



HUMAN SERVICES DEPARTMENT  
**COMMUNITY PARTNERSHIPS DIVISION**  
115 S Andrews Avenue, Room A360 • Fort Lauderdale, Florida 33301 954-  
357-8647 • FAX 954-357-8204

### QUALITY NETWORK MEETING

**Date:** May 5<sup>th</sup>, 2021 at 9 AM – 10:15 AM.

**Facilitator:** Clinical Quality Management Staff

**Location:** [WebEx Virtual Meeting Platform](#)

[quality@brhpc.org](mailto:quality@brhpc.org)

(954) 561-9681 ext. 1250

### AGENDA

- I. **Call to Order**
- II. **Welcome/Introductions**  
Name: Roseline LouisXVI, Program Director  
Agency: Community Rightful Center  
Email: [RLouisXVI@communityrightfulcenter.org](mailto:RLouisXVI@communityrightfulcenter.org)
- III. **Continuum of Care Three-Year Data Overview**
- IV. **QIP Toolkit Refresher**
- V. **Discussion: Client Satisfaction Surveying Process**
- VI. **Discussion: COVID-19 Vaccine**
- VII. **Announcements**
- VIII. **Adjournment**

**Next Meeting Date: June 16<sup>th</sup>, 2021**

Broward County Board of County Commissioners  
Mark D. Bogen • Beam Furr • Steve Geller • Dale V.C. Holness • Chip LaMarca • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine  
Broward.org





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## QUALITY NETWORK MEETING

**Date:** March 24<sup>th</sup>, 2021 at 9:05AM – 9:50 AM

**Facilitator:** Clinical Quality Management Staff

**Location:** WebEx Virtual Meeting Platform

quality@brhpc.org  
(954) 561-9681 ext. 1250

## MINUTES

### PROVIDERS PRESENT

Sandra Najuna, AHF  
Billy Gall, AHF  
Glynette Roberts, BCFHC  
Natasha Markman, BRHPC  
Diana Brown, Broward Health  
Gillian Cross, Broward House  
Robert Chavez, Care Resource  
Ariel Williams, Care Resource  
Kara Schickowski, Legal Aid  
Kaitlin Mooney, NSU  
Richard Ortiz, Latinos Salud  
Yamil Cruz, Latinos Salud

### CLINICAL QUALITY MANAGEMENT (CQM) SUPPORT STAFF

Vanessa Oratien  
Whitney Saint-Fleur

### PART A RECIPIENT STAFF

Neil Walker

### GUESTS

Florence Ukpai, HIVPC  
Gritell Martinez, HIVPC  
Debbie Cestaro-Seifer, CQM Consultant

## I. Call to Order

The meeting was called to order at 9:05 am.

## II. Welcome/Introductions

CQM Support Staff welcomed all attendees and made a statement of the meeting's goal. Individual introductions were made.

## III. Quality Network Meeting Evaluation Results

Broward County Board of County Commissioners  
Mark D. Bogen • Beam Furr • Steve Geller • Dale V.C. Holness • Chip LaMarca • Nan H. Rich • Tim Ryan • Barbara Sharief • Michael Udine  
Broward.org



CQM Support Staff presented the Quality Meeting Network Evaluation results from the survey that was launched in February 2021. The total number of responses received were 14. Following the presentation network members suggested implementing quarterly updates among agencies in the network (i.e. changes in staff, new programs, relocations, etc.).

#### **IV. Quality Improvement Overview**

CQM Support Staff provided an overview of quality improvement and stated the Broward EMA Ryan White Part A Program goal for FY 21-22: Closing the Gap between Linkage and Retention in Care.

#### **V. Data Analysis Refresher**

CQM Support Staff provided an overview of how to drill down data.

#### **VI. Discussion: COVID-19 Vaccine**

CQM Support Staff facilitated a discussion on COVID-19 vaccine hesitancy, confidence, and challenges.

- BRHPC – There has been an increase in the number of clients who are seeking the vaccine. More confidence has also been observed compared to one month ago. Observed barriers include online appointment requests and wait times.
- Care Resource – Ran out of vaccine allotment and provided letters to clients to receive the vaccine in the community.
- BCFHC – More clients have been vaccinated but the agency is running out of their vaccine allotment. Some clients remain hesitant regarding vaccination and have asked if staff members have received the vaccine. The agency has also hosted COVID-19 events for drive up vaccinations.
- NSU – COVID-19 screenings continue. Many clients have been vaccinated, have appointments scheduled to receive the vaccine, or are hesitant about receiving the vaccine.
- Latinos Salud – Clients have been showing confidence in receiving the vaccine; some have brought in their vaccination cards to be added to their client files. Some clients have reported that they have received the vaccine at AHF. The agency is currently working on getting the vaccine for distribution and has purchased a freezer to store the vaccine. Vaccine hesitancy remains an issue. Medical staff has also demonstrated hesitancy towards obtaining the vaccine and have raised privacy concerns.
- The CQM Program Consultant highlighted the inequalities for clients who are not tech savvy and suggested using iPads at agencies to register clients for vaccine registrations as a QIP.

#### **VII. Announcements**

- Agencies
  - Latinos Salud – Moving to a new and larger location in Wilton Manors

- BCFHC – Moving to a new and larger location; in the same building in Lauderhill but one floor above their previous location.
- Recipient Staff – Vaccination Campaign is in progress. Written and video testimonials will be incorporated into the campaign.
- CQM Support Staff – Certificates will be mailed to the agencies soon. Support Staff will be reaching out to the agencies to confirm mailing addresses.

**VIII. Adjournment**

The meeting was adjourned at 9:50 am.

**Next Meeting Date: May 5<sup>th</sup>, 2021**

# Quality Network Meeting

May 5<sup>th</sup>, 2021

9:00 – 10:15 AM

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## Housekeeping Rules



Mute Microphone

Participants will be automatically muted to limit background noise



Identify Yourself

State your name and agency when speaking



Use the Chat Box

Type in the chat box to identify yourself and agency, ask questions, and request additional clarification



Raise Your Hand

The "raise hand" option will notify the presenter of any questions that may arise



Ask Questions

Please save questions until the end of each slide

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# Welcome & Introductions

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## Welcome!

Roseline LouisXVI  
Program Director  
Community Rightful Center, Inc.



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# HIV Care Continuum Data Overview

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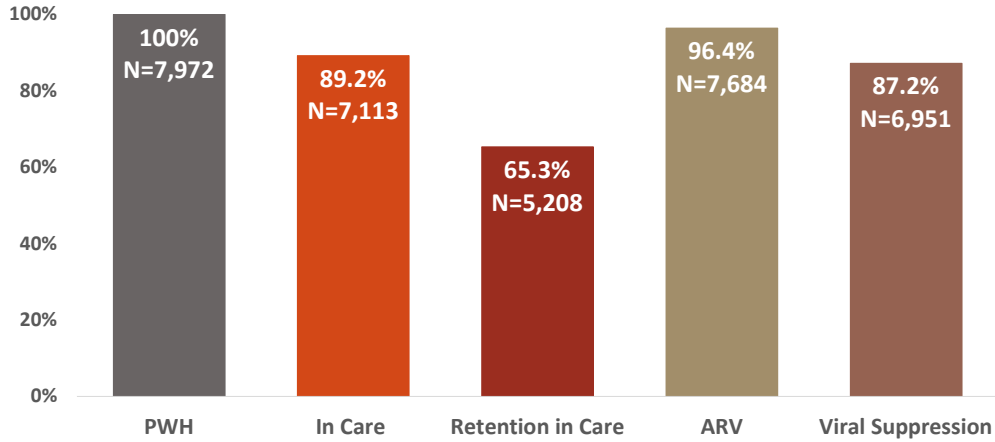
## HIV CARE CONTINUUM DEFINITIONS

- **People with HIV (PWH):** Clients who have HIV and received at least one service from the selected service category(s) in the reporting period.
- **Ever in Care:** PWH who ever had a medical care service documented.
- **In Care:** PWH who had a medical care service within the reporting period.
- **Retention in Care:** PWH who had two or more medical care services at least three months apart in the reporting period.
- **On Antiretroviral Therapy (ART):** PWH who have a documented ART at any time during the reporting period within HIV history records.
- **Virally Suppressed:** PWH with most recent viral load less than 200 copies/mL, as of end of the reporting period.

\*Medical Care Service: Documented viral load or CD4 lab, medical visit, prescription filled and paid by Ryan White, or payment requests for co-pays made by HICP.

