

**Virginia Ryan White Cross-Parts Collaborative Quality Management
Advisory Committee (QMAC) Meeting
Wednesday, November 12, 2025**

- Time:** 9:00am to 12:30pm
Location: Virtual Meeting via Zoom
Invitees: QMAC Members
Goals: Share best practices related to the Virginia Ryan White Quality Improvement activities and discuss strategies to improve the QMAC infrastructure.

Welcome & Introductions – *Juan Pierce* (QMAC Co-chair)

VDH Updates

Camellia Espinal (Quality Management Specialist, VDH)

- Reminder – Open Enrollment Dates
 - Medicare Open Enrollment October 15, 2025 – December 7, 2025
 - ACA Open Enrollment November 1, 2025 - January 31, 2026
 - For more information regarding open enrollment, please visit the VA MAP website or call the hotline.
- Call for Abstracts – Case Management Summit
 - Virtual summit scheduled April 21-22, 2026
 - Abstract submissions accepted through December 12th
 - Session content should pertain to case managers
 - Submit abstract using the QR code or REDCap survey link
- QIP Transition to REDCap
 - REDCap Functionality: access agency data package, submit quarterly report, review VDH feedback, submit report revisions
 - VDH Support: Quarterly TA sessions, Office hours
 - Please notify VDH as your agency QIP team changes to obtain access and ensure HIPAA compliance
- QMAC Communicator Newsletter
 - Highlight of the Communications subcommittee efforts for reinstatement.
 - Fall edition contained state resources, reminders, and upcoming events
 - Contact subcommittee co-chairs to collaborate on information to include.
- Upcoming Events
 - Joint Quarterly Contactors Meeting (Virtual) – December 3
 - QIP Quarter 3 Data Package – December 15
 - QIP Quarter 3 Report Due – January 15
 - Statewide Consumer Call – January 20

Education Moment - Root Cause Analysis: Problem-solving for Quality Improvement through the Fishbone and Driver Diagram Models

Camellia Espinal (Quality Management Specialist, VDH)

Lynea Hogan (Quality Management Specialist, VDH)

- Learning Objectives
 - Define Root Cause Analysis

- Discuss the importance of root cause analysis
- Explore the Fishbone and Driver Diagram models
- Review their functionality within the statewide QIP
- Discuss best practices for your QI efforts
- Content reviewed:
 - Root Cause Analysis Definitions and Examples
 - Common Tools
 - Steps of Root Cause Analysis
 - Fishbone Diagram
 - Steps to Developing a Fishbone Diagram
 - The 6 M's of a Fishbone Diagram
 - What is a Driver Diagram
 - How a Driver Diagram Will Help Your Process
 - Components of a Driver Diagram
 - How to Build a Driver Diagram
 - Why Root Cause Analysis Matters in QIPs
 - Fishbone vs. a Driver Diagram
 - Connecting Root Cause Analysis to Your QIP
 - Best Practices
 - How to Request Technical Assistance

Cross-Parts Update: Parts A, C, D and F

Lynea Hogan (Quality Management Specialist, VDH)

Part A

- Norfolk TGA
 - Quality assurance monitoring visits begin December 1, 2025
 - Policy and procedure updates underway for all service categories
 - Client satisfaction survey in development, goal to launch by March 1, 2026
 - Recipient conducting funding reallocations as needed
 - FY25 Data (Mar–Aug 2025)
 - 2,068 clients served
 - 34,749 total units of service
 - 84% viral load suppression rate
- DC EMA
 - Received full Notice of Award (NOA) - total \$33,257,000 (includes carryover)
 - Completed Priority Setting & Resource Allocation (PSRA) in August 2025
 - Approved increases in key service categories:
 - Mental Health
 - Substance Use Outpatient Outreach Services
 - Psychosocial Support
 - Emergency Financial Assistance (EFA):
 - Expanded access for Northern Virginia residents
 - Directive for EFA provider to establish a VA site or virtual option
 - Allocation increased from 11% to 12%
 - EFA Program now operational under Housing Counseling Services, Inc. (as of Oct. 16, 2025)

