

**Memphis TGA**  
**Quality Management Committee**  
**August 21, 2014**  
**Community Foundation**

Meeting was called to order at 11:35 a.m. Quorum was established.

**MEMBERS PRESENT:** Sulaiman Aizer, Jackie Anderson, Becky Bayles, Karen Connolly, Ellyn Daniel, Dr. Aditya, Gaur, Venus Jordan, Jennifer Pepper, Jamie Russell-Bell, Marvell Terry, Robert Wilkins, Melissa Wright

**MEMBERS ABSENT:** Nycole Alston, Tiffany Bridges, Lisa Brisendine, Donna Freeman, Tonnelle Henderson, Kenneth Lewis, Kenneth Robinson, Dorcas Young

**OTHERS PRESENT:** Sylvia Hobbs, Jimmie Samuels

**I. WELCOME AND INTRODUCTIONS**

Jennifer Pepper welcomed everyone to the meeting and everyone participated in introductions.

**II. REVIEW MINUTES FROM 05/08/2014 QM COMMITTEE MEETING**

Minutes were reviewed and accepted with no corrections needed.

**III. UPDATE ON PART B QM ACTIVITIES – JENNIFER PEPPER**

- Three trainings were provided on basic quality management information and modified adjusted gross income population. The staff is continually monitoring Ryan White Part B eligibility.
- The Statewide Meeting is September 16<sup>th</sup> - 18<sup>th</sup> in Nashville, TN.  
Part B Quality Management Committee will meet September 16<sup>th</sup>, 3pm -5pm.

**IV. UPDATE ON PART D QM ACTIVITIES – KAREN CONNOLLY**

- Part D has quarterly meetings with the Quality Management Committee. The committee believes the low performance measures may be due to data entry/collections and they are working to resolve the problem. The committee believes obtaining access to the sub-grantee's systems might be one solution.
- The Quality Management plan is almost completed.
- As of June 30<sup>th</sup> the following services were provided: 79 dental patients, 36 specialties GYN, 72 pregnant or postpartum clients, 794 clients at ASCC, 61.11% viral load suppression at LeBonheur, 72.23% Specialty GYN and 65.99 % viral load suppression at Adult Special Care.

## V. REVIEW PERFORMANCE MEASURES – JENNIFER PEPPER

### In+Care Campaign

- Retention Measure 1: (15.83%), 2% increase from last report. If the percentage continue this upward trend, program staff will look at this as a quality improvement project.
- Retention Measure 2: ( 67.31%), 2% lower than last report
- Retention Measure 3: (45.78%), percentage consistent
- Retention Measure 4: (69.47%), percentage improving

A handout of the measures was distributed at the meeting.

Part A & B and Adult Special Care joined the Tennessee Regional Quality Management Group. Their first project will be improving viral load suppression. There will be a meeting in September to gage provider's baseline and design some activities to try to improve the numbers. This project will be implemented in October and Jennifer will give all details at the next meeting.

Jennifer met with Bill Lazor to design different components in improving medication adherence and viral load suppression. The goal is to implement selected strategies by January 2015. Contact Jennifer with any ideals you may have.

## VI. UPDATE ON 2014-15 QM PLAN PROGRESS

- Completed measures: #1.6 and #3.1
- In progress: #1.2 thru 5, #2.4, #3.2, #4.1, and #5.1
- Program staff submitted a survey to providers to engage their interest in quality management. Providers were asked to indicate any area they would be interested in. The results will be presented at the next meeting.

Jennifer welcomed four new members:

- 1) Ellyn Daniel, Medical Case Manager from a Non-Medical provider
- 2) Terri Hubbard, Pediatric NP at Saint Jude
- 3) Marvell Terry, representing the consumer population
- 4) Jamie Russell-Bell from AETC (also has a background as a registered nurse)

## VII. DISCUSSION OF POTENTIAL NON-MEDICAL PERFORMANCE MEASURES – COMMITTEE

The QM committee discussed the potential Non-Medical Performance Measures and decided that the following services and indicators would be useful:

- **Medical Case Management** – linkage to coverage through ACA (can you identify clients remaining in medical care)?
- **Mental Health** – all indicators

- **Substance Abuse-Outpatient** – % of clients that returned for treatment, linkage between physician and Medical Case Manager.
- **Psychosocial Support** – how effective is client participation?
- **Nutrition Therapy** – average % of viral load; is there preventive measures for clients that are obese, malnutrition and diabetic?
- **Oral Health Care** – screening, how many clients followed-up on their first referral and how many completed their treatment plan?
- **Housing Assistance** – retention in care

Data on the above indicators and will be provided at the next QM meeting.

**NEXT MEETING:** November 6, 2014, Community Foundation at 11:30am