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## Broward Part A HIV Care Continuum FY 2020-2021

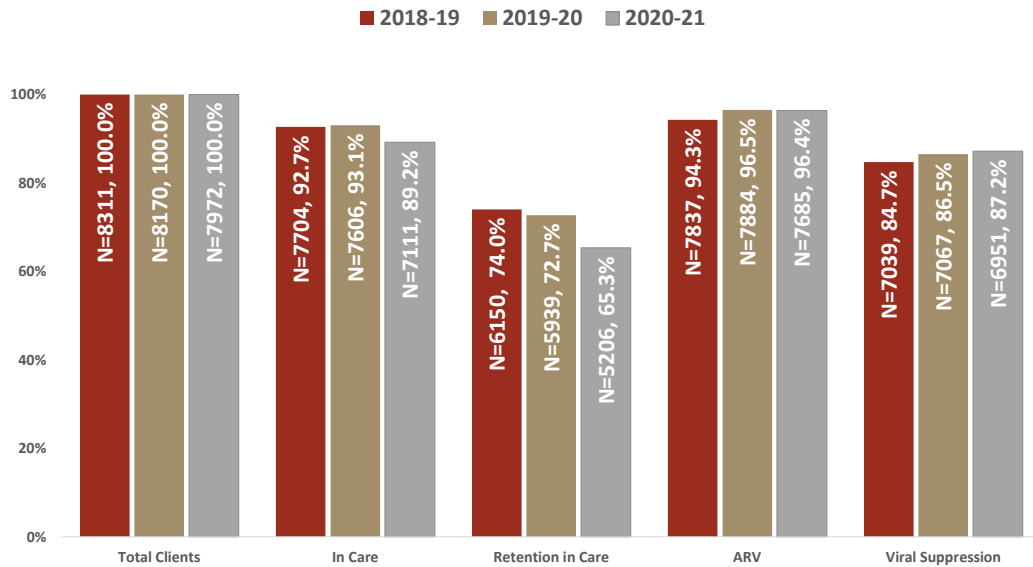


- A total of 7,972 clients are included in the in the HIV Care Continuum for FY2020-2021
- Viral Suppression is 87.2%
  - Most recent FL-DOH data (2019) report 68.5% viral suppression Broward County (RW and non-RW clients)

Data Sources: Continuum of HIV Care, 2020; Broward EMA HIV Continuum of Care Report (3/01/2020-2/28/2021); Broward County, FL-HIV EPIDEMIOLOGICAL PROFILE, EMA 0010

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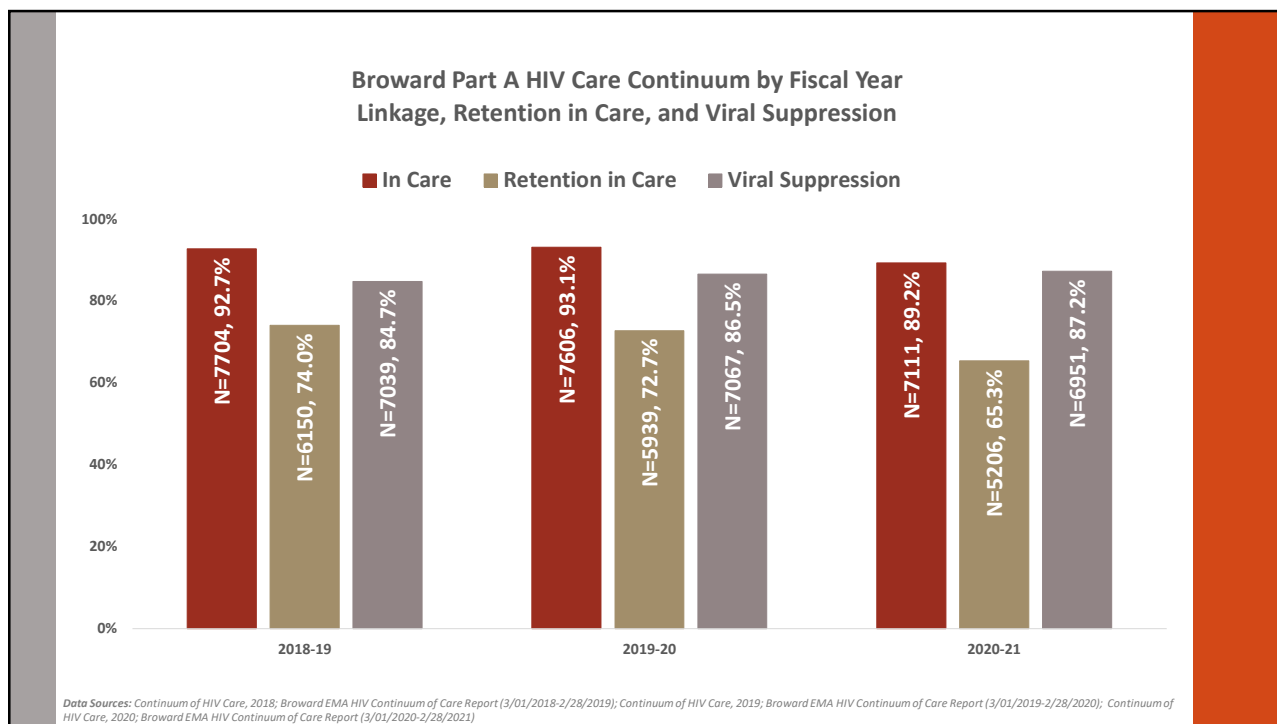
## Broward Part A HIV Care Continuum by Fiscal Year



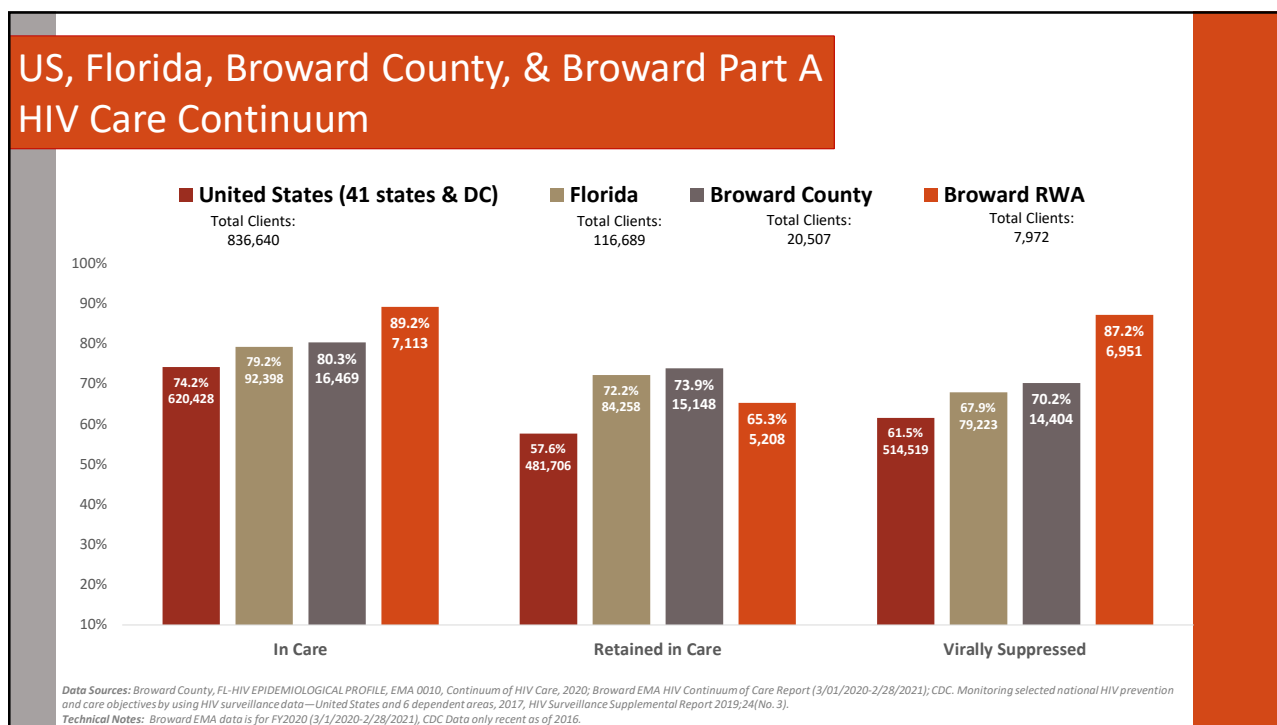
Data Sources: Continuum of HIV Care, 2018; Broward EMA HIV Continuum of Care Report (3/01/2018-2/28/2019); Continuum of HIV Care, 2019; Broward EMA HIV Continuum of Care Report (3/01/2019-2/28/2020); Continuum of HIV Care, 2020; Broward EMA HIV Continuum of Care Report (3/01/2020-2/28/2021)

