Houston Area HIV Services Ryan White Planning Council

Affected Community Committee Meeting
12 noon, Monday, August 19, 2019
Meeting Location: 2223 West Loop South, Room 240
Houston, TX 77027

AGENDA

I.   Call to Order   Rodney Mills and
     A.   Welcome   Isis Torrente, Co-Chairs
     B.   Announce today's chairperson
     C.   Moment of Reflection
     D.   Adoption of the Agenda
     E.   Approval of the Minutes

II.   Public Comment
(NOTE: If you wish to speak during the Public Comment portion of the meeting, please sign up on the clipboard at the front of the room. No one is required to give his or her name or HIV status. All meetings are audio taped by the Office of Support for use in creating the meeting minutes. The audiotape and the minutes are public record. If you state your name or HIV status it will be on public record. If you would like your health status known, but do not wish to state your name, you can simply say: "I am a person living with HIV", before stating your opinion. If you represent an organization, please state that you are representing an agency and give the name of the organization. If you work for an organization, but are representing yourself, please state that you are attending as an individual and not as an agency representative. Individuals can also submit written comments to a member of the staff who would be happy to read the comments on behalf of the individual at this point in the meeting.)

III.   Training: *Standards of Care, Why Should I Care?*   Tori Williams

IV.   FYI: What is the Difference? Telehealth vs. Telemedicine?   Tori Williams

V.   Old Business
     A.   Road 2 Success   Tori Williams
     B.   Updates and New 2019 Community Events
     C.   Greeters
     D.   Updates on 2019 Public Hearings
        • Monday, July 1st – Priorities and Allocations   Rodney Mills & Isis Torrente
     E.   Updates on Ryan White Part A/MAI   Tori Williams
     F.   Updates on Ryan White Part B and State Services   Reachelian Ellison

VI.   New Business

VII.   Announcements

VIII.   Adjourn

IX.   Members meet with committee mentor   Allen Murray

Houston Area HIV Services Ryan White Planning Council

Affected Community Committee Meeting
12:00 pm, Monday, June 24, 2019
Meeting Location: 2223 West Loop South, Room 240, Houston, TX 77027

MINUTES

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS PRESENT
Rodney Mills, Co-Chair	Rosalind Belcher	Reachelian Ellison, TRG (via phone)
Isis Torrente, Co-Chair	Tony Crawford	
Veronica Ardoin	Arlene Johnson	*Office of Support*
Ardry "Skeet" Boyle	John Poole	Tori Williams
Johnny Deal	Ma'Janae Chambers	Rod Avila
Ronnie Galley	Eddie Gonzalez	
Mel Joseph	Veria Steptoe	
Holly McLean	Roy Wesley	
Lionel Pennamon		
Tana Pradia		

Call to Order: Mills called the meeting to order at 12:10 p.m. and then asked for a moment of reflection.

Adoption of the Agenda: *Motion #1*: it was moved and seconded (Boyle, Deal) to adopt the agenda. **Motion carried unanimously.**

Approval of the Minutes: *Motion #2*: it was moved and seconded (Deal, Galley) to approve the May 20, 2019 minutes. **Motion carried.** Abstentions: Joseph.

Public Comment: None.

Training: Blue Book Treasure Hunt: Williams walked committee members through the instructions for the educational game entitled *The Blue Book Treasure Hunt*. Committee members played the game since it will be included in the 2019 *Road 2 Success* syllabus, which will teach consumers how to find services through resources such as the Blue Book, case managers and others.

Old Business
Road 2 Success: Williams outlined the dates for the upcoming training sessions for *Road 2 Success* and invited members to sign up to volunteer at each event. See the attached list of *Road 2 Success* events that are being scheduled. At this time Williams is still waiting to hear back from Harris Health System and several other organizations who are interested in co-hosting the event with the Council.

Updates and New 2019 Community Events: Volunteers who attended the SPRY Senior Health and Resource Fair and the Long-Term Survivors BBQ events, informed the committee that both events were well attended and successful. Blue Books, Council application forms and more were available through the Ryan White information table at both events. Pradia and Torrente reported that the Ryan White table at the PRIDE Festival also went well. If the Committee decides to participate in the PRIDE festival again, it was recommended that the Council get volunteer wristbands ahead of time since

volunteers arrived in shifts and were made to wait in long lines. Committee members signed up to staff Ryan White booths at upcoming community events, see the attached schedule.

Greeters: Volunteers signed up to be greeters at monthly Council meetings, see attached.

Updates on 2019 Public Hearings: Williams thanked members of the Affected Community Committee who hosted the public hearing held on Monday, May 20, 2019. The hearing went well. The next public hearing will be on Monday, July 1, 2019 to announce the recommended FY 2020 priorities and allocations.

