

Children, Youth and Family AIDS Network of Connecticut (CYFAN)
Quality Management Team
Face to Face Meeting
Waterbury Hospital
February 23, 2010

- Quality Management Team Face to Face Meeting

Nanette Brey Magnani from the National Quality Center/HIVQUAL Project opened the session and introduced all of the participants. In addition to RW Part D CYFAN Quality Management Team members in attendance the session also included representatives from Waterbury Hospital, Community Health and Wellness Center of Greater Torrington and Community Health Center, Inc. These are three additional RW Part C Grantee agencies assigned to Ms. Brey Magnani under the National Quality Center/HIVQUAL. In addition Tom Butcher, RW Part A New Haven Administrator and Team Leader for the CT Team in the National Quality Center HIV Cross Part Collaborative also attended the session. Ms. Brey Magnani briefly described her experiences in similar statewide clinical quality efforts, including the state of Pennsylvania where she works with a group of agencies multiply funded for HIV/AIDS services as well as New York State and Michigan. She envisions that the Connecticut group will follow a similar progression to other states mentioned, in particular Pennsylvania where her work has been integrated within the Statewide Cross Part Collaborative team.

L. Barakat from Waterbury Hospital and T. Butcher from the New Haven Health Department RW Part A office discussed how the Quality Management Team facilitated by Ms. Brey Magnani will work as a component of the Connecticut Cross Part Collaborative and not at odds or detached from the work of that group. In particular, the Quality Management Team will fit under the Committee structure of the Cross Part Collaborative and offer agencies across Connecticut the opportunity to participate in various improvement projects with supervision from the National Quality Center/HIVQUAL. This opportunity for the creation of a statewide Quality Management Team beyond just RW Part D is considered a major component of sustainability for the efforts of the Cross Part Collaborative Team from Connecticut once the program moves to work with new states on or near May 1, 2010.

Ms. Brey-Magnani then led a discussion of the four priority improvement areas selected with expectations of participating agencies in each area of consideration:

Client Retention in Care – This was described as an essential measure for evaluation and quality improvement because it incorporates a number of different factors for patient care and reasons why patients are either judged to be in care or lost to care. J. Rustico described briefly for the group how some agencies would prefer to build in

additional measures (for example follow-through on referrals, additional services offered by primary care provider, etc.) to truly determine client retention rates based on agency specific definitions. Ms. Brey Magnani suggested to start with a shared definition of “retention” that the group agrees upon and stick with it for a while before allowing agencies to build in extra components so that true evaluation material is compiled and reported back to the group. For example, just the distinction between two primary care visits in a year vs. two primary care visits in a year at least three months apart points out interesting variable for consideration.

Patient Health Literacy/Patient Education Needs – Ms. Brey Magnani began her presentation on this topic area with a description of a National Quality Center approved project that originated from the Seattle, WA RW Part A office that created a patient scorecard in this area so that organizations could prioritize patients most in need of assistance in understanding the care treatment plans designed for them. The Seattle Part A presentation was sent to all RW Part D Steering Committee and Quality Management Team members through email on February 19, 2010 and is also attached to this document. Ms. Brey Magnani described how the RW Part A Hartford office has requested assistance from National Quality Center/HIVQUAL and her expectation is to start working with that office and its provider agencies later this Spring on a project that will most likely look similar to the Seattle Scorecard Project. The RW Part D and C agencies interested in this project could eventually match up with some Part A projects to assess how things are going and trends identified.

S. Shipkowitz, APRN from Bridgeport Hospital reiterated for participants the importance of Patient Health Literacy/Patient Education, especially as treatment regimens for some clients change or modify on rapid timetable in some cases and this can end up as a real barrier to clients remaining in routine care.

L. Barakat from Waterbury Hospital described for the group a similar improvement project and client series they initiated recently with the help of Ms. Brey Magnani to understand client needs in this area of health education. When this workgroup is established the team from Waterbury Hospital would be willing to share tools and resources developed in this area.

Transitioning Youth/Adolescents living with HIV into Adult Care – This project area was explored in particular detail by RW Part D QMT representatives from Yale Child Study Center, Connecticut Children’s Medical Center and Bridgeport Hospital because it is something each program has worked on for the past few years. The National Quality Center/HIVQUAL is working to develop some materials tailored to RW Part D agencies to assist in the transition process and Ms. Brey Magnani and Mr. Rustico will continue to share resources as they are released. Ms. Brey Magnani described some of her experience with the Michigan Part D Program in this area. This is an area of HIV/AIDS service that is much more difficult to quantify in terms of success/failure and most likely will require a combination of measures specific to certain agencies.

Mental Health Services – This service area was not discussed in great detail during the face to face meeting because of time considerations. It will be the fourth project area introduced later in 2010 for agencies to consider and the other three will start more immediately based on preference and need of participants. The RW Part A Clinical Quality Workgroup is beginning to work on measures in this service area and RW Part D Clinical Quality Team participant S. Gossart-Walker plans to participate in the Part A project and will share information with the QMT as this area is refined later in 2010.

The next steps following this face to face meeting are for Ms. Brey Magnani to participate in the next RW Part D CYFAN Steering Committee/Quality Management Team Meeting as a conference call on 3/23/10 from 10am – 11am. At that point she will describe a series of Webinars in the areas of Patient Retention, Patient Health Literacy and Transitioning Youth/Adolescents into Adult HIV services throughout the month of April. The expectation is that a combination of Webinars and face to face meeting opportunities will be held for the project areas designated for participation.