



# TC CQM Meeting

11/03/2022

PRESENTERS: Kaitlin Lopez

# Agenda

<b>Welcome and Introductions</b>	Kaitlin Lopez
<b>Formulary Updates</b>	Kaitlin Lopez
<b>CQII Updates</b>	Kaitlin Lopez and Subrecipients
<b>CQM Plans, QIPs, and Performance Measures</b>	Kaitlin Lopez
<b>Center of Excellence</b>	All
<b>Patient Satisfaction</b>	All
<b>Action Plan &amp; Announcements</b>	All

# Formulary Updates

LPAP Committee meets 11/8/2022

Items to be addressed:

- Diabetic Medicine
- Diabetic Supplies

# CQII Updates

	<b>Performance Measure</b>	
	<b>Viral Suppression</b>	<b>Retention in Care</b>
<b>Ryan White Clients</b>	80%	75%
<b>Black Women CQII</b>	81%	74%
<b>Trans Women CQII</b>	69%	56%

# QI Project/Performance Measure Goal

- CQM Plans
- Quality Improvement Projects
  - Must have two QIP
    - Must engage PLWH
    - One QIP must focus on Viral Load and Retention in Care
- Performance Measures
  - Which measures have you been tracking?
    - Successes?
    - Opportunities?
  - Must Identify Performance Measures that will be monitored and tracked for 2023



# Center Of Excellence

- Link 1 <https://padlet.com/kmlopez9/92aq10x3pch87sot>



# Center Of Excellence

- Link 2: <https://padlet.com/kmlopez9/woeawphdqxnqsb8k>

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# Patient Satisfaction

## PROCEDURES:

- 1) All subcontracting service providers must create a client/consumer satisfaction survey administration plan to include:
  - When the survey will be offered to consumers,
  - Who will offer and distribute the survey to consumers,
  - What will be said to consumers when offering the survey,
  - How surveys will be collected, and
  - Who will compile the results.
  
- 2) The subcontracting service provider's client satisfaction survey must be appropriately worded to elicit potential barriers to access, cultural sensitivity, and designed to be completed independently. However, accommodations should be made for clients hindered by poor eyesight, an inability to read, or any other limitation/barrier, including monolingual, which prevents them from completing the survey alone.
  
- 3) The client satisfaction survey must be available in English and Spanish.
  
- 4) All client satisfaction surveys must be administered by the subcontracting service provider at least annually and must be compiled so the data can be analyzed, and the results can be disseminated as well as incorporated into quality improvement initiatives. Subrecipients must apply this data to improve program operations and health outcomes.
  
- 5) These procedures must be documented and available for review by the Tarrant County HIV Administrative Agency (AA).



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# Lonnetta's Corner



**2022**

**BEAT HIV**

**PILLAR AWARDS**

**ANNOUNCING THIS YEAR'S  
TARRANT COUNTY BEAT HIV PILLAR AWARDS.**

Let's honor those in the community making the biggest impact to help:

**DIAGNOSE, TREAT, RESPOND AND PREVENT**

**MAKE A NOMINATION HERE:**



**HURRY** – submissions due by **11/25/2022**



**Thank you**

