Clinical Quality Management Committee Meeting
Cleveland TGA
September 25, 2017 Meeting Minutes

Attendees:

Name	Agency/Affiliation	Representing
Erica Shields	AIDS Healthcare Foundation	Part A Funded Agency
Bob Candage	AIDS Taskforce	Part A Funded Agency
Adrianna Whelan	Circle Health Services	Part A Funded Agency
Mary Beth Gramuglia	Cleveland Clinic	Part A Funded Agency
Yania Turney	DSAS	Part A Funded Agency
Courtney Price	Family Planning of Lorain	Part A Funded Agency
Kelly Dylag	Far West Center	Part A Funded Agency
Doug Vest	May Dugan	Part A Funded Agency
Summer Barnett	Mercy Medical	Part A Funded Agency
Dr. Ann Avery	MetroHealth	Part A Funded Agency
Adam Torres	Neuva Luz	Part A Funded Agency
Rochena Crosby	ORCA House	Part A Funded Agency
Kristin Ziegler Alban	Signature Health	Part A Funded Agency
Dr. Barb Gripshover	University Hospitals	Part A Funded Agency
Susan DiCocco	Ohio Department of Health	Ryan White Part B
Tammie Jones	Cleveland Dept. of Public Health	Community Agency
Kimberlin Dennis	Community Member	Planning Council - Consumer Representative
Jason McMinn	MetroHealth	Planning Council - QI Representative
Josh Kratz	MetroHealth	Community Member
Myrtle Watson	ORCA House	Community Member
Ashley Hollohazy	Mercy Medical	Community Member
Felicia Walker	DSAS	Community Member
Melissa Rodrigo	Cuyahoga County Board of Health	Ryan White Part A Office
Kate Burnett-Bruckman	Cuyahoga County Board of Health	Ryan White Part A Office
Zach Levar	Cuyahoga County Board of Health	Ryan White Part A Office
Vino Sundaram	Cuyahoga County Board of Health	Ryan White Part A Office

Meeting Minutes:

1:30 – Welcome and Introductions

1:40 – Quality Improvement Project Updates – Zach Levar/Part A Funded Agencies
- Zach provided a PowerPoint presentation with each of funded agencies' AIM statements and viral suppression statistics for each agency's target population.
- Funded agencies each provided a summary of their efforts so far including their progress, strengths, and issues to date.

- Some barriers noted by providers:
    - Pharmacy access(medication adherence)
    - Difficulty contacting clients
    - Client commitment to care
    - Clients belief that they are well
    - Clients do not have basic documents needed to be in medical care/have coverage
    - Confidentiality/privacy
    - IT barriers/internal delays
    - Substance abuse increase
    - Long term clients- steady but not necessarily improving
    - Staff turnover
    - Insurance inconsistencies/communication
    - Narrow target population/had to expand from original plan
    - Client's outside factors/personal barriers
    - Transportation resources
- Some accomplishments noted by providers:
    - Medicaid expansion/more clients engaged in care
    - Clients identified expected barriers to care which were items agency was working on already
    - Team meetings/case review
    - Intensive case management
    - Transportation resources
    - PAP's (Patient Assistance Programs)
    - Communication with medical providers
    - Increased daily/weekly communication
    - Mobile app/ access and expansion

2:55 – Training – CQI Methods – Paul DeSario
- Paul DeSario of CCBH provided training to the CQM committee on various CQI tools that can help them in developing plans to carry out their AIM statements.
- Paul detailed and demonstrated 7 different CQI tools for providers using real life scenarios as well as clinical HIV scenarios. The tools demonstrated were:
    - Affinity Chart
    - Fishbone Diagram
    - Force field Analysis
    - Flowchart
    - Control chart
    - Tree Diagram
    - Prioritization Matrices
- Providers had back and forth with Paul regarding some of their CQI issues listed in the first portion of the meeting. Paul then plugged some of the issues into various CQI tools and walked the providers through the process.

3:45 – Positive Peers Smartphone App – Josh Kratz, MetroHealth
- Josh Kratz of MetroHealth demonstrated the new smartphone app that was created to help link youths living with HIV to medical care. With the use of a SPNS grant this app's main goals are to increase youth retention in medical care, lessen isolation and stigma, and for youth to better self-manage HIV which will lead to better health outcomes such as viral suppression.

4:00 – UH CareLink Smartphone App – Dr. Barb Gripshover, University Hospitals
- Dr. Gripshover provided a summary of University Hospital's smartphone app, UH CareLink. This app helps patients take control of their own health by managing appointments, containing information about medications including dosage and frequency, and the usage of CareNotes that can contain notes from a physician.

4:20 - Next Steps and Wrap Up - Melissa Rodrigo
- Kate notified everyone that her/Zach will be scheduling visits to meet with each provider regarding progress of QI project.
- **The next CQMC meeting will be held at 1:00 pm on Monday, December 18, 2017 here at the Cuyahoga County Board of Health.**