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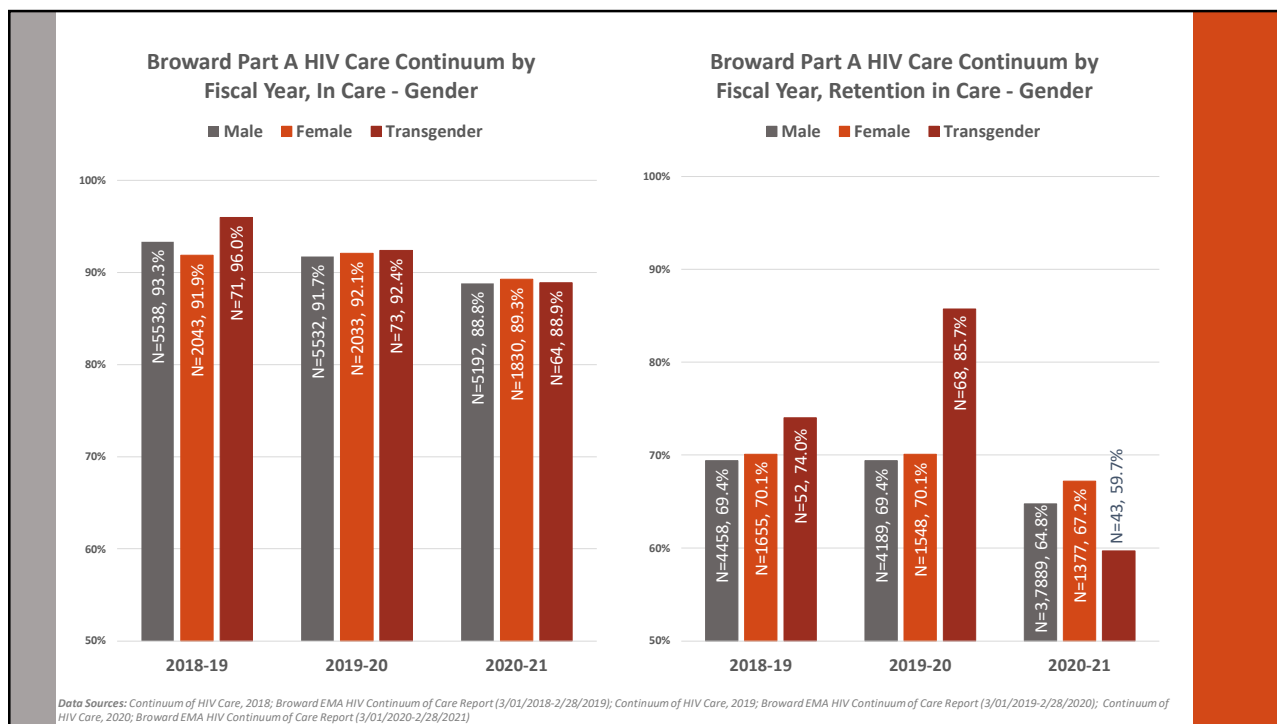




