



Ryan White Program Performance Improvement Advisory Team
Minutes of August 21, 2009
Behavioral Science Research
2121 Ponce de Leon Blvd., Suite 250
Coral Gables, FL 33134

Approved September 18, 2009

#	Members	Organization	BSR Staff
1	George Barroso	North Dade Health Center	Ariela Eshel Bernstein
2	Jocelyne Coles	Helen Bentley	Beth Hayden
3	Frederick Downs	Partnership Member	Susy Martinez
4	Karen Hilton	University of Miami	Sandra Sergi
5	Sergio Lindarte	South Florida AIDS Network	Kim Tardalo
6	Ed McGowan	Concept House	
7	Vanessa Mills	Empower U	
8	Joe Martinez	ACMS	
9	Tom Pietrogallo	Care Resource	
10	Marie Presmy	Mercy Hospital SIS	
11	Johnny Rogers	Empower U	
12	Paul Staffelbach	The Village South	
13	Jacqueline Taylor	JTCHC	
14	Carla Valle-Schwenk	OGC	

1. PIAT members reviewed the July 17, 2009 minutes. No changes were made.
2. **Standing Business**
 - Medical Case Management Updates
 - *Technical Assistance (TA) Visits* – July TA visits focused on a review of the proficiency exam with those Medical Case Managers (MCM) who scored below the 85% threshold and were therefore required to re-test
 - *Monthly Medical Case Management Training* – August MCM training topics: 1) ADAP update on the application process and required forms presented by David Rigg, and 2) Ray Louis, City of Miami Housing Opportunities for Persons with AIDS (HOPWA) Program Supervisor, led a discussion on the Social Security Income (SSI)/Social Security Disability Insurance (SSDI) Outreach, Access, and Recovery (SOAR) Program as well as strategies for increased coordination between HOPWA housing specialists and Ryan White Program MCM's. HOPWA housing specialists and Ryan White Program representatives will attend each others' regular trainings to ensure improved collaboration and coordination of services. In addition, MCM's were asked to complete a survey in order to elicit information regarding MCMs' experiences with the Social Security Administration during the process of assisting clients with SSI/SSDI applications
 - *Quarterly Supervisors Training* – The training was led by Jane Petrick, Ph. D. who discussed supervisory coaching techniques

- *Proficiency Exam* – The exam was administered to those MCMs required to re-test during the second week of August; results will be available by the end of the month
- *Record Reviews – Update*
 - *Prescription Drugs* –AETC will assist Quality Management (QM) staff with Prescription Drug Provider Record Reviews scheduled to begin in October, 2009
 - *Outreach Fact Finding Study* –QM staff began a preliminary “fact finding” study to review outreach processes and documentation. Results of the study will be used to identify best practices, training needs, and standardize guidelines

3. **New Business**

- *Miami-Dade County Comprehensive Plan for HIV/AIDS 2009-2011 – Quality Management Goals and Objectives Update* – PIAT reviewed the goals, objectives and activities that the QM program and PIAT are responsible for overseeing. The following was discussed:
 - Activity 1.1.2: Identify gaps and needs for collaboration in the HIV/AIDS provider community; Activity 1.1.3: Develop and administer a survey to identify each Part A provider’s referral process; Activity 1.1.4: Plan and deliver seminars on referrals and eligibility screening.
 - The out of network referral was revised and disseminated and eligibility requirements have been clarified. Referrals will be addressed at the September Provider Forum
 - Activity 1.1.5: Facilitate linkages and enhance collaboration between outreach providers and non-outreach providers to ensure client retention in care.
 - The outreach fact finding and upcoming outreach review will examine the referrals to and from outreach providers
 - Activity 2.1.1: Review Client Satisfaction Survey results and survey tool.
 - The data is still under analysis; once analysis is complete the results will be presented at committee meetings as well as the Provider Forum
 - Beth Hayden noted that a health literacy study may be conducted instead next year; Carla Valle-Schwenk replied that she will clarify whether the Client Satisfaction Survey is required by the Health Resources and Services Administration (HRSA) on an annual basis
 - Activity 2.2.3: Develop and promote methods to improve the quality and amount of MCM supervision, and clarify supervisory responsibilities.
 - Supervisors are required to attend the quarterly supervisors trainings
 - The supervisory SDIS codes, REV and CON, will be monitored on a regular basis by QM staff
 - Objective 3.1: Facilitate improvements in substance abuse treatment for PLWHA.
 - The Substance Abuse Record Review follow-ups were conducted in 2009
 - Available residential substance abuse slots are announced on SDIS
 - PIAT members discussed ensuring SDIS captured all necessary information about residential substance abuse treatment clients - when and why a client left a residential substance abuse program, where they were referred to at discharge, and whether the MCM was notified of their disposition. QM staff will continue the discussion during the coordination meeting with the Office of Grants Coordination (OGC) and Automated Case Management Systems (ACMS) and will report back to PIAT in September