Updates on Ryan White Part A/Minority AIDS Initiative (MAI): Williams summarized the How To Best Meet the Need recommendations which were moving forward toward final approval. The only service category that is being held up is Mental Health, which is in the process of being revised to allow longer sessions when more than one person is included in the counseling session.

Updates on Ryan White Part B and State Services: Ellison reported the continued need for consumer involvement, including with the Reentry Community Advisory Board (CAB) and the Transition Summit on August 7, 2019. The Transition Summit will focus on topics for providers in the morning and for young consumers transitioning into adult services in the afternoon. For those interested in either group can contact Ellison.

New Business
Project LEAP Graduation: Williams announced that the 2019 Project LEAP graduation will be on Wednesday, July 24, 2019. Committee members signed up to be volunteers at the event.

Combine meeting with LEAP Advisory Committee: Since most committee members are also part of the Project LEAP Advisory Committee, Williams suggested that the Affected Community Committee meet jointly with the Project LEAP Advisory Committee on Wednesday, July 17, 2019. The committee agreed unanimously by consensus.

Announcements: None

Adjourn: ***Motion #3:*** *it was moved and seconded (Galley, Torrente) to adjourn the meeting at 1:34 p.m.* **Motion carried unanimously.**

Submitted by: Approved by:

_____   _____
Tori Williams, Director   Date   Committee Chair   Date

Training on Standards of Care

General Standard 3.2: "Agency has Policy and Procedure regarding client Confidentiality […] Providers must implement mechanisms to ensure protection of clients' confidentiality in all processes throughout the agency."

Oral Health 2.8: "Oral hygiene instructions (OHI) should be provided annually to each client."

Primary Medical Care 1.1: "Medical care for HIV infected persons shall be provided by MD, NP, CNS or PA licensed in the State of Texas and has at least two years paid experience in HIV/AIDS care including fellowship."

All our nurses now have degrees...unfortunately nurse Pilbright's is in the expressive arts!

"Mrs. Cranley! You need to sign this HIPAA privacy form before the doctor can look at those warts on your stomach!"

To help emphasize good oral hygiene in kids, Dr. Remford installed a dental floss zipline in his office.

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Components of the Process

What services are needed to manage HIV effectively?

How to Best Meet the Need

Which services are highest priority, and...
Priorities and Allocations (P&A)

How much funding will each service receive?

How will each service be provided and evaluated?

Standards of Care (SOC) & Performance Measures (PM)
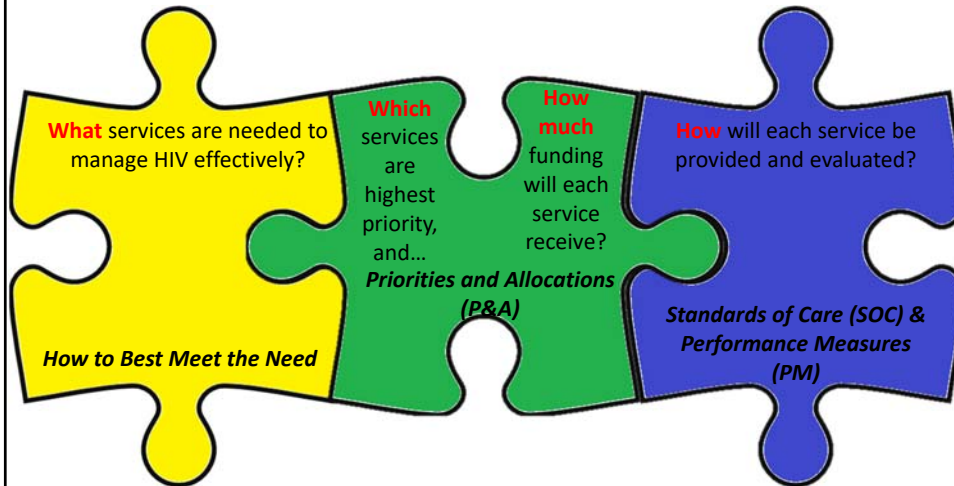
Houston Has Standards!

If you were planning on buying a car, what are some basic features you would expect to "come standard" with a good quality car?

- A working engine
- Steering wheel
- Brakes
- Seatbelts
- Air conditioner – A must-have in Houston!

Just as you would expect basic features to "come standard" when buying a car, you can also expect basic levels of quality to "come standard" with HIV care services in Houston. We call these Standards of Care (SOC).

Official Definitions

- Standard of Care (SOC)

A *statement* of the minimal acceptable levels of quality in HIV service delivery by Ryan White funded providers in a local jurisdiction.

- Performance Measure (PM)

A *measurement* of the impact of HIV care, treatment, and support services provided by Ryan White funded providers in a local jurisdiction.

