

QUALITY MANAGEMENT (QM) MEETING

Date: Thursday, August 9, 2018 at 9:00 a.m. – 10:30 a.m.
Location: Crossroads Ministry Center, 511 East 22nd St., Paterson, NJ

AGENDA ITEM	SUMMARY
Client Satisfaction Survey	<ul style="list-style-type: none"> ❖ Reviewed and discussed the newly revised and narrowed-down version of the Client Satisfaction Survey (17 total questions), which will be conducted once per year via e2. Note: A similar survey could be used for consumer forums. <p><i>In addition...</i></p> <ul style="list-style-type: none"> ❖ Reviewed and discussed the Newly Diagnosed Needs Assessment (also refers to “new” to system), which will collect data from January 1 – December 31 ❖ As it relates to the grant application, this data can help give us a snapshot of what amount of consumers the TGA did not get credit for and it can also help justify the amount of funding request (total ask).
Quality Assurance	<ul style="list-style-type: none"> ❖ Discussed creating Quality Assurance in e2 to help quality improvement process. ❖ Each agency should appoint a SPOC (Single Point of Contact), so we can see what is working in what services that are helping achieve viral suppression. ❖ The monitoring tool for Quality Assurance is built directly from Service Standards, shows outcomes and 5-year trends, and it would be sent from the Recipient to sub-recipients. <ul style="list-style-type: none"> ○ Eventually the aggregate data could be presented to the Planning Council either as a segment of the annual report (delivered at the annual meeting in December) or at Day of Capacity Building (normally held in October). ○ Aside from state indicators, the QA monitoring tool will also serve as a Quality Improvement Project.
Health Literacy	<ul style="list-style-type: none"> ❖ The Health Literacy tool is currently being finalized in the e2 module.
ACTION ITEMS	
<ul style="list-style-type: none"> ▪ Finalize details of the Client Satisfaction Survey w/RDE, such as e2 identification number, prepopulated fields, alerts/blocks ▪ Implementation of Newly Diagnosed Needs Assessment ▪ Implementation of Quality Improvement Project (Monitoring Tool for Quality Assurance); Review HRSA’s new Quality Assurance model. ▪ Implementation of Health Literacy Tool ▪ NOTE: The Client Satisfaction Survey, Newly Diagnosed Needs Assessment and Health Literacy Tool can be used next year during the Priority Setting and Resource Allocation (PSRA) process. 	
Next Meeting	<ul style="list-style-type: none"> ❖ September 13 at Crossroads Ministry Center, 511 East 22nd St., Paterson, NJ Start Time 9:00 a.m.

MEETING MINUTES OF THE PLANNING & DEVELOPMENT (P&D) COMMITTEE

Date: Thursday, August 9, 2018 at 10:45 a.m.
Location: Crossroads Ministry Center, 511 East 22nd St., Paterson, NJ

AGENDA ITEM	SUMMARY		
Moment of Silence	A moment of silence was observed for those affected by HIV/AIDS.		
Welcome	K. Walker called the meeting to order at 10:47 a.m., and welcomed everyone.		
Attendance	<p>Present</p> <ol style="list-style-type: none"> 1. K.Walker 2. J. Dillard 3. L. Ashe/A. Rodriguez 4. E. Elizondo 5. N. Kubisky 6. G. Kelly 7. M. Anderson 8. P. Cuffe 9. P. Moschella 10. I. Malave* <p>*New committee member</p>	<p>Recipient</p> <p>Not present</p> <p>Guests</p> <p>none</p> <p>Support Staff</p> <ul style="list-style-type: none"> ▪ T. Schucker ▪ S. Gonzalez 	<p>Absent</p> <ul style="list-style-type: none"> ▪ K. Daniels ▪ P. Zeno-Martinez ▪ R. Welsh ▪ Y. Guillen ▪ O. Pena ▪ A. Muñoz
Approval of Minutes	Motion: To accept the meeting minutes of July 12, 2018, motioned by N. Kubisky, seconded by P. Moschella. A vote took place after discussing edits and/or corrections and a review of the action items. Vote: 6-Yes, 0-No		
PCAT	A review of the Planning Council Action Timeline took place.		
Integrated Plan Part 2	<p>❖ The Integrated Plan Part 2 meeting will take place on Thursday, October 11, 2018, in place of the monthly committee meetings for QM and P&D;</p> <ul style="list-style-type: none"> ○ Meeting attendees will be divided into groups, by goals and objectives. If an agency isn't specifically assigned to a goal in the plan, we'd have to determine where they best fit in. ○ The goal of the meeting is to update strategies and learn the status of goals and accomplishments. ○ We could use easel boards/flipcharts to list one goal per page. Each group will have their own table. 		
Old Business	❖ Health Literacy tool is currently being finalized in the e2 module and once that's completed, the online training for the tool will be created.		
New Business	<p>❖ Client Satisfaction Survey which will run from January 1 through December 31, was reviewed and discussed. The newly revised and narrowed-down version (17 total questions) of the survey was accepted by QM this morning. It will be conducted once per year via e2.</p> <ul style="list-style-type: none"> ○ After further revisions were suggested and added: <p>Motion: To accept Client Satisfaction Survey motioned by J. Dillard, seconded by G. Kelly. Vote: 8-Yes, 0-No</p>		