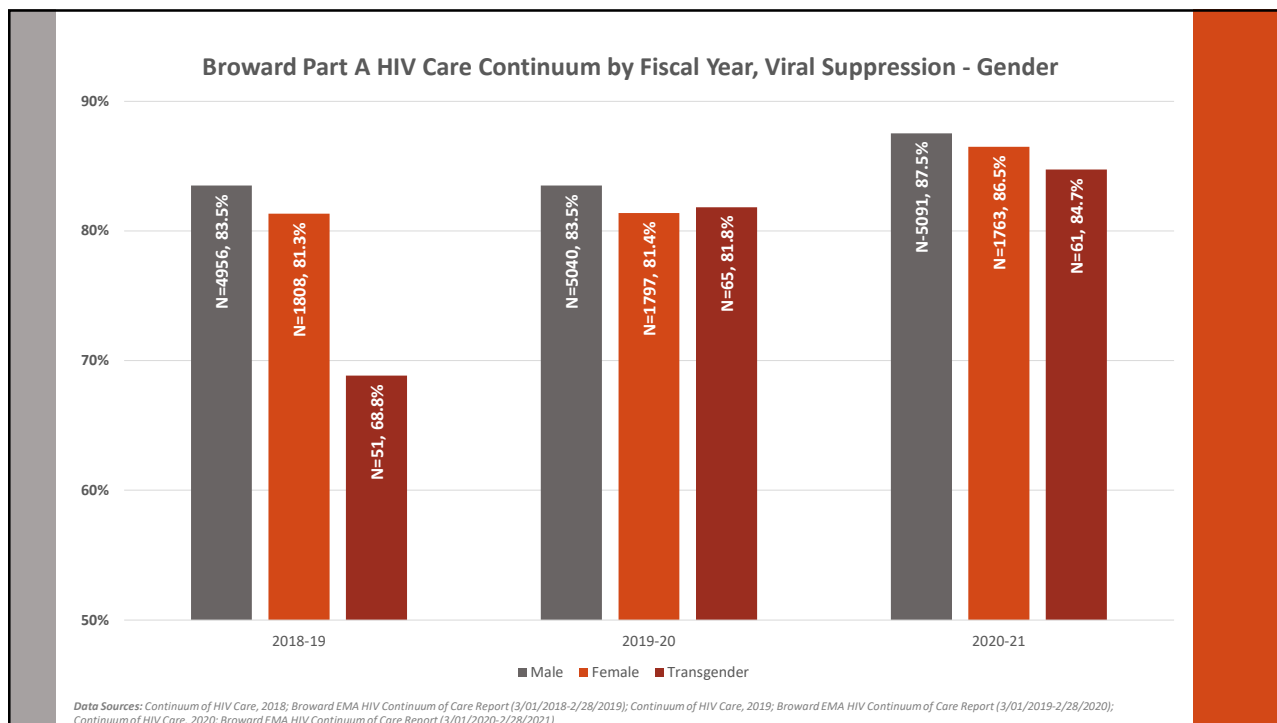
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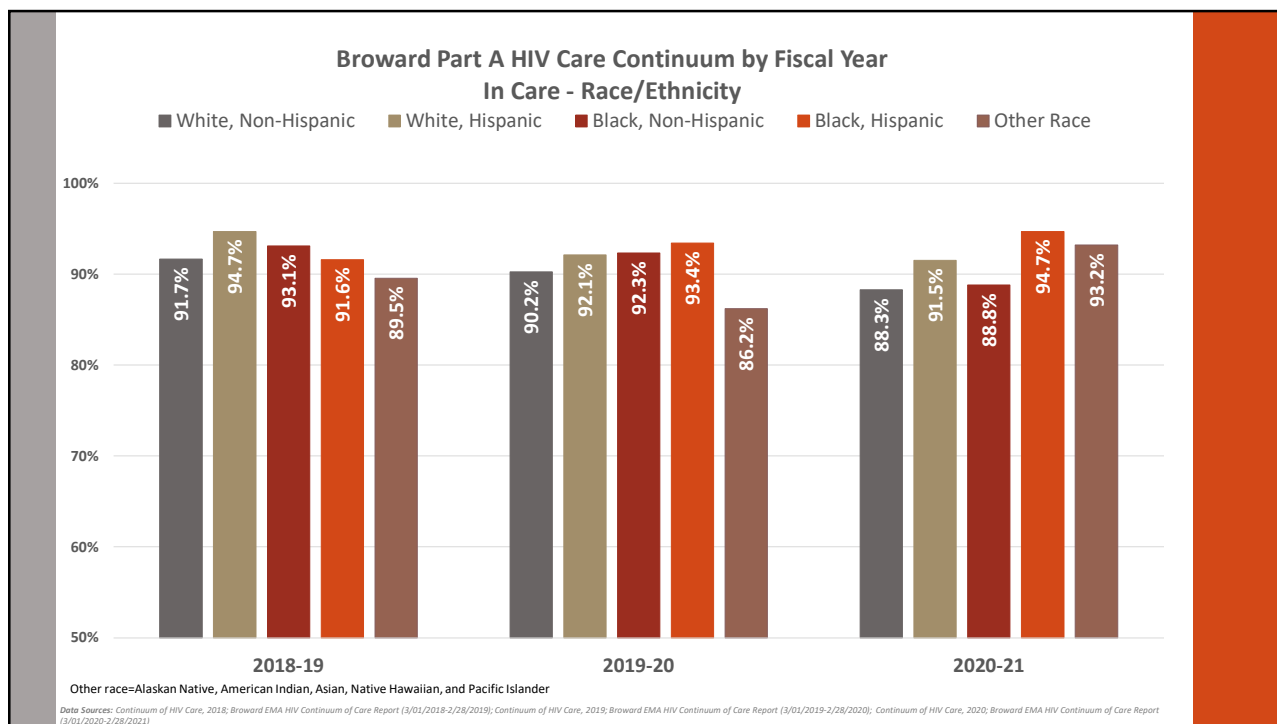
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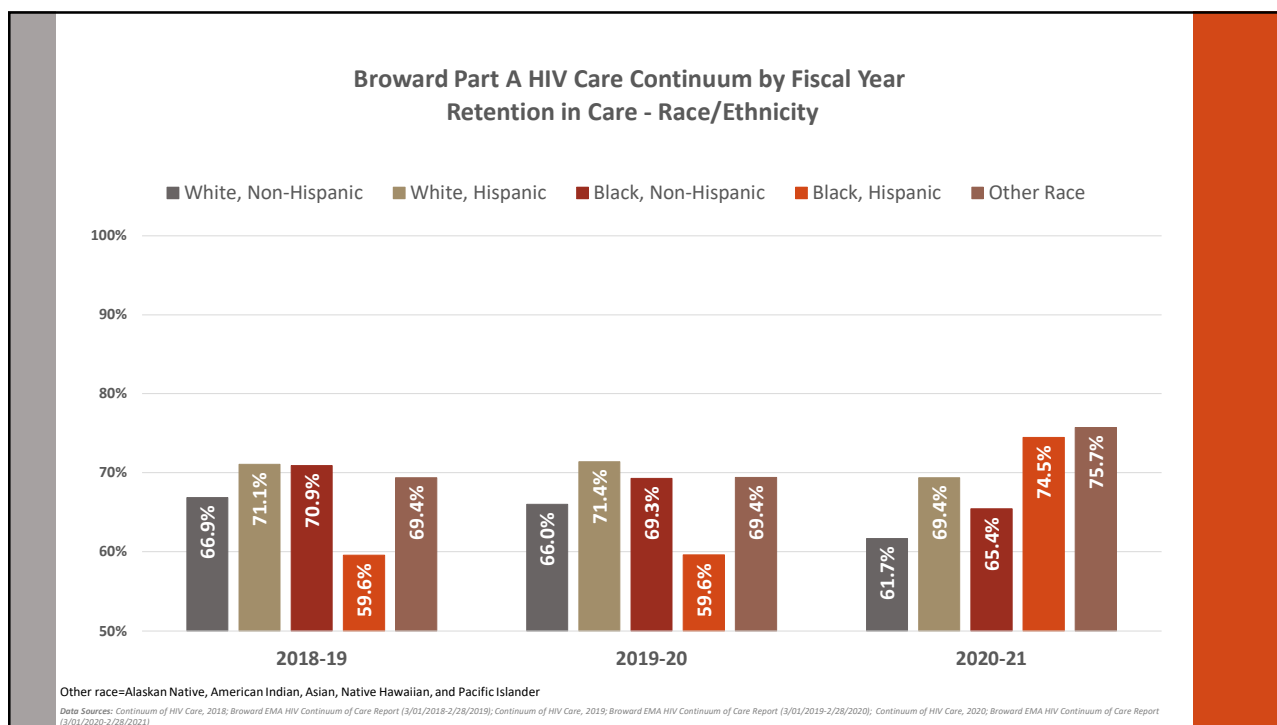
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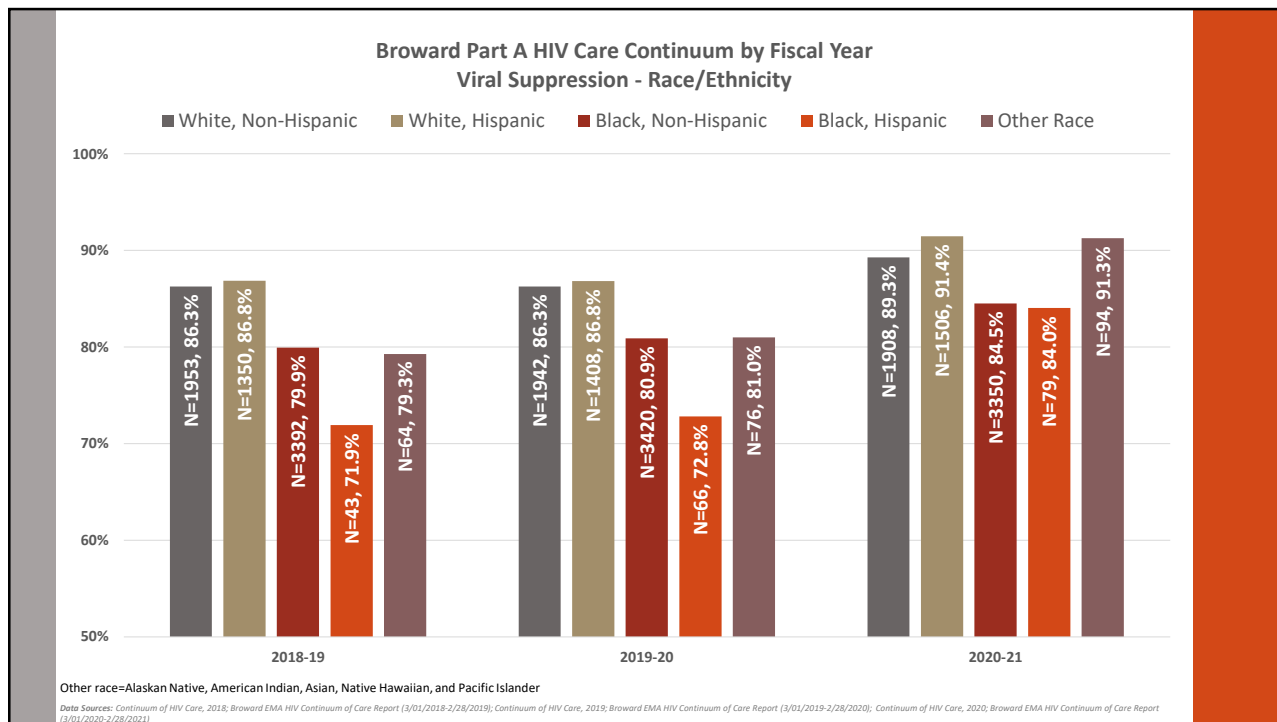
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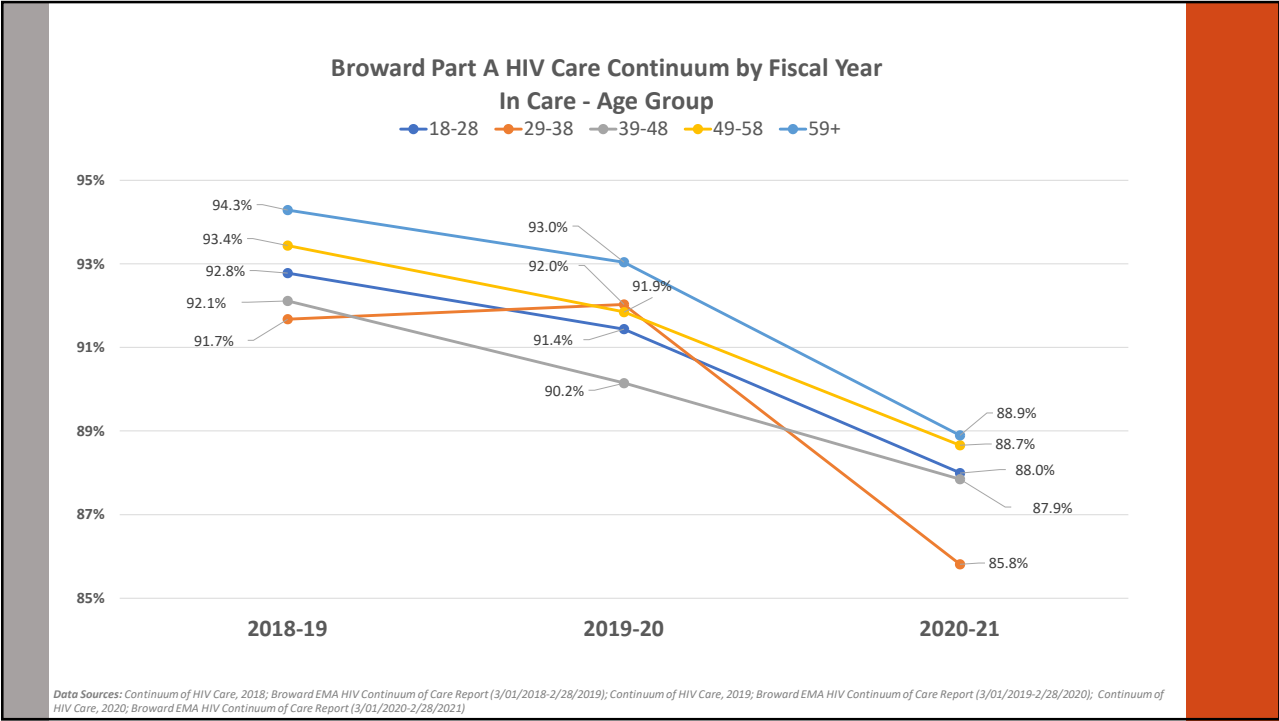
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### Broward Part A HIV Care Continuum, Linkage and Retention in Care by Race/Ethnicity

