

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

### Meeting Minutes

November 3, 2020, 2:00 p.m. to 3:00 p.m.

### Meeting Location:

Teleconference Call Only

**Facilitator:** Linda Ryan, Chair

**Scribe:** Paula Gammell, Council Staff

### Committee Member Attendees:

- Linda Ryan, Kristina Kendricks-Clark, Ronnie Miranda, Beth Valentine, Zach B., and Susan Farrington

**Members Absent/Excused:** N/A

**Guests:** N/A

Topic	Minutes
Welcome, Introductions and Announcements	Welcome and introductions were conducted.  One Community Health is hosting a virtual collaboration meeting to discuss event options for World AIDS Day. The virtual meeting will be held on November 9 <sup>th</sup> from 12 noon to 1 p.m.
Agenda and Minutes*	The November 3, 2020 QAC Agenda was presented for review and approval. Motion to approve the Agenda as presented was made by Ronnie Miranda with a second by Zach B. and unanimously approved by consensus.

Topic	Minutes
Agenda and Minutes*	The Minutes of August 2020 were presented for review and approval. Motion to approve the Minutes as presented was made by Zach B. with a second by Susan Farrington and unanimously approved by consensus.
FY20 Outcome Indicators*	A draft of the FY20 Performance Outcome Indicators was presented for review and approval. Council Staff noted that the first Performance Measure for Ambulatory Care was updated to reflect a wording change by HRSA. It is now referred to as <i>Receipt of Care</i> rather than <i>In Medical Care</i> . Susan Farrington addressed the 2 <sup>nd</sup> quality indicator for Housing, <i>Improved or Stable Housing</i> . Susan stated that 85% is too high of an outcome given the previous Housing program has been eliminated and the current pandemic issues. Additionally, as the outcome is not compared to prior years as worded, the wording should eliminate a comparison to the prior year. Beth Valentine agreed with Susan's concerns regarding Housing. Susan Farrington motion to approve the FY20 Performance Outcome Indicators with the changes both Ambulatory Care and Housing. The motion was seconded by Zach B. and approved by consensus.
FY20 Post Card Survey Discussion	<p>There was a robust discussion regarding the Post Card survey in regards to the number of individuals to survey per service. Council Staff provided a summary of clients served in each service category between March and August 2020.</p> <p>Ideally, Susan Farrington would like to survey everyone who received a service, however due to the volume of clients receiving services at some agencies, this is not feasible. Zach recommended surveying 25% of the clients receiving services in any service category. The Committee agreed to survey 25% of the clients. It is understood that the while the post card surveys will be distributed to the providers who will distribute them to the clients, there is no guarantee that the clients will actually return the post card surveys.</p>
Technical Assistance	For Technical Assistance please contact Council Staff, Paula Gammell.
Public Comments	None noted.
Adjournment	Meeting adjourned at 3:03 p.m. Next meeting: To be determined