



Ryan White Program Performance Improvement Advisory Team
Minutes of April 15, 2011
Behavioral Science Research
 2121 Ponce de Leon Blvd., Suite 250
 Coral Gables, FL 33134

#	Members	Organization	Guests	Organization
1	George Barroso	North Dade Health Center	Elvira Calizaire	MDC Health Department
2	Rosemond Francis	Borinquen	Elizabeth Davis	Jessie Trice
3	Karen Hilton	University of Miami	Gustavo Gallego	SFAN
4	Joe Martinez	ACMS		
5	Ed McGowan	Concept House		
6	Kathy Mercogliano	University of Miami		
7	Jasmin O'Neale-Lewis	University of Miami		
8	Tom Pietrogallo	Care Resource		
9	John Rogers	Empower "U"		
10	Orlando Taquechel	MBCHC		
11	Carla Valle-Schwenk	Office of Grants Coordination		
12	Stephen Williams	Helen B. Bentley		
13	Rhonda Wright	Helen B. Bentley		
			BSR Staff	
			Ariela Eshel	
			Beth Hayden	
			Susy Martinez	
			Kimberly Tardalo	

1. The PIAT Chair, Ed McGowan called the meeting to order.
2. PIAT members reviewed the March 18, 2011 minutes. No changes were made.
3. **Standing Business**
 - *Ryan White Program Update* –
 - Carla Valle-Schwenk reported the following:
 - The Ryan White HIV/AIDS Program Data Reports (RDR) were turned in to the Health Resources and Services Administration (HRSA) last week. Next year, the RDR will be replaced by the Ryan White HIV/AIDS Program Services Report (RSR).
 - The Office of Grants Coordination (OGC) has not yet received notice of the full grant award from HRSA.
 - All provider billing is due for Fiscal Year (FY) 2010 so that final expenditures are available for the needs assessment process.
 - Residential substance abuse providers received a memo regarding the new requirement to document the reason a client has left care in the Service Delivery Information System (SDIS).
 - There will be two public hearings, on May 3rd and May 9th, regarding the Review of the Current Rule 64D-4. This includes a proposed lowering of the Federal Poverty Level (FPL) eligibility requirements. The Bureau of HIV/AIDS was very accommodating by adding an additional meeting date

since the original May 3rd date conflicted with the date of the needs assessment meeting. Several providers reported that they are busing people to the hearings. Joe Martinez asked that staff forward him details on the meeting so he can utilize social media to boost the number of attendees.

- **Medical Case Management (MCM) Updates**
 - *Technical Assistance (TA) Visits* – Monthly TA visits have continued as usual. The format of the TA visits has changed at several agencies to encourage more involvement from the MCMs and the supervisors. Each selected chart will be reviewed by BSR QM staff along with the MCM and the supervisor to ensure areas of weakness are identified and addressed immediately.
 - *Monthly MCM Training* – This month Miami Beach Community Health Center presented on the specialty care referral process; Donna Sabatino presented on updates to 1) the HIV Case Manager portal and 2) Prezista and Intelence labeling; Ariela Eshel and Susy Martinez presented on revisions to the Comprehensive Health Assessment; and Christina Bontempo presented on the needs assessment meetings and the 64-D workshops. MCMs were encouraged to attend the hearings along with clients.
 - *Record Reviews* – Follow-up pharmacy record reviews are complete (except for SFAN which will be reviewed at a later date) and mental health/psychosocial reviews are underway.
 - *Social Security Income (SSI) / Social Security Disability Insurance (SSDI) Outreach Access and Recovery (SOAR) Update* – An additional two day SOAR training is being planned for this year for MCMs who were not able to attend the 2010 training.
 - *Early Identification of Individuals with HIV/AIDS (EIIHA)* – The consent form to be used by the Department of Health (DOH) Counseling and Testing sites in order to refer newly diagnosed clients to Ryan White Program outreach workers has been delivered to the DOH. The pilot program will begin this month at one STD testing site with referrals to Ryan White Part A outreach workers.
 - *Final SDIS Outreach Screens and Process* - Carla reported that there is a new MCM code in the SDIS, Newly Identified Client (NIC). The code may be used by MCM and peer counselors for a combined total of three units within 30 days for newly diagnosed clients who have not yet completed a formal intake.

4. New Business

- *Quality Management Work Plan* – Beth Hayden presented the proposed Quality Management activities for the year.
 - *Record Review Activities* - Follow up mental health/psychosocial record reviews (full scale reviews currently being completed); work with targeted outpatient medical care providers to assess improvements where care issues were previously identified; pilot an AETC health literacy program geared to improve clients' health literacy; conduct in-depth, monthly reviews at MCM agencies to assess how well agencies are qualifying their clients for entitlement programs/funding sources other than Ryan White.
 - *Program Implementation* - Work with outreach providers and the Miami-Dade Department of Health to implement the EIIHA project; review and coordinate

through PIAT, clinical performance measures to be tracked using identified data elements in SDIS to be reported to PIAT on a quarterly basis; continue to provide TA to MCM providers; revise the Comprehensive Health Assessment (CHA); revise the current Plan of Care to coordinate with the revised CHA; implement an abbreviated 6 month reassessment procedure; revise the current MCM guidelines; complete the annual client satisfaction/health literacy survey.

- *Training* - Continue monthly MCM trainings; provide quarterly MCM supervisory trainings; provide outreach/linkage to care trainings as needed; provide a Basic MCM Training as needed; coordinate Oral Health Care provider trainings with Ryan White providers and AETC; plan and implement Provider Forums.
 - *Review of the REV and CON Supervisory Codes* – Members reviewed data (copy on file) on REV and CON codes from March 2010 through March 2011. The average number of units billed for REV was two units per client. The highest REV code billing during that time was six units. The average number of units billed for CON was one per agency. Some supervisors billed both codes, some billed only one and one agency did not bill any units for REV or CON. QM staff reviewed a sample of ten REV/CON progress notes per agency; the quality of notes varied. Some notes included reference to follow up items such as: ADAP enrollment/reenrollments, PAPs, Medical appointments and pending lab results while others were general and vague. The data indicates a spike in the usage of the REV and CON codes during the quarterly record review time at two agencies. Overall, the amount of total units for both REV/CON was low. At a minimum, it would be expected that supervisors bill 40 units of REV and 40 units of CON per quarter to comply with the requirement to submit quarterly record reviews to BSR (20 records at an average of two units of each code per chart).
 - *Adherence Modules for the Comprehensive Health Assessment (CHA)* – Members reviewed adherence modules (copies on file) from Tibotec Therapeutics' HIV Case Manager portal. Members agreed that adherence should be discussed at every encounter and charts should contain documentation of the topics covered. QM staff will create a draft of adherence modules for PIAT to review at the next meeting.
 - *Member Presentations: Request for Presentation at the May Meeting* – Orlando Taquechel offered to present on the Mercy Hospital transfer and Miami Beach Community Health Center referral authorization process at the May PIAT meeting.
 - *Membership Applications* – Staff asked members to fill out new applications for PIAT.
 - *Miscellaneous* - Stephen Williams reported that outreach workers are not getting as many referrals for clients falling out of care as they should be. Staff suggested he run an inactive client list for his agency.
5. **Announcements** – Joe Martinez reported that Automated Case Management Systems (ACMS) will give periodic updates at MCM trainings in the future.
6. **Next Meeting** –The next meeting will be held on Friday May 20th, 2011.