

**Sacramento County
Department of Health Services
HIV Health Services Planning Council
Quality Advisory Committee**
www.sacramento-tga.com

Meeting Agenda:

March 7, 2023, 2:00 PM – 3:00 PM

Meeting Location:

4600 Broadway, Sacramento, CA 95820
2nd Floor Conference/Community Room 2020

Facilitator: Kristina Kendricks-Clark - Chair

Scribe: Danielle Caravella – Staff

Meeting Invitees:

- Committee Members: Richard Benavidez, Jake Bradley-Rowe, and Kristina Kendricks-Clark
- Open to the Public

Topic	Presenter	Start Time	Length
Welcome and Introductions	Kendricks-Clark	2:00 PM	As Needed
Announcements	All	As Needed	
Public Comments	Kendricks-Clark		
Agenda Review*	Kendricks-Clark		
Minutes Review of December 2022*	Kendricks-Clark		
Post Card Survey	Caravella		
FY22 QAQ Self-Assessment	Kendricks-Clark		
FY23 QAQ Overview*	Kendricks-Clark		
FY23 QAQ Work plan*	Kendricks-Clark		

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Public Comments	Kendricks-Clark		
Technical Assistance	Kendricks-Clark		
Adjournment	Kendricks-Clark	3:00 PM	

*Action Items

Attachments:

- Minutes of December 2022*
- FY22 QAQ Self-Assessment
- FY23 QAQ Overview*
- FY23 QAQ Work plan*

Next Meeting: June 6, 2023

HIV HEALTH SERVICES PLANNING COUNCIL – Quality Advisory Committee (QAC)

Meeting Minutes

December 6, 2022, 2:00 p.m. to 3:00 p.m.

Meeting Location:

Zoom/Teleconference Call Only

Facilitator: Richard Benavidez, Council Chair

Scribe: Danielle Caravella and Paula Gammell, Council Staff

Committee Member Attendees:

- Richard Benavidez, Kristina Kendricks-Clark, and Jake Bradley-Rowe

Members Absent/Excused: None

Guests: None

Topic	Minutes	Vote
Welcome, Introductions and Announcements	<p>The meeting started at 2:10 PM.</p> <p>Jake Bradley-Rowe announced that Sunburst Projects is going to be closed from December 22nd to January 2nd for any in-office visits. Due to construction and the Holidays.</p> <p>Richard Benavidez shared that the LGBT Center did a great job with their World AIDS Day Event.</p>	N/A

Topic	Minutes	Vote
Public Comments	None noted.	N/A
Agenda* and Minutes*	<p>The December 2022 QAC Agenda was presented for review and approval. Motion to approve the Agenda as presented was made by Jake Bradley-Rowe with a second by Kristina Kendricks-Clark. After discussion, the facilitator's name for the meeting was changed to Richard Benavidez as Kristina Kendricks-Clark was under the weather. Jake Bradley-Rowe amended his motion to accept the agenda with the changes made and Richard Benavidez seconded the amended motion. The motion was passed with a majority.</p> <p>The Minutes of September 2022 was presented for review and approval. Motion to approve the Minutes as presented was made by Jake Bradley-Rowe with a second by Richard Benavidez. Richard Benavidez noted an error on page 2 under the agenda and minute's section, in the 3rd sentence of the last paragraph there was an erroneous letter c that needed to be removed. Jake Bradley-Rowe amended his motion to accept the changes made and Kristina Kendricks-Clark seconded the motion.</p>	<p>Approved: <i>Benavidez Bradley-Rowe, Kendricks-Clark</i></p> <p>Opposed: N/A Abstain: N/A</p> <p>Approved: <i>Benavidez Bradley-Rowe, Kendricks-Clark</i></p> <p>Opposed: N/A Abstain: N/A</p>
Post Card Survey	Post Card surveys have been mailed out to agencies. To date, the County has received back 129 of the 1,363 total Post Cards sent out. The return rate was around 11% in 2021.	N/A

