

Memphis TGA
Quality Management Committee
November 7, 2013
Urban Child Institute

Meeting was called to order at 11:30 a.m. Quorum was established.

MEMBERS PRESENT: Nicole Alston, Jackie Anderson, Lisa Brisendine, Amanda Chandler, Donna Freeman, Tonnette Henderson, Venus Jordan, Kenneth Lewis, Jennifer Pepper, Robert Wilkins, Melissa Wright, Dorcas Young

MEMBERS ABSENT: Nicole Becton-Odum, Tiffany Bridges, Dr. Aditya Gaur, Dottie Jones, Nancy Liebke, Kenneth Robinson, Christine Sinnock

OTHERS PRESENT: Karen Connolly, Sylvia Hobbs, Kenneth Rourk,

I. WELCOME AND INTRODUCTIONS

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

II. REVIEW MINUTES FROM 03/26/2013 QM COMMITTEE MEETING

Minutes were approved. Forward all corrections to Jennifer Pepper.

III. UPDATE ON PART A GRANTEE STAFFING – DORCAS YOUNG

Program and fiscal staff are in the process of interviewing for a Provider Specialist Coordinator and Accountant Fiscal Specialist. They hope to have the positions filled within a couple of weeks.

Jennifer Pepper will begin interviewing for a Data Analyst within a few weeks and hope to have this position filled by the end of the year. Phillip Byrne will be supporting Ryan White staff and providers with CareWare until the position is filled.

IV. UPDATE ON PART B QM ACTIVITIES – KENNETH ROURK

Centers of Excellence Advisory Committee have designated all of COE's throughout the state and there are two from the Memphis area.

Kenneth discussed the deficiencies in the individual Performance Standards (Quality Indicators and Tennessee State COE percentages (see attachment). **Congratulations!** Adult Special Care Clinic and Christ Community for their highest number of percentages in site visit/medical records review (ranging from 91 – 100%).

V. UPDATE ON PART D QM ACTIVITIES – KAREN CONNOLLY

Karen gave a report of the performance measures as of 9/30/13.

- Approximately 177 patients were paid from Part D services and performance measures were ran on those individuals as of 9/ 30/13.
- Twenty-seven pregnant women received services this year, forty postpartum, and ran PMs on all individuals
- Twenty-five colposcopies were paid this year, and ran PMs on all individuals

VI. UPDATE ON PATIENT SATISFACTION SURVEYS – KENNETH LEWIS

Program staff have collected all surveys (except from two providers) and will begin entering data. The goal is to have data completed and analyzed by December. Providers will be given their scores after the report is completed.

VII. UPDATE ON OUT OF CARE SURVEYS – JENNIFER PEPPER

This survey will be administered after the Satisfaction Survey is completed. EIS staff will administer this survey for clients that have not had a medical visit for more than six months. This survey will be done annually.

VIII. REVIEW 2013-14 QM IMPLEMENTATION PLAN PROGRESS

Jennifer distributed a copy of the current QM Implementation Plan for the committee to review and prioritized. Providers will be given a copy of the revised plan.

IX. REVIEW 2014-15 QM PLAN

Jennifer distributed a copy of the QM Plan for the committee to review. She will email providers the entire documents and discuss at the next meeting.

X. REVIEW FY2013 Q1 AND Q2 PERFORMANCE MEASURES

Postponed until next QM meeting

XI. REVIEW NQC IN+CARE CAMPAIGN PERFORMANCE MEASURES

Jennifer Pepper discussed and distributed a hand out of the In+Care Campaign Measures 10/1/2013 data submissions, as of 9/30/13 per Memphis TGA Part A provider's measurements:

- **Measure 1: Gap Measure** – 11.13%, National RW Part A Data Group - 12.56%
- **Measure 2: Medical Visit Frequency** – 72.67%, National RW Part A Data Group - 68.65%
- **Measure 3: Patients Newly Enrolled in Medical Care** – 50.00%, National RW Part A Data Group - 61.81%
- **Measure 4: Viral Load Suppression** – 66.09%, National RW Part A Data Group - 72.40%

XII. 2014 MEETINGS SCHEDULE

- February 6, 2014 (Q4 of FY2013), 11:30 am
- May 8, 2014 (Q1 of FY 2014), 11:30 am
- August 21, 2014 (Q2 of FY2014), 11:30 am
- November 6, 2014 (Q3 of FY 2014), 11:30 am

NEXT MEETING: Thursday, February 6, 2014, 11:30am

- Location to be announced