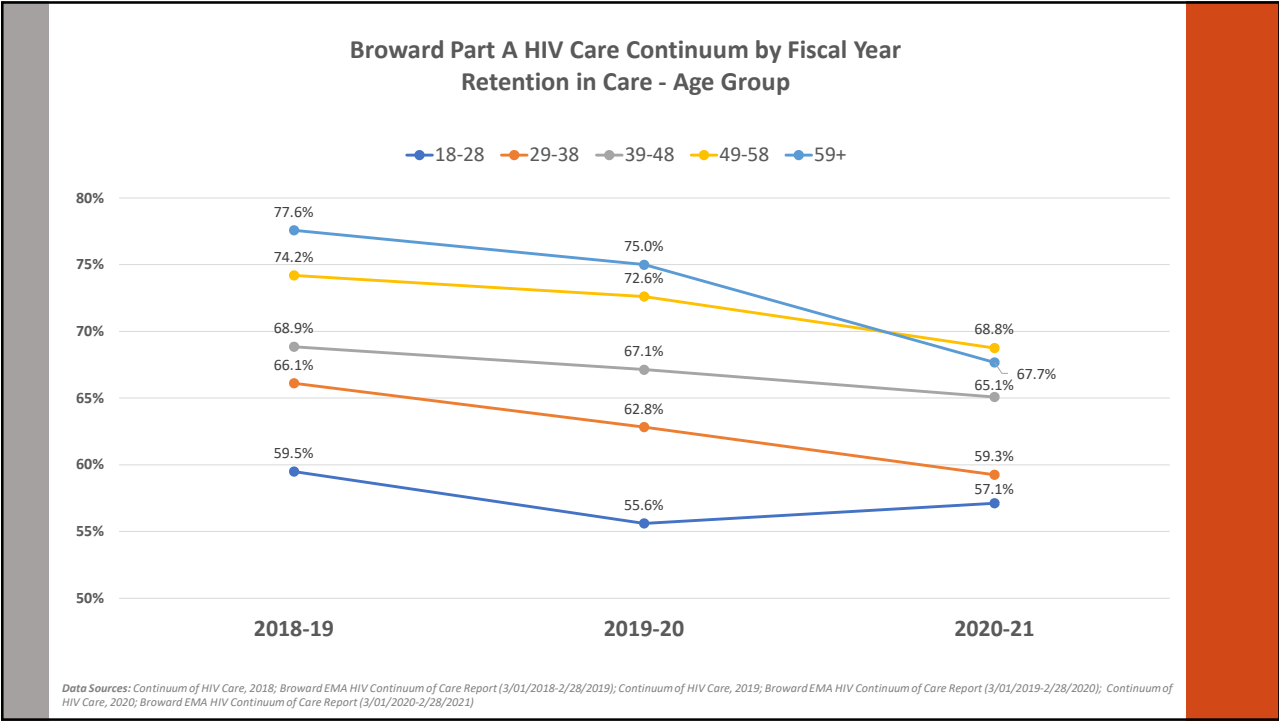
	2018		2019		2020		
	In Care	Retention	In Care	Retention	In Care	Retention	
<b>White, non-Hispanic</b>	N	2074	1513	2030	1485	1886	1319
	%	91.7	66.9	90.2	66.0	88.3	61.7
<b>White, Hispanic</b>	N	1473	1106	1495	1159	1508	1144
	%	94.7	71.1	92.1	71.4	91.5	69.4
<b>Black, non-Hispanic</b>	N	3951	3010	3902	2929	3521	2593
	%	93.1	70.9	92.3	69.3	88.8	65.4
<b>Black, Hispanic</b>	N	76	50	85	54	89	70
	%	91.6	59.6	93.4	59.6	94.7	74.5
<b>Other</b>	N	77	60	81	65	96	78
	%	89.5	69.4	86.2	69.4	93.2	75.7

Data Sources: Continuum of HIV Care, 2018; Broward EMA HIV Continuum of Care Report (3/01/2018-2/28/2019); Continuum of HIV Care, 2019; Broward EMA HIV Continuum of Care Report (3/01/2019-2/28/2020); Continuum of HIV Care, 2020; Broward EMA HIV Continuum of Care Report (3/01/2020-2/28/2021)