Topic	Minutes	Vote
Public Comment	N/A	N/A
Technical Assistance	For Technical Assistance please contact Council Chair Richard Benavidez or Council Vice Chair Kristina Kendricks-Clark.	N/A
Adjournment	The meeting adjourned at 2:25 p.m. Next meeting: March 7, 2023	N/A

HIV Health Services Planning Council
Quality Advisory Committee

#	Rating Category	Standards	Progress (Date accomplished noted in parenthesis)				Accomplishments/Barriers <ul style="list-style-type: none"> • What has been accomplished (by whom) • What still needs to occur (by whom) in order to complete the task
			NA	ND	IP	COM	
1	Service Quality	1. Council reviews utilization data, survey data, and other community input to gauge service quality.					
		2. Service Quality Outcomes are reported to PAC in advance of priority and allocations setting process.					
		3. Council assesses cost effectiveness in service standard development.					
		4. Council identifies and assesses barriers to service delivery and access in formulating standards of care.					
		5. Appropriate individuals were used to review and revise service standards.					
		6. PLWH are involved in designing, developing, and conducting standards and measures.					
		7. Service standards are reviewed and discussed by wide range of stakeholders, including clients, providers, Fiscal Agent and Council members prior to adoption.					

Key: NA=Not Addressed; ND=Not yet Due; IP=In Progress; COM=Complete

HIV Health Services Planning Council
QUALITY ADVISORY COMMITTEE
~~(916) 876-5548~~-(916) 325-1630~ hiv-hspc@saccounty.net

COMMITTEE OVERVIEW

Mission Statement:

The Quality Advisory Committee (QAC) will seek to ensure the quality, consistency, and cost effectiveness with which Ryan White funded services are delivered to consumers by developing and monitoring standards to be utilized by providers delivering Ryan White services.

Committee Responsibilities:

QAC is responsible for developing service recommendations that impact how providers deliver services to consumers on a daily basis. To accomplish its task, QAC:

- 1) Provides oversight of the Ryan White Quality Management program
- 2) Researches methods and practices by which services are delivered in Ryan White funded service categories;
- 3) Seeks input from service providers on realistic expectations on how services could be provided, with a focus on quality assurance and cost effectiveness;
- 4) Seeks input from consumers on what is expected or needed when accessing services;
- 5) Identifies standards by which services should be delivered;
- 6) Creates category-specific service standards;
- 7) Periodically reviews service standards for ongoing relevance;
- 8) Develops and reviews performance indicators to ensure that services are achieving desired quality outcomes.
- 9) One member of the Quality Advisory Committee will participate in the Ryan White CARE Program's Continuous Quality Improvement Program.

Desired Experience of Members:

QAC must be able to draw on a balance of experiences from both providers and consumers of services. Specific skills include:

- Provider experience (delivery of direct service);
 - Representation from a broad range of services, including medical, dental, psychosocial, and support services
- Consumer experience (accessing direct service);
- Program development and evaluation;
- Quality management;
- Recipient staff.

Expectations of Members:

QAC relies on its regular members to determine the fairness and consistency of service standards in its effort to develop functional service standards. Therefore, members are expected to:

- 1) Consistently attend and actively participate in QAC meetings;
- 2) Review meeting materials prior to arriving at the meeting;
- 3) Identify service categories, or areas of service delivery needing service standards;
- 4) Propose ideas and language for standards under consideration by the Committee;

- 5) Facilitate access to stakeholders of service standards;
- 6) Critique suggestions offered by other Committee members and non-Committee members;
- 7) Continually identify individuals who may be interested in membership on QAC.
- 8) As needed, identify individuals with expertise on developing specific service standards.

Meetings:

Unless otherwise indicated, the Quality Advisory Committee meets quarterly on the first Tuesday of the month, in March, June, September, and December ~~meets on the first Tuesday of each month~~ from 2:00 p.m. – 3:00 p.m. at the Sacramento County Health Center, 4600 Broadway, Conference Room 2020, Sacramento, CA 95823.

