Sacramento County Department of Health Services HIV Health Services Planning Council QAC Communities Committee June 6, 2023

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

# **Meeting Minutes**

June 6, 2023, 2:00 p.m. to 3:00 p.m.

# Meeting Location:

4600 Broadway, Sacramento, CA 95820 Community/Conference Room 2020

Facilitator: Richard Benavidez, Chair

Scribe: Angelina Olweny, Council Staff

#### **Committee Member Attendees:**

Richard Benavidez, Jake Bradley-Rowe

Members Absent/Excused: Kristina Kendricks-Clark

County Staff: Danielle Caravella

Guests: Melissa Willet

### Sacramento County Department of Health Services HIV Health Services Planning Council QAC Communities Committee June 6, 2023

| Торіс                                           | Minutes                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Welcome,<br>Introductions and,<br>Announcements | Welcome, and introductions began at 2:04PM                                                                                                                                                                                                                                                                                  |
| Public Comments-<br>Action Items                | No announcements.                                                                                                                                                                                                                                                                                                           |
| Agenda Review*                                  | The June agenda was presented for review and approval. There was a motion to change the facilitator of the June meeting from Kristina Kendricks-Clark to Richard Benavidez as she had an excused absence. Jake Bradley-Rowe motioned to approve the amended agenda with a second from Richard Benavidez.                    |
|                                                 | Approve: Jake Bradley-Rowe, Richard Benavidez<br>Oppose: N/A<br>Abstain: N/A                                                                                                                                                                                                                                                |
| Minutes Review*                                 | The March minutes were presented for review and approval. Jake Bradley-Rowe motioned to approve the minutes as presented with a second from Richard Benavidez.                                                                                                                                                              |
|                                                 | Approve: Jake Bradley-Rowe, Richard Benavidez<br>Oppose: N/A<br>Abstain: N/A                                                                                                                                                                                                                                                |
| Post Card Survey                                | The County distributed 1063 survey postcards between November 2022 and February 2023.<br>The response rate was 17.6%. Methods used to distribute the survey included providers<br>handing out the postcard surveys to clients and consumers filling out the survey during an<br>office visit and returning it to a mailbox. |

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| Торіс                         | Minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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|                               | The feedback provided was by service category. A suggestion to increase survey participation<br>is to have case managers educate patients on the importance of completing the survey and<br>also informing case managers about the importance of distributing the survey to patients.<br>Informing leadership to educate staff on the importance of the survey could also lead to a<br>higher response rate.<br>The survey distribution could begin in September instead of October for FY23.<br>Overall, respondents gave positive feedback about services and providers.                                                                                                                                                                                                                                                                                 |
| Client Satisfaction<br>Survey | The Client Satisfaction Survey provides feedback on an agency's performance. 79 clients completed the survey completion compared to 34 clients in 2021. The client response rate was 3.14%. The average rating of the quality of services provided was 9.6% in 2022 compared to 9.91% in 2021.75% of clients reported a less than 10-minute wait time for their appointment once they arrive, 5% of clients reported a wait time of more than 30 minutes. 100% of respondents reported feeling comfortable and respected when interacting with staff at various agencies. 25% of respondents stated that they were not aware about their agency's process for filing grievances. It was encouraged that agencies provide a collection box at their office instead of having clients mailing the survey themselves. This may result in better return rates. |
| Public Comments               | There were no public comments.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Technical Assistance          | For technical assistance reach out to Richard Benavidez.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Adjournment                   | 2:58PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |