring client satisfaction and then correlating that to retention in care.

- iii. AHF shared about their project that will be ending on August 31st. Their project is on increasing retention in care from 74% in February to 79% by August 31st.
 - iv. SNHD shared about their project that ended June 1st. Their project was on Linkage to Care for Out-of-Care Clients in SNHD RW Program.
 - b. G. Hurley asked everyone if there were any initiatives that they would like to see implemented in the upcoming months. No initiatives were brought up.
- 4. Quality Improvement Planning
 - a. Data Quality and Reporting
 - i. G. Hurley is working on creating a standard quarterly and a standard final annual report template that all of the subrecipients will be able to use for their reporting to the State Office of HIV. Once G. Hurley gets it created and approved, they will be sent out to all parties for use.
 - 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 subrecipients 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. None currently.
- 6. How do we get PLWHA involved?
 - a. G. Hurley has been in the community at events talking with community members trying to get involvement on the CQM Committee. Feedback is still centered around incentives and the times of the meetings. G. Hurley stated that meeting times and days can be adjusted to meet the needs of committee members if needed.
 - b. Agency and sub recipient recruitment is a constant activity
 - c. Opportunities for involvement – G. Hurley requested if anyone has any events going on in the community that they forward them to him so that he could

pop in and be present at them if he can make it. He also stated that he could share the events across the community to try and get more involvement if needed.

- d. G. Hurley stated that we need to work on gaining more consumer feedback. He stated that he is working on putting together surveys that can be sent out each quarter and sporadically throughout the grant year.

7. Quick Wins & Small Changes for QI

- a. G. Hurley is creating a TA request and once it is finish and approved it will be sent out to all of the subrecipients. This will be used for all training requests.
- b. Great job SNHD, AHN, and AFAN on completing your QIP projects.
- c. G. Hurley thanks AHN, HOPES, and ACCEPT for helping with the Annual Progress Report by providing requested information.
- d. G. Hurley thanks HOPES, ACCEPT, and AHN for helping to facilitate the Medical Transportation survey for the Annual Progress Report.

8. Emerging Issues

- a. Subrecipient Concerns – None currently.
- b. Data submission challenges – None currently.
- c. G. Hurley advised sub-recipients to remind clients/consumers to get labs done at minimum once a year but preferably twice a year.
- d. G. Hurley advised subrecipients to get to know the HRSA performance measures and provided them with the HRSA website for reference. He performance measure site is still down and there is no known date that it will be back up.
- e. G. Hurley advised subrecipients that when the OoH sends out questions, they are doing so to get an understanding and to define the processes and procedures that the subrecipients go through in order to serve the clients/consumers to better develop tools and policies/procedures to help them. It is not to second guess what they are doing or the work that they are providing.

9. Performance Measures

- a. G. Hurley provided updates on the performance measures that the program was measured on throughout the previous Grant Year 24-25. He advised that there is a lot of red but that it is a good thing because now we can focus on fixing the things where the program might have not been focusing on.

10. Education and Training

- a. G. Hurley asked the subrecipients if they had any preferred trainings that they would like to see.
- b. 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
- c. G. Hurley advised the subrecipients that the TargetHIV website is back up now and that they should be going on there and using the resources on that website for training. He advised them that it is a good resource for their new hires also.

11. Feedback and Collaboration

- a. G. Hurley advised all the sub recipients to read the CQM plan and provide all feedback, questions, concerns, and updates.
- b. Deadline to submit feedback on the CQM Plan is 08/01/2025.
- c. G. Hurley advised all subrecipients that their Quality Improvement projects do not need to be 6-month projects, they can be 2-week PDSA cycles/projects, 2-month projects/PDSA cycles, or 3-month projects/PDSA cycles. He stated that he would work with the subrecipients if they would like in order to determine what they would like to work on to decide on the length of the project.

12. Any success stories?

- a. None currently.

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. 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 subrecipient. G. Hurley will get the documents put together and sent out to everyone.
- e. F. Ashley asked that the subrecipient project presentations be sent out with the meeting minutes.
- f. AHN was advised that their next project define phase was due July 10, 2025.

14. Next meeting – 09/29/2025 10:00am.