- Objective 3.2: Leverage non-Ryan White funding for PLWHA.
 - OGC and staff are consistently coordinating with the HOPWA Program and Lisa Lugo-Manns from the Department of Corrections
 - Sandra Sergi is creating a resource guide for MCM
 - The Switchboard of Miami presented at a Provider Forum this year
 - Activity 3.2.6: Support and promote transitional housing for formerly incarcerated PLWHA reentering Miami-Dade County, was assigned to the Housing Committee
- Objective 3.3: Increase the quantity and maximize the effectiveness of resources for care, treatment and prevention of HIV/AIDS.
 - Before the end of the year, staff plans to provide trainings on the program as well as additional resources to consumers
 - Upon request, staff will add any additional questions to the frequently asked questions section of www.aidsnet.org.
 - Vanessa Mills asked that a line be added to all privacy and grievance client information to allow clients to sign that they either accepted or refused copies of the materials
- *Transportation Service Changes – Potential Impact* – Ed McGowan informed the PIAT that the County budget hearings will be held on September 3rd and 17th at 5:01 p.m. The County wants to cut funding for all social service programs entirely. He advised members to visit www.hscdade.org to find out how to protest these changes through their Penny Wise Pound Foolish campaign. Carla advised the PIAT that Miami-Dade Transit is changing the public transportation system, effective October 1st, to include only an easy card or an easy ticket. An easy card will cost two dollars and can be reloaded with trip funds for up to three years. An easy ticket will be free and can be loaded with daily, weekly or single trip funds and is good for 60 days. The Ryan White Transportation voucher program will continue providing reduced rate Miami-Dade Transit passes to eligible HIV+ clients attending medical and/or social service appointments. There are several points that require additional clarification; Carla will follow up with Miami-Dade Transit. Anyone with additional questions should forward them to Carla.
- *AIDS Education and Training Centers (AETC) Adherence Modules* – Members reviewed the HIV Resistance Testing and Adherence fact sheets as well as an excerpt on adherence from the Clinical Manual for Management of the HIV-Infected Adult (copies on file). These documents will be used in the creation of the MCM Manual as well as in revisions to the Comprehensive Health Assessment. Tom Pietrogallo noted that there is an Evidence Based Case Management Guide from the Case Management Society of America that may be useful as well.
- *Fiscal Year 19 First Quarter Reports*
 - *Use of REV and CON Codes* – Ariela Eshel Bernstein informed the PIAT that there were marked differences in the usage of these codes among supervisors. Over the course of the first quarter of FY 19, the use of the REV code ranged from 45 minutes to 97 hours and the number of clients receiving these codes ranged from 1 to 70. For the CON code over the same period, usage ranged from 15 minutes to 28 hours for a range of 1 to 63 clients. The progress notes supporting the billed codes varied in detail and quality

- *Missing CD4 and Viral Load Results* – Joe Martinez sent the reports to QM staff who forwarded them to the respective agencies. These reports will be sent monthly in the future
 - *Annual Lab Results Form* – The form is under revision to include a checklist for annual screenings. The form will be available in SDIS and clients or MCMs will be asked to obtain a completed form from the clients' health care provider on an annual basis
 - *ADAP Collaboration* – Members reviewed the ADAP presentation that was given at the MCM training (copy on file)
 - *PIAT Member Application* – Members were asked to fill out the application and return it to QM staff so that an official record of members can be compiled
 - *Miscellaneous – Food for Life* – Frederick Downs asked for a detailed explanation of the current Food Bank situation. Tom explained that the grant money for the year is gone and that there is now a waitlist for new clients. However, clients on the waitlist will receive an initial \$50 gift card. Carla explained that the \$50 food stamp limit for Food Bank may be changed back to a \$10 limit
4. **Next Meeting** – Friday, September 18th, 2009