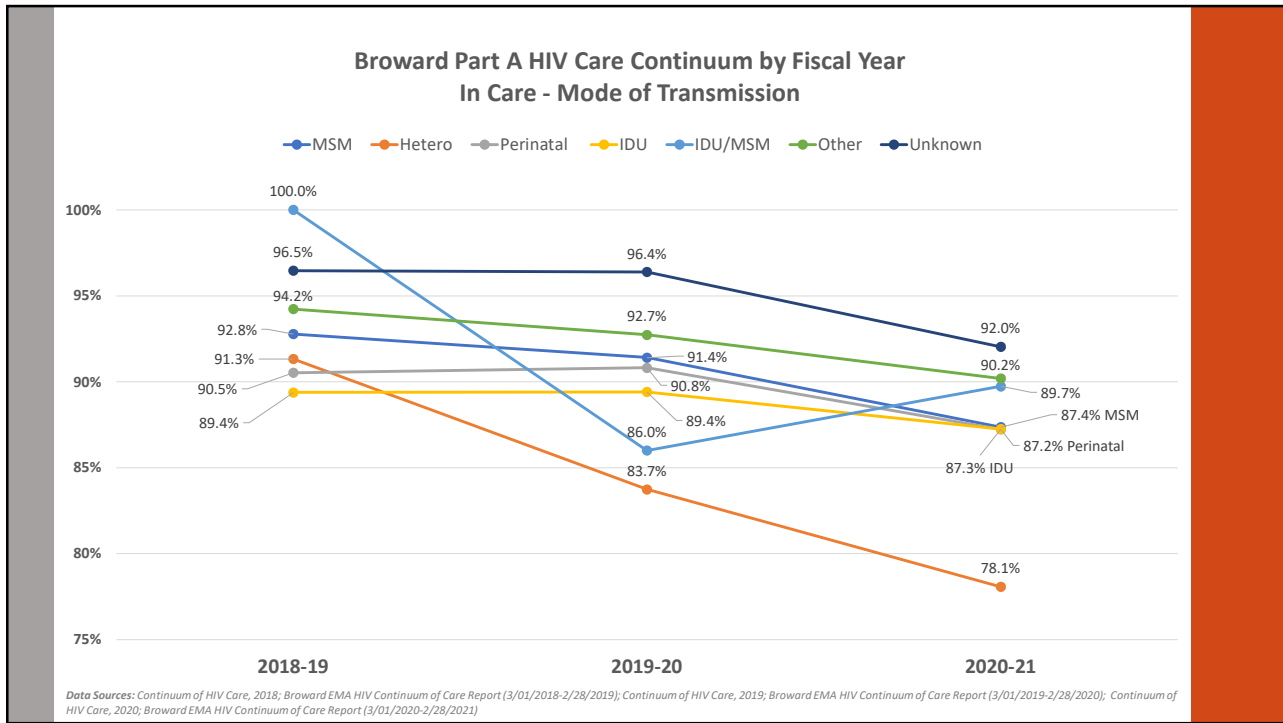
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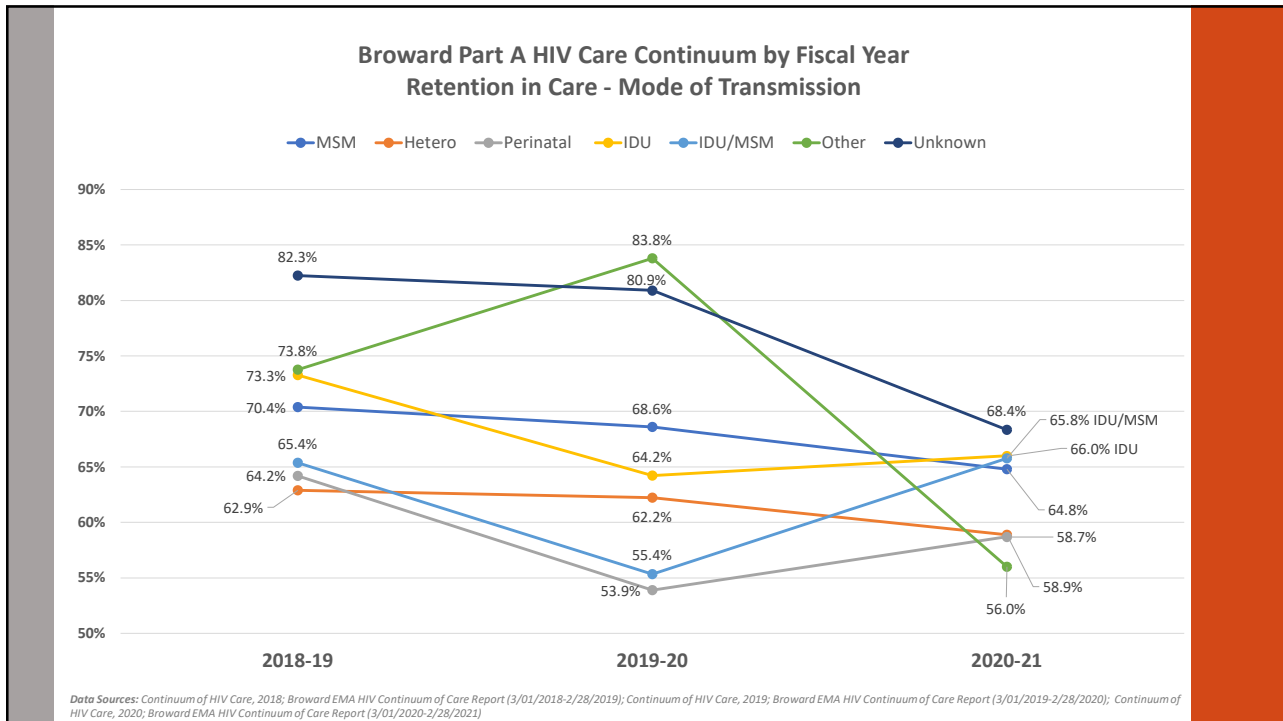
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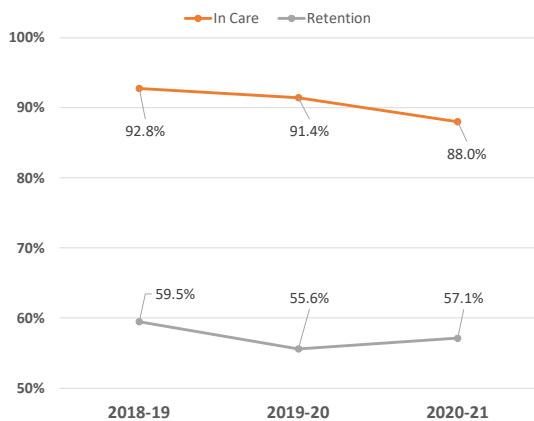
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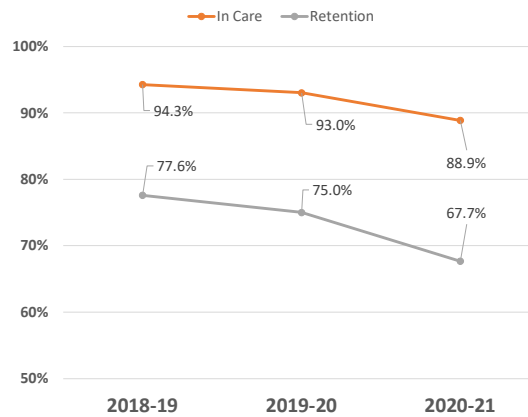
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# Special Populations

**Broward Part A HIV Care Continuum by Fiscal Year, Linkage and Retention in Care – Age Group 18-28**



**Broward Part A HIV Care Continuum by Fiscal Year, Linkage and Retention in Care – Age Group 59+**

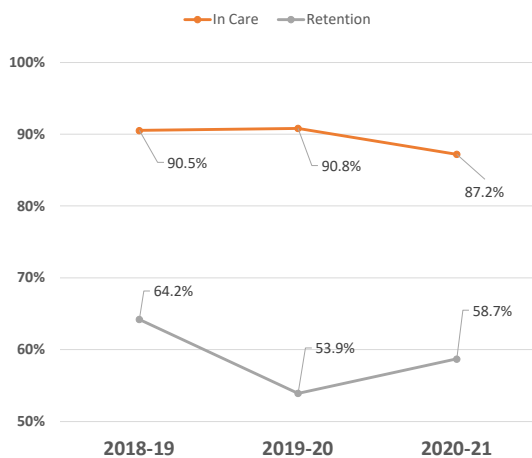


Data Sources: Continuum of HIV Care, 2018; Broward EMA HIV Continuum of Care Report (3/01/2018-2/28/2019); Continuum of HIV Care, 2019; Broward EMA HIV Continuum of Care Report (3/01/2019-2/28/2020); Continuum of HIV Care, 2020; Broward EMA HIV Continuum of Care Report (3/01/2020-2/28/2021)

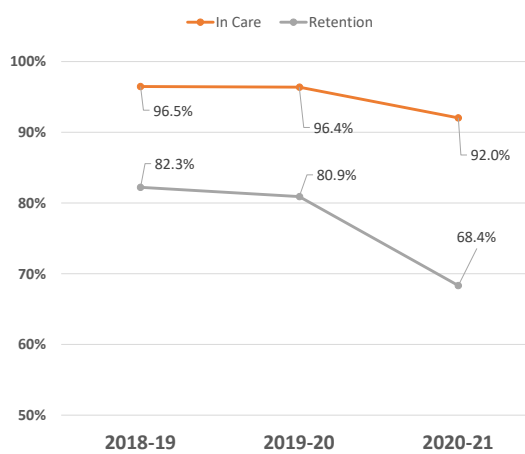
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# Special Populations

**Broward Part A HIV Care Continuum by Fiscal Year, Linkage and Retention in Care – Perinatal Transmission**



**Broward Part A HIV Care Continuum by Fiscal Year, Linkage and Retention in Care – Unknown Transmission**



Data Sources: Continuum of HIV Care, 2018; Broward EMA HIV Continuum of Care Report (3/01/2018-2/28/2019); Continuum of HIV Care, 2019; Broward EMA HIV Continuum of Care Report (3/01/2019-2/28/2020); Continuum of HIV Care, 2020; Broward EMA HIV Continuum of Care Report (3/01/2020-2/28/2021)

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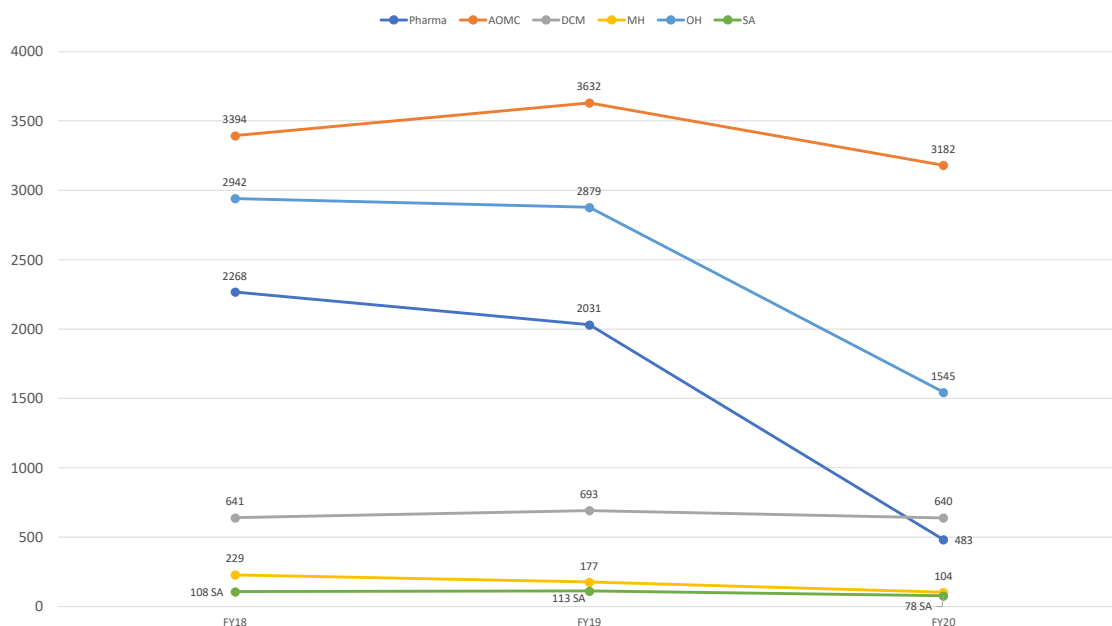
## Broward Part A HIV Care Continuum Notable Trends

