

MEMPHIS TGA
QUALITY MANAGEMENT COMMITTEE
February 2, 2017
RED CROSS

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

Members Present: Chuck Kolesar, Jennifer Pepper, Sylvia Hobbs, Mardrey Wade, Kenneth Lewis, Parrish Oglesby, LeRoy Springer, Jimmie Samuels, Lauren Ellis Robinson, Andrea Vincent, Venus Jordan, Lisa Brisendine, Sulaiman Aizezi, Ace Brooks, Clarence Davis, Ayeisha Cole, Isabella Wilson, Ashley Artison, Katherine Knapp, C. Mullins, Trina Morgan, H. Jay Johnson, Gregory Vassar, Marilyn Hardin, Winfred Rankins, Frederick Linsey, Lauren McCann, Jamie Russell-Bell, Marquette Beechen, Lydia Crivens, Maria Sutton, Ace Brooks, John Norman

I. Welcome and Introductions

- Chuck Kolesar welcomed everyone to the meeting and everyone participated in introduction.

II. Review of November 3, 2016 Meeting Minutes - Committee

- Minutes were reviewed by committee with no corrections.

III. Update on Part B Activities - Maria Sutton

- All fourteen (14) HIV centers of excellence sites have been designated for FY2017.
- Currently working on the Quality Management Plan. Maria hope to present a draft of the plan at the Statewide Meeting, March 21st
- The nurse position is still vacant; hopefully the position will be filled by the spring.

IV. Update on Part D Activities – Lauren Robinson

- Measuring retention every thirty days
- Viral Load Suppression, 69%
- Discussion of QM focus for each site:
 - 1) **Hope House** - Using Non-CW Standardized tools to measure self-sufficiency and using voluntary viral load reports to examine viral suppression levels after client receive support services.

- 2) **Serenity Recovery** –In the TA (technical assistance) phase at the moment until they receive enough data to analyze
- 3) **Christ Community** – Proposing site by site PDSA cycles
- 4) **LeBonheur** – Examining trends in retention, developing an accurate measurement for retention, assessing perinatal depression and mental health concerns, and referring/making OBGYN clinician awareness

V. **Tenn Regional Quality Group:**

This group is associated with the National Quality Center and meets in Nashville quarterly. The group is working on retention. The following representatives shared methods that they are using to improve retention.

1) **LeBonheur:**

- Pre-natal depression screening and treatment
- Post-partum depression screening and treatment

2) **Regional One:**

- Senior Case Manager and a nurse do home visits to clients with high viral load

3) **Vanderbilt:**

- Run a report of miss appointments. Someone contacts the client to see why he/she missed their appointment and try to reschedule.
- Track barriers of missed appointments

4) **Chattanooga:**

- Make phone calls prior to a client's visit
- Follow-up on missed visits, inquiring about the barrier (s) that caused the client to miss their appointment
- Follow-up and addressing the barriers

VI. **Youth Disparities in the Memphis TGA and “Drilling Down the Data”**

- (NQC) The National Quality Center will begin focusing more on disparities among the following subgroup: Transgender, MSM of color, African American, Latino women, and youth (ages 13 – 24).
- Chuck shared a few highlights from a presentation that NQC presented on “Drilling Down the Data”:
 - Identify/approve barriers
 - Identify and tally reasons
 - Develop follow-up plan
 - Focus on those in need
 - Paper checklist of barriers on **each** patient

VII. Four Corners Exercise - Committee

***Review of Evidenced Based Interventions, if time allows**

- Chuck divided the committee into four different groups and gave them an intervention topic to resolve. Each group presented their ideas to the group.

VIII. ANNOUNCEMENTS:

- TN HIV Services State Wide Meeting: March 21-23 in Franklin, TN
- Next QM Committee Meeting: May 4, 2017, Red Cross