



## Minutes

**Attendees:** Eric Martinez, Renella Mitchell, Carrie Hollinger, Edwin's OtterPilot, Jana's OtterPilot, Miranda Talley, Sandra Rangel, Danyelle Sheffield (HCSEF)

### Evaluation Quality Assurance Committee Meeting

Facilitator: Steve Hoke

Date: 1/11/24

Time: 11:00 AM

Location: Teleconference

Danyelle Sheffield  
Health Planner

### 1. Welcome/Introductions & Moment of Silence

### 2. Review and approval of agenda and meeting minutes

The previous meeting minutes and current agenda were approved.

### 3. Updates

#### A. Quality Assurance Plan/Indicators

Carrie provided an update on the quality assurance indicators for 2023 year. She mentioned that one goal was exceeded, and got close to meeting the other two goals.

Adherence to ART – target was 85%, and ended at 88% in 2023. This is a 24% improvement from 2022.

Medical Visit Frequency – target was 77%, and ended at 73% in 2023. This is a 13% improvement from 2022.

Viral Load Suppression – target was 79%, and ended at 78% in 2023. This is a 32% improvement from 2022.

Carrie stated a process is in place between Sandra and herself where Sandra is tracking the services getting billed for and Carrie is making sure all the labs and services provided are getting entered into CareWare correctly. Eric asked if Carrie has a spreadsheet that shows the

where the indicators ended at the end of 2023. Carrie stated she doesn't currently, but that she can work to put something together that shows where each indicator was at in all four quarters.

Saundra stated she has been working on the RSR and service tracking as usual. She mentioned the goal is to be under 5% and currently three (3) of the five (5) most important goals are at the goal of being under 5%. The RSR will be due in a month.

### **B. Linkage to Care**

Carrie stated Yenichel is in a DOH staff meeting currently, so she won't be able to provide any Linkage to Care numbers. Danyelle mentioned she will send an email to Yenichel after the meeting to request the Linkage to Care numbers, and will add them into the meeting minutes for the Committee to be able to review.

Yenichel provided her report for the month of January via email to Danyelle. In January, there were four (4) new cases – three (3) in St. Lucie County, and one (1) is residing in the Orlando area. Two (2) of the individuals from St. Lucie County were linked into care and one (1) turned out to be a false positive. Regarding the individual residing in the Orlando area, information was provided to them on getting into care. There were thirty-one (31) individuals who were virally suppressed, and eleven (11) who were re-engaged back into care.

### **C. Other Updates**

Eric asked who works in the CareWare system. Carrie mentioned mainly Case Management, but a lot of staff have access to CareWare. Eric asked where they're at with getting providers to enter data into CareWare. Carrie mentioned unfortunately that has been a limitation, mainly because there is no incentive for them to do so and it would be duplicated work, as a lot of providers typically have their own in-house system where they enter in data and labs. Carrie stated she tries to minimize this limitation by inputting the data herself.

## **4. Open Discussion**

### **Notes**