- Transgender clients (N=72) had the largest gap (29.2%) among all genders between linkage and retention in care for FY2020; this does not indicate a disparity.
- White non-Hispanics (N=2137) had the largest gap (26.6%) among all races between linkage and retention in care for FY2020, whereas Other races\* (N=103) had the smallest gap (17.5%) between linkage and retention in care.
- Age group 18-28 had the largest gap (30.9%) among all age groups between linkage and retention in care for FY2020, whereas age group 59+ had the smallest gap (21.2%) between linkage and retention in care.
- Perinatal transmission (N=92) had the largest gap (28.5%) among all modes of transmission between linkage and retention in care for FY2020, whereas unknown transmission had the smallest gap (23.6%) between linkage and retention in care.

\*Other races = Alaskan Native, American Indian, Asian, Native Hawaiian, and Pacific Islander

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## Broward Part A Clinical Service Utilization by Fiscal Year

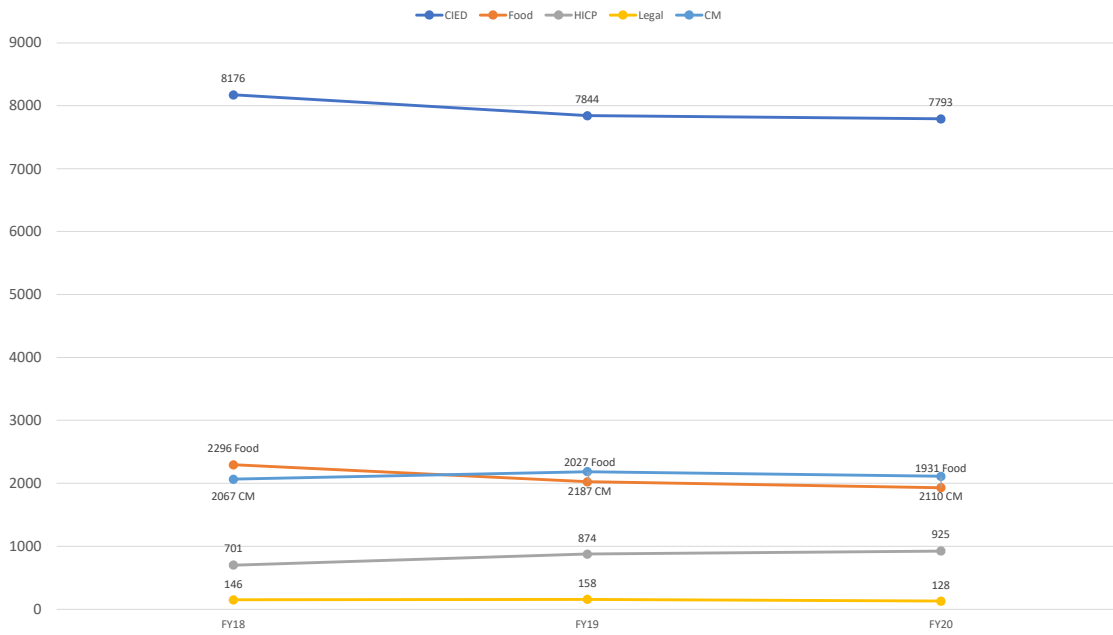


Data Sources: Service Utilization, 2018; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2018-2/28/2019); Service Utilization, 2019; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2019-2/28/2020); Service Utilization, 2020; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2020-2/28/2021)

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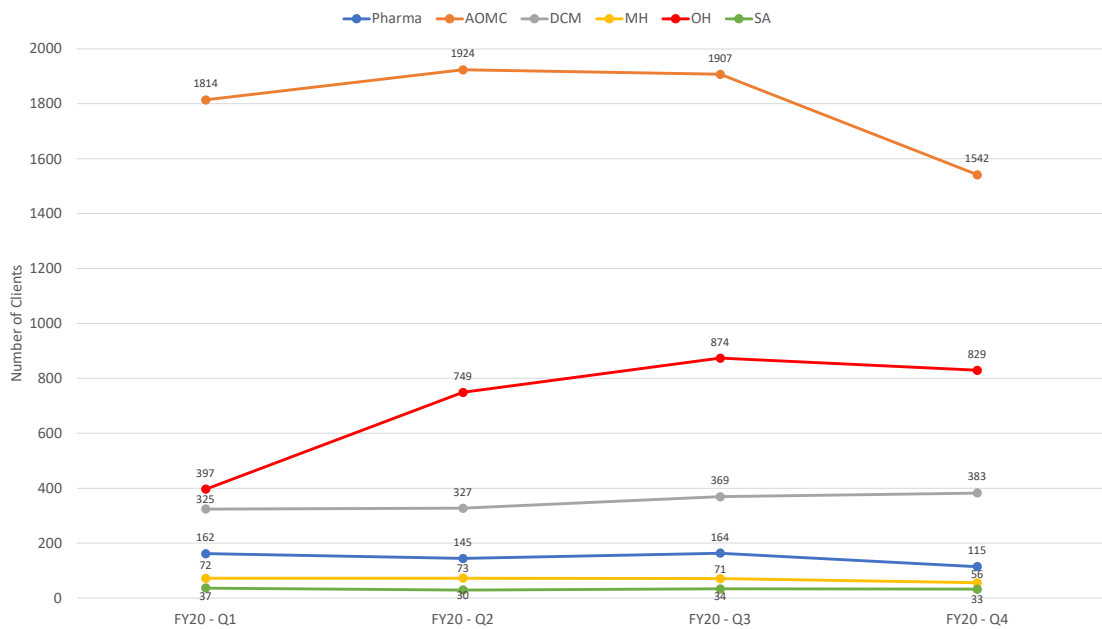
### Broward Part A Support Service Utilization by Fiscal Year



Data Sources: Service Utilization, 2018; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2018-2/28/2019); Service Utilization, 2019; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2019-2/28/2020); Service Utilization, 2020; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2020-2/28/2021)

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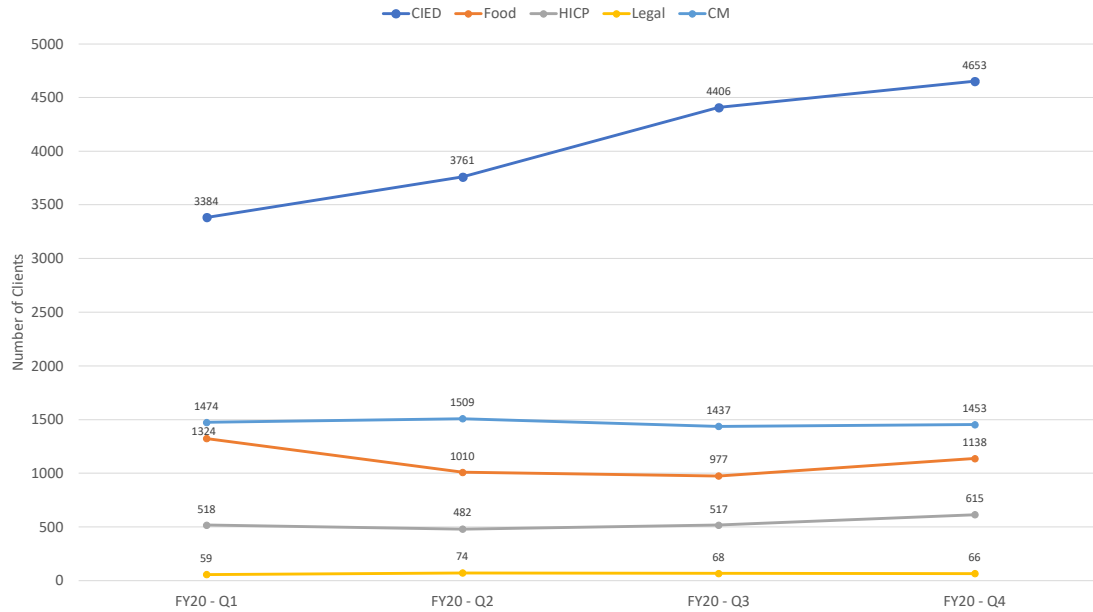
### Broward Part A Clinical Service Utilization FY2020-2021, Q1 through Q4