<p>New Business</p>	<ul style="list-style-type: none"> ❖ P&D was informed by Collaborative Research that if/when funds become available, the website will receive a major upgrade. Examples of other planning councils' websites were displayed, which included information from Recipient to sub-recipients and an interactive training presentation. The website is required to be bilingual. <ul style="list-style-type: none"> ○ Members asked about the budget/cost and a brief discussion took place about whether a web developer had already been identified. ❖ Newly Diagnosed Needs Assessment was reviewed and discussed. <p>Motion: To accept the Newly Diagnosed Needs Assessment motioned by M. Anderson, seconded by N. Kubisky. Vote: 9-Yes, 0-No</p> <ul style="list-style-type: none"> ○ Note: A similar survey could be used for consumer forums. ❖ The Client Satisfaction Survey, Newly Diagnosed Needs Assessment and Health Literacy Tool can be used next year during the Priority Setting and Resource Allocation (PSRA) process. 																											
<p>Action Items</p>																												
<p>--Send PSRA presentation and results to QM & P&D</p> <p>--Create and distribute save-the-date invitation to stakeholders; collect RSVPs</p> <p>--Determine the room's set-up for October 11</p> <p>--Request additional parking space (if needed) for October 11</p> <p>--Create the online training for the Health Literacy Tool</p> <p>--Implement Client Satisfaction Survey, Newly Diagnosed Needs Assessment and Health Literacy Tool</p> <p>Open Prior Action Items</p> <p>--Plan to formally collect demographic data of all participants of Integrated Plan Part II</p> <p>-- Begin to create list for Needs Assessment</p>	<table border="1"> <thead> <tr> <th data-bbox="1198 779 1333 827">Who</th> <th data-bbox="1333 779 1438 827">Open</th> <th data-bbox="1438 779 1578 827">Closed</th> </tr> </thead> <tbody> <tr> <td data-bbox="1198 827 1333 875">Admin</td> <td data-bbox="1333 827 1438 875"></td> <td data-bbox="1438 827 1578 875">X</td> </tr> <tr> <td data-bbox="1198 875 1333 924">Admin</td> <td data-bbox="1333 875 1438 924"></td> <td data-bbox="1438 875 1578 924">X</td> </tr> <tr> <td data-bbox="1198 924 1333 972">P&D</td> <td data-bbox="1333 924 1438 972"></td> <td data-bbox="1438 924 1578 972">X</td> </tr> <tr> <td data-bbox="1198 972 1333 1020">KW</td> <td data-bbox="1333 972 1438 1020"></td> <td data-bbox="1438 972 1578 1020">X</td> </tr> <tr> <td data-bbox="1198 1020 1333 1068">CoIRsh</td> <td data-bbox="1333 1020 1438 1068">X</td> <td data-bbox="1438 1020 1578 1068"></td> </tr> <tr> <td data-bbox="1198 1068 1333 1228">TS/MI</td> <td data-bbox="1333 1068 1438 1228">X</td> <td data-bbox="1438 1068 1578 1228"></td> </tr> <tr> <td data-bbox="1198 1228 1333 1276">P&D</td> <td data-bbox="1333 1228 1438 1276">X</td> <td data-bbox="1438 1228 1578 1276"></td> </tr> <tr> <td data-bbox="1198 1276 1333 1354">P&D</td> <td data-bbox="1333 1276 1438 1354">X</td> <td data-bbox="1438 1276 1578 1354"></td> </tr> </tbody> </table>	Who	Open	Closed	Admin		X	Admin		X	P&D		X	KW		X	CoIRsh	X		TS/MI	X		P&D	X		P&D	X	
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<p>Adjournment</p>	<p>The meeting adjourned at 12:15p.m. with a unanimous vote.</p> <p>Next Meeting Thursday, September 13 at Crossroads Ministry Center, 511 East 22nd St., Paterson, NJ; Start Time 10:45 a.m.</p>																											