

Memphis TGA
Quality Management Committee
November 6, 2014
Community Foundation

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

MEMBERS PRESENT: Sulaiman Aizezi, Becky Bayless, Jamie Russell-Bell, Lisa Brisendine, Karen Connelly, Ellyn Daniel, Steve Overman, Ellyn Daniel, Venus Jordan, Jennifer Pepper, Marvell Terry, Mardrey Wade

MEMBERS ABSENT: Nycole Alston, Donna Freeman, Dr. Aditya Gaur, Kenneth Lewis, Maria Sutton, Robert Wilkins, Melissa Wright, Dorcas Young Griffin

OTHERS PRESENT: Mary Jackson, Kenneth Rook, Jimmie Samuels

I. WELCOME AND INTRODUCTIONS

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

II. REVIEW MINUTES FROM 08/21/2014 QM COMMITTEE MEETING

Minutes were reviewed with one correction: Jamie Russell-Bell organization is AETC.

III. UPDATE ON PART B QM (QM PLAN #1.2) – Kenneth Rook

- Completed first cycle of monitoring
- Completing the second run of medical case management monitoring

IV. UPDATE ON PART D QM (QM PLAN #1.2) – KAREN CONNELLY

The Viral Load Suppression was above 60% in all areas due to data issues. They are currently working on technical issues to gain access to client data.

V. REVIEW PERFORMANCE MEASURES (QM PLAN #1.5) – STEVE OVERMAN

Steve gave an overview of the Performance measures. One Provider is still experiencing data problems and Steve is working to resolve those issues.

The program staff developed “Outpatient Provider Performance Measure Thresholds” that will be used during site visits. Program staff is open for other suggestions.

VI. REVIEW OF IN+CARE CAMPAIGN MEASURES (QM PLAN #1.5) - STEVE OVERMAN

Steve gave an overview of the In+Care Campaign Measures for August 31st. Measures were close to the National Average Measures and some were a little more than the National Average Measures. **GREAT JOB PROVIDERS!!**

VII. TIMELINE FOR 2014 CLIENT SATISFACTION SURVEY (QM PLAN #2.3) JENNIFER PEPPER

The committee discussed questions/statements for the 2014 Client Satisfaction Survey. Jennifer would like Providers to provide feedback on the survey:

- Questions (limit to ten or less)
- Demographic information (age, gender, race and ethnicity). Email ideas to Jennifer Pepper or Steve Overman. A 2014 Client Satisfaction Survey Timeline Calendar was distributed at the meeting.

Jennifer reviewed the results from the Provider Survey, the following objectives were developed:

- Annual Provider Survey (to be completed by Providers)
- A need to focus more around Retention of Care and Oral Health Care

VIII. REVIEW OF PROPOSED NON-MEDICAL PERFORMANCE MEASURES (QM PLAN #1.5) – COMMITTEE

At the last meeting, the committee reviewed a template of Non-Medical Performance Measures from the state of New Jersey TGA. HRSA is reviewing the Non-Medical Performance Measures nationally. Jennifer will discuss Memphis TGA measures at the next Project Officer conference call to see if we are in compliance. Results will be provided at the next meeting.

IX. UPDATE ON 2014-2015 QM PLAN PROGRESS - COMMITTEE

- Three objectives have been completed
- Some objectives still in the processing stage
- Few objectives are ongoing, those were indicated at bottom of the QM Plan. A copy of the 2014-15 QM Plan was distributed at the meeting.

NEXT MEETING: February 5, 2015, Community Foundation at 11:30am