Contact Information:

Staff support is provided by Angelina Olweny who can be contacted at (916) 325-1630 or Angelina.olweny@valleyvision.org ~~Paula Gammell who can be contacted at (916) 876-5548 or gammellp@saccounty.net~~.

Approved by the HIV Health Services Planning Council on:



Richard Benavidez, Chair

Date: 6/22/22

HIV Health Services Planning Council
 QUALITY ADVISORY COMMITTEE
 FY 2023-2024 WORK PLAN

MEETING DATE	ACTIVITY	MATERIALS
March 2023	<ul style="list-style-type: none"> • Data Entry Update for Post Card Survey • Conduct Committee Self-Assessment • Approve 2023-2024 Work Plan 	<ul style="list-style-type: none"> • Committee Self-Assessment
June 2023	<ul style="list-style-type: none"> • Review 2022 Performance Outcomes from the Recipient • Continue updating Service Standards • FY22 Client Satisfaction Survey Results Report • FY22 Service Post Card Survey Results Report • Begin Updating Service Standards 	<ul style="list-style-type: none"> • 2022 Performance Outcomes • Draft Service Standards • FY22 Client Satisfaction Survey Results Report • FY22 Service Post Card Survey Results Report • Draft Service Standards
September 2023	<ul style="list-style-type: none"> • Quality Management Program Update from the Recipient • Continue Updating Service Standards • Determine FY23 Post Card Survey Sample Size 	<ul style="list-style-type: none"> • Draft Service Standards • Service Survey letter and Post Card Services Worksheet
December 2023	<ul style="list-style-type: none"> • Prepare FY 2024 Work Plan • Review & Identify All Service Standards needing updates • Plan for Service Survey • Distribute FY23 Post Card Survey to Providers 	<ul style="list-style-type: none"> • Draft 2024 Work Plan • Service Standards Service Survey

STRATEGIES (from the California Integrated HIV Surveillance, Prevention, and Care Plan)

The following Strategies from the California Integrated HIV Surveillance, Prevention, and Care Plan, known as, Laying a Foundation for Getting to Zero apply to the ongoing work conducted by the Quality Advisory Committee in the Sacramento Transitional Grant Area:

Strategy E: Improve Retention in Care

- Activity E1: Expand Provider Education to Improve Capacity to Retain Clients
- Activity E3: Increase the Number of California Living with HIV Who Are Enrolled in Health Insurance Coverage

- Activity E4: Improve Integrated of Basic Substance Abuse/Mental Health Interventions with HIV Care Settings

Strategy F: Improve Overall Quality of HIV-Related Care

- Activity F1: Improve Cultural Competency of Medical and Service Providers
- Activity F2: Expand the Use of Treatment Adherence Interventions
- Activity F3: explore Establishing Standards of Care for Services Provided through Ryan White HIV/AIDS Program Funding, and Take Other Actions to Ensure that High-Quality Care can be Measured and is Tracked
- Activity F4: Encourage Housing Evaluation as a Routine Part of Medical Assessment

Strategy I: Improve Case Management for PLWH with High Need

- Activity I1: Increase Case Management Services for PLWH with Demonstrated Need from Diagnosis through Viral Suppression
- Activity I2: Work with Transitional Case Management Programs for PLWH Leaving Correctional Facilities

Strategy K: Increase and Improve HIV Prevention and Support Services for People Who Use Drugs

- Activity K3: Implement Harm Reduction-based Models of HIV Prevention and Care Services that Integrate Other Health Services Critical to People Who Use Drugs
- Activity K4: Encourage Naloxone Programs throughout the State

Strategy N: Enhance Collaborations and Community Involvement

- Activity N5: Improve Partnerships Between Local Health Departments and Primary Care Providers