



Thursday, February 14, 2019

Crossroads Ministry Center, 511 East 22nd St., Paterson, NJ
Breakfast onsite.

QUALITY MANAGEMENT (QM): 9:00 am – 10:30 a.m.

In Attendance were: E. Elizondo; B. Roman; K. Walker; S. Murillo; D. Mendez; R. Folgar; T. Smith; A. Munoz; I. Panagiotis; D. Wilson; Y. Guillen; P. Moschella; A. Blakney; R. Liebhober; M. Marchese; J. Dillard; M. Izquierdo; N. Kubisky; R. Welsh

Support Staff: T. Schucker and S. Gonzalez

Meeting Recap:

- Each attendee introduced themselves.
- **Continuum of Care Notes:** A discussion took place with regards to the inability to grab information from ecompass for each service category, which would assist in developing real time data for the EIIHA Plan (and other plans).
 - There are over 3,000 clients served in the TGA and we have information for 267. Only three clinics are tracked in the system.
 - RDE provided an excel worksheet outlining data for each service. A copy is available upon request.
 - There is too much data missing. The system gives only clinical access, but those who provide support services do not have access. Each provider should take responsibility to input data. One suggestion that was presented was adding a sentence to the current MIS form that would grant permission to case managers of support services to input clinical data. Service providers can make referrals if they notice the client does not have new labs. Case managers (both medical and non-medical) are the gatekeepers. The system would have to be configured accordingly, including alerts, notifications and archives.
 - This would probably serve as a good PDSA.
- Each provider should send at least one person to the QM committee, as it is in their contract.

Our Mission

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- At a consumer forum, people can be instructed how to access the patient portal to view lab results and other information.
- As a rule of thumb, core services do not require a referral, as compared to support services that do.
- **Clinical Quality Management Plan 2018 – 2021:** Awaiting on feedback from Program Officer S. Morgan. The Recipient's Office will be looking into a mechanism that can work for Quality Assurance and Quality Management.
- **PDSA Projects (Plan-Do-Study-Act):** Per P. Moschella, St. Mary's did a PDSA on viral load suppression with individual patients and viewed numbers for a complete 12-month period.
 - A suggestion for a TGA-wide PDSA was made to ensure new data related to CD4 and viral loads are entered into the system.
- **New Business:** none
- Next Meeting: Thursday, May 9, 2019 at 9:00 a.m., Crossroads Ministry Center, 511 East 22nd St., Paterson, NJ.

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