



Ryan White Program Performance Improvement Advisory Team
Minutes of April 16, 2010
Behavioral Science Research
 2121 Ponce de Leon Blvd., Suite250
 Coral Gables, FL 33134

Approved May 21, 2010

#	Members	Organization	Guests	Organization
1	Karen Hilton	University of Miami	Damarys Parada	AHF
2	Kathy Mercogliano	University of Miami	Patricia Roberts	University of Miami
3	Jasmin O’Neale-Lewis	University of Miami	BSR Staff	
4	Tom Pietrogallo	Care Resource	Ariela Eshel	Petra Brock-Getz
5	Marie Presmy	Mercy Hospital	Beth Hayden	
6	Johnny Rogers	Empower “U”	Sandra Sergi	
7	Paul Staffebach	The Village South	Kim Tardalo	
8	Carla Valle-Schwenk	Office of Grants Coordination		

1. In the absence of Ed McGowan, the PIAT Chair, Ariela Eshel called the meeting to order and asked for introductions.
2. PIAT members reviewed the March19, 2010 minutes. One typo was corrected on page four in the last sentence “treatments adherence” should be changed to “treatment adherence.”
3. **Standing Business**
 - **Medical Case Management Updates**
 - *Technical Assistance (TA) Visits* – Monthly TA visits continue to focus on the first three sections of the Comprehensive Health Assessment and the Plan of Care. In addition to the regular TA visits, BSR QM staff provided TA to one Ryan White Program funded pharmacy, at the pharmacy’s request, following the pharmaceutical record review.
 - *Monthly Medical Case Management (MCM) Training* – The April training topic was documentation. A special presentation by Donna Sabatino, Tibotec Therapeutics Community Liaison Manager, focused on Tibotec’s web portal, www.hivcasemanager.com, which is designed as a resource tool for MCMs and serves also to connect MCMs nationwide. Beth Hayden noted that Donna, along with the AIDS Education and Training Center (AETC) and Suzanne Stevens of the Department of Health (DOH) will be asked to assist with the development of an MCM handbook.
 - *Record Reviews –Update*
 - *Prescription Drugs* – All reports have been disseminated. Ariela reviewed the draft aggregate report (copy on file) with PIAT members. A targeted follow-up review will be conducted later in the year. The findings were as follows:
 - *Common Strengths* – 1) Socio-demographic information was present for all clients, 2) When applicable (i.e., dispensed through the Ryan White Program), most ARV medications were dispensed at the same time, 3) All medications were dispensed with the appropriate drug, dose, directions, and

quantity, 4) Most medications were dispensed with no therapeutic duplication and no drug interactions with other current medications.

- *Common Weaknesses* – 1) No agency scored the required 100% in the Client Eligibility section (Ryan White Program Certified and Out Of Network Referral requirements were reiterated in each agency report), 2) Medication allergies were not consistently listed in the pharmacy systems of 4 of the 6 agencies reviewed, 3) Allergies listed in the pharmacy system were not consistent with allergies listed in the medical records of 5 of the 6 agencies reviewed, 4) Ryan White Program Letters of Medical Necessity (LOMN) were not always present in the client chart along with the referrals and some LOMNs were well outside the dates of service.
- *General Recommendations* – 1) Develop and implement consistent policies to ensure that Ryan White Program Certified Referrals and Out of Network Referrals (along with the appropriate supporting documents) are submitted as required and filed in the pharmacy system along with the prescriptions, 2) When there is access to clients' medical records, it is recommended that the pharmacy have a list of clients' current medications including those dispensed through another pharmacy (e.g., ADAP), 3) Improve staff's understanding of medication funding sources and ensure medications are billed to the appropriate funding source, 4) Following a discussion of review findings, members of the Medical Care Subcommittee agreed that referrals for prescription drugs should be in agreement with the life of the prescription. Members established a maximum of an original prescription plus five refills; this limit would ensure that clients return to their primary care provider at least once every six months, 5) MCMs were instructed to ensure that the progress note for a prescription referral contains: the referral number, prescribing physician, primary physician, medication(s), dosage(s), strength(s), and quantity(ies) of the medication(s) and funding source(s) for the medication(s).
- *Threshold* – The threshold for most service categories is 80%, with the exception of the 100% required for program eligibility. Since the fact finding review was the first Ryan White Program funded pharmacy review to be conducted in Miami-Dade County, a threshold has yet to be set. All agencies exceeded 80% in this review. QM staff will collaborate with pharmaceutical providers, OGC, and the PIAT to establish a pharmacy service threshold.
- *Oral Health Care (OHC)* – All reports have been completed and disseminated with the exception of two; the review at one agency was postponed until May and the scheduled review at the PET Center was cancelled since the agency will be closing in September. The closing of the PET Center will have system-wide ramifications. To compensate for the PET Center's closing, other providers will likely be expected to accommodate additional clients. OHC providers will be polled about the types of services they provide and their capacity to assist additional clients.

4. **New Business**

- *2009 Client Satisfaction Survey* – Petra Brock-Getz presented the final data from the 2009 Ryan White Part A Client Satisfaction Survey (copy on file). Petra noted that the 2010 Client Satisfaction Survey interviews will begin on April 19th.

- *April 2010 Town Hall Meeting* – A Town Hall Meeting will be held on April 20th at 6:00 p.m. at the Historical Museum to discuss strategies for fulfilling the Health Resources and Services Administration (HRSA) mandate to Part A planning councils to identify individuals unaware of their HIV status, get them tested and link them to care.
 - *Prison Released Inmates* – A conference call was held on April 15th with QM staff, Lisa Lugo-Manns from the Department of Corrections, Dr. Jeffrey Beal from AETC and Dr. Romero of the AIDS Drug Assistance Program (ADAP). Ms. Lugo-Manns, as an advocate for recently released HIV positive inmates, expressed concern for her clients who leave prison with a 30-day supply of medications and are often unable to see a physician and renew their prescriptions prior to running out of medications. Beth explained that these clients should be treated not as new clients but as transfer clients since they are released with a complete medical record, including current labs. She explained that special forms were developed in order to allow newly released individuals to use their prison identification as proof of residency until they are able to get proper identification. Carla Valle-Schwenk added that providers will be asked to hold weekly walk-in slots in order to allow the newly released to get an initial, brief, appointment for the purpose of ensuring an adequate ARV supply.
 - *Activity Code Study – Next Steps* - The follow up study is complete and data is currently under analysis. Results will be presented at the May meeting. There were several inconsistencies between what MCMs reported in the study and the billing in the Service Delivery Information System (SDIS). A question was posed about usage of the adherence (ADH) code; Carla will send out a clarification email explaining that the code cannot be used with other codes to bill for the same increment of time. Carla reported that an override (OVR) code has been added to the SDIS codes available for use by supervisors in order to track prescription drug referrals made to the Ryan White Program.
5. **Announcements** – Jasmin O’Neale-Lewis announced that the layoffs at Jackson Health System may result in complaints from clients due to long wait times and general confusion at the facilities.
 6. **Next Meeting** –The next meeting will be held on Friday May, 21st, 2010.