

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

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| Topic | Minutes |
|----------------------------|--|
| | <p>The feedback provided was by service category. A suggestion to increase survey participation is to have case managers educate patients on the importance of completing the survey and also informing case managers about the importance of distributing the survey to patients. Informing leadership to educate staff on the importance of the survey could also lead to a higher response rate.</p> <p>The survey distribution could begin in September instead of October for FY23.</p> <p>Overall, respondents gave positive feedback about services and providers.</p> |
| Client Satisfaction Survey | <p>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%.</p> <p>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.</p> <p>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.</p> |
| Public Comments | There were no public comments. |
| Technical Assistance | For technical assistance reach out to Richard Benavidez. |
| Adjournment | 2:58PM |