# Meeting Minutes
## Virginia Ryan White Cross-Parts Collaborative
## Quality Management Advisory Committee (QMAC) Meeting
## Wednesday, May 15, 2024

Time: 8:00am to 4:00pm

Location: Hotel Madison, 710 S. Main St, Harrisonburg, VA 22801

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 and Introductions – Juan Pierce, QMAC Co-Chair**

**VDH Updates – Camellia Espinal, QM Specialist, and Tinika McIntosh-Amouzouvi, Lead HIV Care Services Analyst**

- HRSA ADAP Performance Measures Update
    - Revised measures:
        - ADAP application determination
        - ADAP inappropriate antiretroviral regimen components resolved by ADAP
    - Introduces the following new measures:
        - Viral suppression for clients who receive ADAP services
        - Loss of ADAP Services due to failure to confirm eligibility
        - Timely payment of health insurance premiums
        - Enrollment in health care coverage (including Medicaid, Medicare Part D, and private health insurance)

- New Medication Access Model – planning for implementation of the new medication access model for uninsured client has begun. More details to come.

- Medicaid Unwinding – SEP Update: For individuals no longer eligible for Medicaid, a Special Enrollment Period (SEP) was established for Marketplace enrollment until July 31, 2024
    - Federal Marketplace extension through 11/30/204
    - Virginia's Insurance Marketplace extension to 09/30/2024

- Unified Eligibility Assessments (UEAs) – VDH will be sending letters to clients without a completed eligibility assessment in Provide Enterprise. Clients must complete an assessment with a RWHAP B subrecipient.
    - Assessment completion within the designated timeframe
    - VDH will be activating the Provide Enterprise eligibility function on 09/30/2024.
    - RWHAP B services will automatically suspend without valid assessments or eligibility end dates in the system.
- VACAC Summit
    - Assistance needed:
        - Inform consumers of the summit
        - Client registration

- - - Hosting as a transportation pickup site
      - Transportation to pick up sites
        - Ryan provided an announcement detailing the locations/regions still needing assistance
      - VCU is contracting busses as they have in the past. Those who are driving themselves will not receive travel reimbursement due to budget constraints.
      - VACAC member discussed recruitment for consumer attendance
- Upcoming Events
  - Statewide Consumer Call – May 21
  - Quarterly Contractors' Meeting – June 5, Richmond (hybrid option available for HCS)
  - VACAC Summit – July 18 – 20, Fairfax
  - National Ryan White Conference – August 20-23, Washington, DC

**VACAC: Understanding Our Mission and Your Impact**

- Agenda – Overview of VACAC, Structure, Commitment, VACAC 2024, Q&A

**Consumer Story – VACAC Member**

**RWHAP B Performance Measures by Funded Service Category/GY23 Demographic Summary: A Quarterly Update – Tinika McIntosh-Amouzouvi, Lead HIV Care Services Analyst and Hunter Newland, HIV Care Services Data Analyst**

- Agenda/Topics Discussed:
  - Clinical Quality Management (CQM) Refresher – What is the CQM Program?
  - Infrastructure
    - List of Funded Services by Agency in GY23
    - Distribution of Services by Agency in GY23
  - Performance Measurement:
    - What's the requirement?
    - Why is it important to look at Performance Measures by Funded Service Category?
    - Service Category and abbreviations review
    - Review of service utilization by funded service category (% of clients served)
  - VDH Performance Measures for GY23
    - Review of numerator/denominator
    - Viral load suppression and retention in care overview
  - Viral load suppression by funded service category for GY23
  - Retained in care by funded service category in GY23
  - Performance Measures by Demographic Breakdown
  - Quality Improvement – What can subrecipients do to improve performance across service categories?
  - Unified Eligibility Plan, Do, Study, Act (PDSA) – monthly, quarterly, and cycle reports
    - State error rate by UEA category, general overview of error rates, state error remediation

- - - Summary – agencies continue to improve their data entry and rarely have eligibility errors, TA will continue in GY24, Services Coordinators will continue to work with agencies to improve the error remediation rates.
    - Agency Spotlights for GY23 and Q4: Crossover, Daily Planet, Neighborhood Health, LGBT Life Center, Three Rivers Health District, NovaSalud, CAN, MHC, HCHC
  - Provide Enterprise Updates
    - Trainings, TA, and Reminders
      - **2024 RSR** – pull agency RSR by June 30, 2024, to begin working on issues before the calendar year is over.

## GY24 QIP Template and Data Package Review – Lynea Hogan, QM Specialist and Camellia Espinal, QM Specialist

- Reviewed: required template, reporting timelines, PDSA format, root cause analysis
- Amending the QIP proposal
- Data packages will be distributed on May 22, 2024
- Topic: Targeted Strategies to Increase ART Initiation and Linkage to Care Rates among clients newly diagnosed.
  - Reviewed numerator and denominator definitions as well as a data package sample
  - QIP includes viral load suppression, will continuously monitor this
  - Data table has been expanded to include representation of agency data – this provides an opportunity for VDH to see what subrecipients are seeing
  - ART Initiation Cohort data sample and table review
  - How to request technical assistance using the REDCap request form

- Questions/Discussion:
  - How to enter provided data from data package into report table was further discussed.

## Clinical Quality Management (CQM) Assessment Tool – Quality Improvement Subcommittee Co-chairs: Mark Baker and Ayleen Stafford

- Announcements were made regarding an ongoing project which will include an action step of soliciting feedback from subrecipients. Please contact co-chairs with any questions.

LUNCH

## Subcommittee Breakout Sessions: Attendance and Establish GY24 Work Plan

## Subcommittee Report Out – Julius Hambule, HCS Services Coordinator

- Quality Improvement
  - GY23 work plan included a survey regarding client treatment fatigue
  - GY24 current work plan –
    - Develop an acronym dictionary and mentorship program in collaboration with the Capacity Building Subcommittee
    - Update orientation manual and create a video for attendee reference
    - QMAC Assessment Tool – will solicit feedback from Part B subrecipients
- Data

- o Changes in subcommittee leadership
- o Working with VACAC to emphasized importance of data
- Capacity Building
  - o GY24 work plan includes an English proficiency survey
  - o Possible Capacity Building spotlight at QM Summit
  - o Fostering collaboration with QI subcommittee
  - o Hosting CAB meetings offsite to decrease stigma
- Communications
  - o Exploring adopting a VACAC initiative of initiating a QMAC Live
  - o Encouraging members to connect with their VACAC members
  - o Revisiting the quarterly newsletter process
- VACAC
  - o Updates included in the Communications Subcommittee

**Virginia Ryan White Cross-Parts Updates**

- Part A
  - o FAHASS – Service Navigation, latest focus has been on Brother-to-Brother events. Educating and increasing connection to care for men of color.
  - o EVMS (to include Part C) – Ryan White abstract was accepted by National Ryan White Conference. Four QI projects are ongoing. Increase collaboration with internal medicine providers. Ghent Gives back event will be hosted in June.
  - o Norfolk TGA just concluded a HRSA site visit

- Part C
  - o VCU – Since February, restarted linkage to care program. Several staffing updates: 2 new CM supervisors, 2 MCMs and 1 new NMCM. 2600 at end of GY23. Has achieved 90% viral load suppression. Ongoing nutrition classes.
  - o Mary Washington – Preparing for Part C site visit. In the process of applying for Part C and Prevention grant through CDC. Performance measures have improved.  Pride event will be hosted at the medical facility to highlight LGBT support.
  - o Carillion – Part C includes Oral Health and Psychosocial Services.
  - o UVA – ID clinic and Ryan White Program continues to provide care and have achieved 93% viral load suppression rate. Patient needs initiatives reviewed.
  - o CAHN – Provide ongoing outpatient care, continued with the Rapid Start program, working with Feed Me More to support client food insecurity, support groups. Wellness retreats will be hosted last in the year.
  - o CAN – Continue to provide outpatient services. Managing a small grant from VDH to provide PrEP services. Hired two NMCMs recently to support/refer to MCM services. Upcoming events include a Black Community Summit. Recently provided discussion on nutrition and sexual health.
  - o VCU/MAAETC – A lot of staffing changes. Onboarding personnel to support HIV and Aging Workgroup. Case Management Summit was held in February/March. Many ongoing

trainings held recently. Participating in the VDH led HIV and Aging pilot program. Added an additional Prevention training series by special request.

- o Inova – Many staffing changes as well. EIS includes outreach and testing of MCM and Psychosocial support services. Part D is participating in WICY Title V meetings. Part F hired a new education manager in January. Testing and Outreach continues. Translation services are highly used across all funding programs. Participating in DC Black Pride Memorial weekend.

**Open Questions and Parking Lot Wrap-up – Allison Green, VDH HCS Senior Advisor**

- Issues for VDH to evaluate internally as highlighted by subrecipients during the meeting:
  - o Eligibility errors and the need for additional communication
  - o Misalignment of UEA requirements in Provide Enterprise and Case Management Standards
  - o Timeframe for agencies to received UEA error reports
  - o VACAC – the need for innovation to engage the younger population

**Adjournment – Juan Pierce, QMAC Co-Chair**