- Other Professional Services: Expanded to 1.5% allocation, includes legal services needs
- Macon & Joan Brock Virginia Health Sciences at Old Dominion University (+ Part C and F)
 - HIV Immersion Sessions for medical students (Community Partnership Elective)
 - Represented ARC on panel about Empathy & End-of-Life Care
 - Service Delivery:
 - Medical Case Management and OAHS meeting targets
 - Shortfall in HIPCSA units (insurance processing delays & EHR transition)
 - Low EFA requests for housing/utilities
 - Active planning for the 2026 Case Management Summit

Part C

- Mary Washington Wellness Program
 - Continued case management & HIV testing (in office, college, and jail settings)
 - Active community outreach: UMW fairs, National Night Out, Spanish support groups
 - Participating in CQII Intermediate Learning Lab
 - Presentations to QMAC Data Subcommittee on RSR data collection
 - Relocated to new office space in Fredericksburg (Oct 2025)
 - 2216 Princess Anne Street, Suite 107, Fredericksburg, VA 22401**
- University of Virginia (+ Part D)
 - New clinical pharmacist, Ashley Guishard, improving medication access
 - Continued virtual support groups despite reduced transportation funds
 - Active men's & women's support group and CAB meetings
 - New Northwest VACAC support group launch planned
 - Gardening & nutrition demo project continues with patient-grown produce
- VCU
 - Rapid HIV testing available at VCU West Hospital (Mon–Fri, 8:30 AM–4 PM)
 - Hosted HIV Aging Symposium on September 18
 - Represented program at VA Pridefest on September 27
 - Emergency Only services:
 - Housing • Eye exams/glasses • Legal • Dental
 - Nutrition Program received 1-year grant for produce patch and nutrition classes
 - Performance Measures (FY25 Q3)
 - Linkage to Care – 60%
 - Retention in Care – 63%
 - Viral Load Suppression – 89%

(Lower linkage and retention impacted by transfer clients from closing sites)
 - Conducting an aging assessment to better understand needs of older clients
 - Goal: Collect 100 surveys using AETC aging assessment form
 - Ongoing support groups:
 - Thrive Group – Tuesdays 6:00–8:00 PM
 - Wisdom Wednesdays – 4th Wed., 11:00–12:30 PM
 - Harbor Support Group (HIV + addiction recovery) – Mondays 6–7:30 PM
 - Planning a World AIDS Day event (TBD)

Part F

- INOVA
 - Part C: Operations continuing as usual
 - Part D: Ongoing collaboration with UVA, VDH Office of Child & Maternal Health, and VDH-DDP
 - Part F – MA AETC: Delivered Prevention Counseling Series in September
 - Service Highlights:
 - OAHS services remain most utilized
 - Client support services addressed through multiple resources
 - Upcoming Initiatives:
 - Relocation to new co-located Dumfries clinic after 25 years
 - December: Prevention Counseling Series (FACTS, Fundamentals of HIV Prevention, Waived Rapid Testing)
- VCU – AIDS Education Program
 - Second round of Part F funding released (through June 2026)
 - Hiring MAI Health Educator and expanding training programs
 - HIV & Aging Initiative: Three case managers enrolled in CIRCAA Aging Certificate
 - MAAETC HIV Clinical Scholars Program
 - 17 programs delivered to 378 learners since August
 - Resumed clinical webinars with CEUs for Medicine, Nursing, Social Work, Pharmacy
 - Training Needs Assessment – Coming Soon
 - Planning 2026 Virtual Case Management Summit (April 21–22, 2026)

Performance Measures by Funded Services Category and GY24 QIP Summary

Tinika McIntosh-Amouzouvi (Lead HIV Care Services Analyst)

Hunter Newland (HIV Care Services Data Analyst, VDH)

- CQM refresher
- Performance measure #1: Viral Load Suppression (VLS) by Service Category
- Performance measure #2: Clients Retained in Care (RiC/Retention) by Service Category
- Performance measure #3: Clients Retained in Ryan White B (RW) Care (RiC/Retention RW) by Service Category
- Unified Eligibility PDSA Update
- User Management Update
- Reminder: RUN your RSR for CY2025

Break (15 minutes)

Breakout Session – QMAC Subcommittees (45 minutes)

- GY25 Workplan progress, Discussion, and Attendance

Report Out – *QMAC Subcommittee representatives*

- Subcommittee updates on GY25 workplan progress, special projects, and collaborations

Wrap-up – *Safere Diawara (Clinical, Data, and Administration Team Manager)*

Adjournment – *Juan Pierce*