Data Sources: Service Utilization, 2018; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2018-2/28/2019); Service Utilization, 2019; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2019-2/28/2020); Service Utilization, 2020; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2020-2/28/2021)

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## Broward Part A Support Service Utilization FY2020-2021, Q1 through Q4



Data Sources: Service Utilization, 2018; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2018-2/28/2019); Service Utilization, 2019; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2019-2/28/2020); Service Utilization, 2020; Broward EMA Service Utilization by Service Category – Multiprogram Report (3/01/2020-2/28/2021)

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## Broward Part A Service Utilization Notable Trends

- Clinical Service Utilization
  - Oral Health service utilization decreased by 46% between FY19 and FY20
  - Oral Health service utilization increased by 46% between Q1 and Q2 of FY2020-2021
  - AIDS Pharmaceutical Assistance service Utilization decreased by 76% between FY19 and FY20
- Support Service Utilization
  - There were no remarkable differences in service utilization for all support service categories between FY2018 and FY2020
  - CIED service utilization increased each quarter in FY2020
    - 10% increase between Q1 and Q2
    - 15% increase in between Q2 and Q3
    - 5% increase between Q3 and Q4
- Potential causes of increases/decreases in service utilization:
  - Impact of the COVID-19 pandemic.
  - Fewer oral health service providers.
  - Changes made to the ADAP Formulary in 2019.
  - ADAP suspending the requirement of clients needing updated viral load and CD4 labs to get their medications.

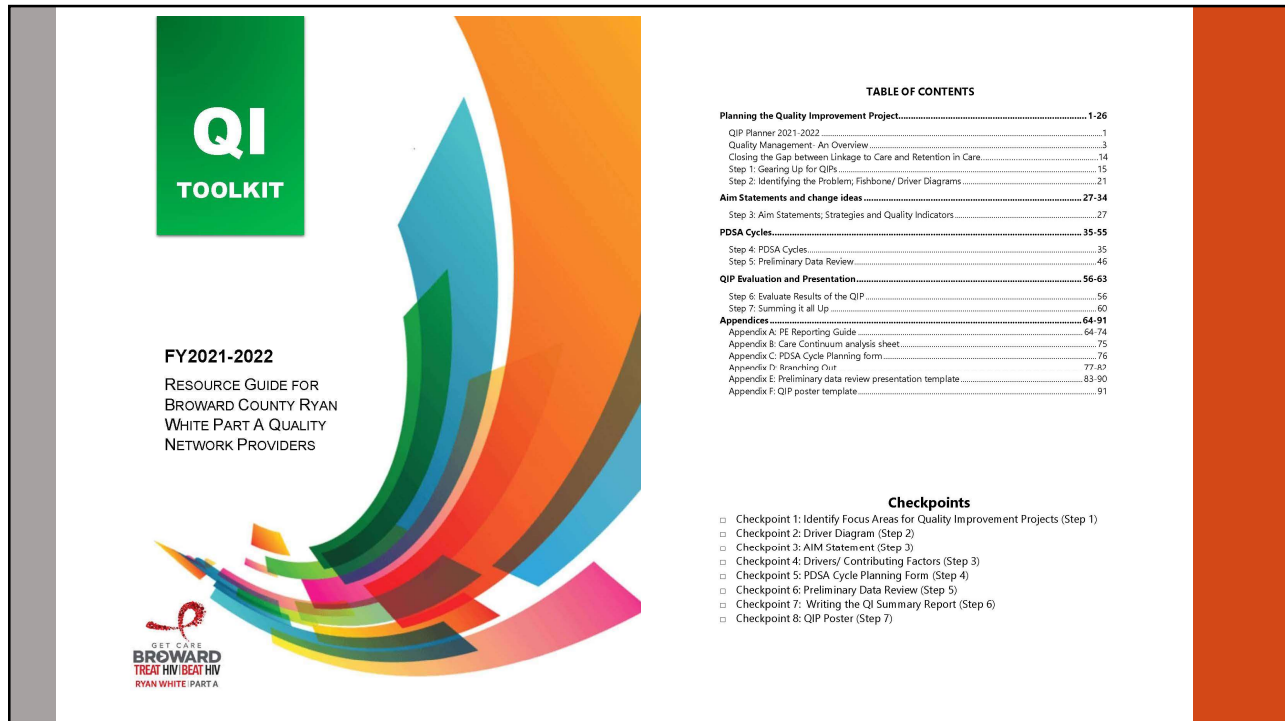
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Questions?

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QIP Toolkit Refresher

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## QIP PLANNER 2021-2022

This planner is a recommended timeline for deliverables related to the QIP process.

Checkpoint check-ins are one on one virtual check ins and provide an opportunity to check in with the CQM team. Time slots are available from 10am to 3pm

QIP PHASE	STARTING	ENDING	CHECKPOINT CHECK - INS	DATE 1	DATE 2
STEP 1: GEARING UP FOR QIPS	5/5/21	6/15/21	IDENTIFY FOCUS AREAS FOR QIPS	6/7/21	6/9/21
STEP 2: IDENTIFYING THE PROBLEM	6/16/21	7/27/21	DRIVER DIAGRAM	7/20/21	7/22/21
STEP 3: AIM STATEMENTS	7/28/21	9/7/21	AIM STATEMENT	8/22/21	8/24/21
STEP 4: PDSA CYCLES	9/8/21	11/30/21	DRIVERS/CONTRIBUTING FACTORS	8/31/21	9/2/21
STEP 5: PRELIMINARY DATA REVIEW	12/1/21	12/31/21	PDSA CYCLE PLANNING FORM	10/26/21	10/28/21
STEP 6: EVALUATE RESULTS OF THE QIP	1/1/22	1/31/22	PRELIMINARY DATA REVIEW	12/14/21	12/16/21
STEP 7: SUMMING IT ALL UP	2/1/22	2/28/22	QIP POSTER	2/15/22	2/16/22

Quality Network meeting dates are in white

MAY							JUNE							JULY							AUGUST							SEPTEMBER							OCTOBER																		
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S												
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**Step 1:  
Gearing up for  
QIPs**

**Learning Objectives:**  
 Examine agency performance measurement data  
 Identify areas for improvement

**Data-Informed Quality Improvement**

Quality improvement should be informed and guided by data

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**Look at the data at least quarterly**

- Doing well, or not?
- Performance stable, or a trend?
- Compared to other grantees?

**Decide how to act on the data**

- Which areas need improvement?
- What are our priorities for improvement?

**Begin improvement work**

- Identify project team
- Define improvement goal

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# Checkpoint 1: Identify Focus Areas for Quality Improvement Projects

Issue:	
Prevalence/Frequency/Incidence:	
Populations(s) affected:	
Seriousness/Urgency:	
Available data sources:	
Possible interventions:	
Current interventions:	

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## Checkpoint 1 Due Date

June 15, 2021



## Checkpoint Check-ins

June 7, 2021

June 9, 2021

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# Client Satisfaction Surveying Process

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What is the current process  
for surveying client  
satisfaction in your agency?



How is the survey  
administered?

Discussion

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## COVID-19 Vaccine

Hesitancy

Confidence

Challenges

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Announcements

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## Annual PE Training Opportunities

Ryan White Part A Provide Enterprise Training Schedule (May 17 – 21, 2021)		
Date	Time	Session Type
Monday, May 17	12:00 p.m. to 2:00 p.m.	Basic Navigation
Monday, May 17	3:00 p.m. to 5:00 p.m.	Case Management Training
Tuesday, May 18	3:00 p.m. to 5:00 p.m.	Mental Health/Substance Abuse Training
Wednesday, May 19	11:00 a.m. to 12:30 p.m.	Food Bank/Food Voucher Training
Wednesday, May 19	1:00 p.m. to 2:30 p.m.	Ambulatory Outpatient Medical Care – Reviewing Import Files and Checking Eligibility
Wednesday, May 19	3:00 p.m. to 5:00 p.m.	EHE Module Training ( <i>EHE funded providers only</i> )
Thursday, May 20	11:00 a.m. to 1:00 p.m.	Disease Case Management Training
Thursday, May 20	3:00 p.m. to 4:30 p.m.	Outcomes Report Discussion
Friday, May 21	11:00 a.m. to 01:00 p.m.	Billing and Invoicing

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Next Meeting Date:

June 16, 2021

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