



**Ryan White Program Performance Improvement Advisory Team**  
**Minutes of September 18, 2009**  
*Behavioral Science Research*  
*2121 Ponce de Leon Blvd., Suite 250*  
*Coral Gables, FL 33134*

*Approved October 16, 2009*

#	Members	Organization	BSR Staff
1	Karen Hilton	University of Miami	Ariela Eshel Bernstein
2	Ed McGowan	Concept House	Christina Bontempo
3	Marie Presmy	Mercy SIS	Beth Hayden
4	Jasmin O'Neale-Lewis	University of Miami	Susy Martinez
5	Kathy Mercogliano	University of Miami	Sandra Sergi
6	Johnny Rogers	Empower U	Kim Tardalo
7	Karelia Godinez	Citrus Health Network	
8	Carla Valle-Schwenk	OGC	

1. PIAT members reviewed the August 21, 2009 minutes. Carla Valle-Schwenk requested a change be made in *transportation service changes – potential impact* and Karen Hilton should be marked present.

**2. Standing Business**

- Medical Case Management Updates
  - *Technical Assistance (TA) Visits* – August and September TA visits continue with their focus on required documents, a brief review of financial eligibility, and the medical history, medications, and adherence sections of the Comprehensive Assessment. The October TA visits will focus on the referral process at each agency.
  - *Monthly Medical Case Management (MCM) Training* – The training focused on:
    1. Cultural Competency presentation by Sonjia Kenya who is the program manager for health disparities research at the Jay Weiss Center for Social Medicine and Health Equity at the University of Miami,
    2. Comprehensive Assessment review and development of care plan exercise with the MCMs
  - *Attendance at MCM Trainings* – Sandra Sergi tracked the attendance of the MCMs and MCM Supervisors at the regular monthly trainings. The results show that, thus far, compliance with hourly training requirements has improved from 2008. Jail linkage staff and housing specialists are also attending regularly.
  - *Proficiency Exam* – All MCMs but five re-tested in August at BSR. All passed the 85% threshold. There are four MCMs and one supervisor whose schedules have been difficult to coordinate; all will be tested by the end of September.
- *Record Reviews – Update*
  - *Prescription Drugs* – AETC will assist Quality Management (QM) staff with Prescription Drug Provider Record Reviews which will begin in October, 2009.
  - *Oral Health Care Follow Up* – Dr. Carol Stewart, the AETC Dental Director and Professor at the University of Florida College of Dentistry, Gainesville, will conduct the follow-up review which is tentatively scheduled for January 2010 – March 2010

- *Outreach Fact Finding Study* –Beth Hayden and Susy Martinez have completed the preliminary “fact finding” study to review outreach processes and documentation. All reports, but one, have been disseminated to the agencies reviewed. Results of this study will be used to identify best practices, training needs, and to standardize guidelines. For the next two months, PIAT will be concentrating on standardization of the outreach process across the system.
- *PIAT Member Application* – All members were asked to return a completed application to QM staff and encouraged to invite other appropriate individuals to join.

### 3. **New Business**

- *Revision of PIAT Responsibilities and Structure* –The HRSA grant application guidance has been received. It requires that the QM Program be monitored and evaluated. PIAT is the appropriate mechanism for evaluation of the QM Program; however, in order to ensure proper adherence to the HRSA requirement, QM staff proposed that the PIAT be restructured to have a chair that is not part of the QM Program. All present members agreed. Ed McGowan volunteered to chair the PIAT and all present members approved. The Performance Improvement Plan will be updated to include the revision in PIAT responsibilities
- *Updates to [www.aidsnet.org](http://www.aidsnet.org)* – Christina Bontempo gave a comprehensive presentation on the revised website, which can be very useful to provider agencies and clients.
- *Department of Health Community Programs Training*- The two-day training was provided by Suzanne Stevens, who is the Community Programs Coordinator at the Florida Department of Health, Bureau of HIV/AIDS. Attendees were mostly Part B/General Revenue (GR) case managers, ADAP adherence manager, jail linkage staff, and local HIV/AIDS surveillance staff. There were two parts to the training:
  - *Florida HIV/AIDS Eligibility Procedures Manual* - Review of the various Ryan White funding streams (A, B, C, D, F), confidentiality, eligibility requirements, and screening for other programs.
  - *Florida HIV/AIDS Case Management Operating Guidelines* – Review of staff qualifications and training, definition of comprehensive and supportive case management, different approaches to equitable distribution of Part B case loads, components of the client needs assessment and development of a care plan, enrollment procedures, client file organization, case coordination and conferencing, case closure and progress notes. In addition, Dr. Jeff Beal, AETC Clinical Director, presented information on adherence to medications and resistance.
- *Out of Network (OON) Referral for Non-Part A Case Managers* – The purpose of the Part A Certified Referral was to facilitate a more efficient referral process among Part A providers. By generating a Certified Referral, the referring MCM agency is certifying that all required eligibility documentation and consents are on file thereby eliminating the need for the client to present eligibility documents over and over. It recently became clear that non-Part A case managers who have access to SDIS are generating Certified Referrals, thereby attesting that the client is eligible for Part A services. GR and Part B case managers are not authorized to do so and all eligibility documentation on file at the Part B and GR agency cannot be reviewed by Part A to ensure compliance. ACMS, at the request of the Office of Grants Coordination, put a block in the SDIS to prohibit non-Part A case managers from generating Ryan White Part A Certified Referrals. Non-Part A case managers are now required to generate the OON Referral and submit the required eligibility documentation with it. This is

causing concern among non-Part A MCMs who are accustomed to generating Certified Referrals and now cannot. The problem is exacerbated by the fact that MCMs are funded by more than one funding source and some are funded by different funding sources every year.

- *Updates to the Residential Substance Abuse Screens in SDIS* – Changes discussed during last month’s PIAT meeting have been implemented and MCMs are now required to document the reason for clients leaving a residential substance abuse program and their disposition, (i.e., graduated, dropped out of program). The SDIS will also generate a notice to the MCM that, for whatever reason, the client was discharged.
- *Quality Management Work Plan Status and Updates* – The completed and pending activities from the Year 19 QM Work Plan (copy on file) were discussed.

#### 4. **Announcements**

- Ryan White Program Sweeps #3 will occur in October; this should ease the food bank shortage.
- Carla Valle-Schwenk asked members to review the New Process for Transportation Voucher Distribution – EASY ticket memo (copy on file) from the Office of Grants Coordination.
- The Medical Care Subcommittee and the full Partnership approved the updated Miami-Dade County Ryan White Program Minimum Primary Medical Care Standards for Chart Review. A hard copy will be sent to all providers shortly.

#### 5. **Next Meeting** – Friday, October 16<sup>th</sup>, 2009