A Little Background on SOC…

- First developed in 1999 as a way to monitor provider contracts
- Every year since, workgroups are held to review the Standards with the community that include physicians, nurses, case managers, administrators, and consumers
- Based on
  1. Accepted industry guidelines
  2. On-site program monitoring results, and
  3. Provider and consumer input
- Apply to services funded by Ryan White Parts A and B, and State Services.
- Maintained by the Administrative Agents (AAs)
  - RW/A = Ryan White Grant Administration
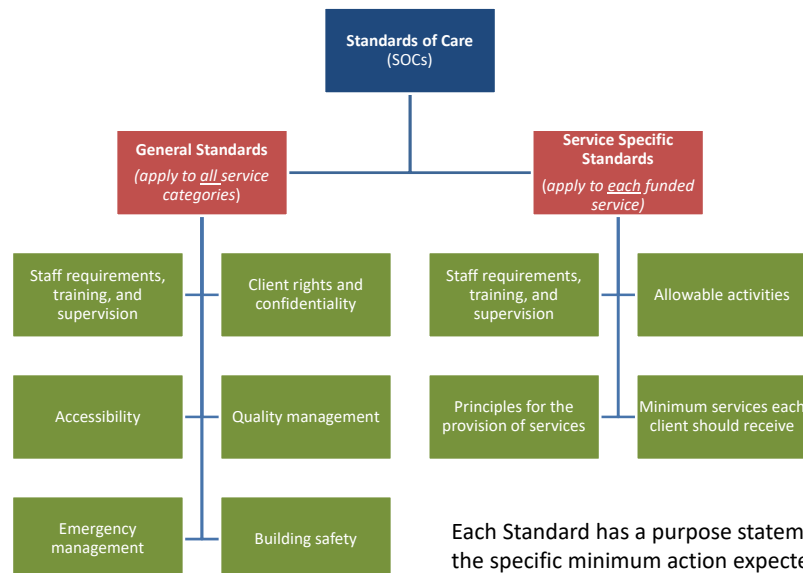 - RW/B and State Services = The HIV Resource Group

What SOC Are

- A way of letting providers and consumers know what constitutes quality care and services for PLWH

- A tool for making sure Ryan White-funded services are delivered according to minimum industry standards and guidelines

- One of many data sources for measuring how well Ryan White-funded services are meeting overall community goals

What SOC Aren't

- A way to evaluate how a specific Ryan White-funded agency conducts business *(Agency monitoring is done by the AAs)*

- A way to decide which agency in Houston gets Ryan White money *(RFPs and agency contracts are coordinated by the AAs)*

- Guidelines for HIV services provided by *non-*Ryan White-funded agencies

Organization of the SOCs

Standards of Care
(SOCs)

General Standards
(apply to __all__ service categories)

Service Specific Standards
(apply to __each__ funded service)

Staff requirements, training, and supervision

Client rights and confidentiality

Staff requirements, training, and supervision

Allowable activities

Accessibility

Quality management

Principles for the provision of services

Minimum services each client should receive

Emergency management

Building safety

Each Standard has a purpose statement, the specific minimum action expected, and a way to measure it.

GENERAL STANDARDS

	Standard	Measure
1.0	**Staff Requirements**	
1.1	<u>Staff Screening (Pre-Employment)</u> Staff providing services to clients shall be screened for appropriateness by provider agency as follows: • Personal/Professional references • Personal interview • Written application Criminal background checks, if required by Agency Policy, must be conducted prior to employment and thereafter for all staff and/or volunteers per Agency policy.	• Review of Agency's Policies and Procedures Manual indicates compliance • Review of personnel and/or volunteer files indicates compliance
1.2	<u>Initial Training: Staff/Volunteers</u> Initial training includes eight (8) hours HIV/AIDS basics, safety issues (fire & emergency preparedness, hazard communication, infection control, universal precautions), confidentiality issues, role of staff/volunteers, agency-specific information (e.g. Drug Free Workplace policy). Initial training must be completed within 60 days of hire.	• Documentation of all training in personnel file. • Specific training requirements are specified in Agency Policy and Procedure • Materials for staff training and continuing education are on file • Staff interviews indicate compliance
1.3	<u>Staff Performance Evaluation</u> Agency will perform annual staff performance evaluation.	• Completed annual performance evaluation kept in employee's file • Signed and dated by employee and supervisor (includes electronic signature)
1.4	<u>Cultural and HIV Mental Health Co-morbidity Competence Training/Staff and Volunteers</u> All staff tenured 0 – 5 year with their current employer must receive four (4) hours of cultural competency training and an additional one (1) hour of HIV/Mental Health co-morbidity sensitivity training annually. All new employees must complete these within ninety (90) days of hire.	• Documentation of training is maintained by the agency in the personnel file

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SERVICE SPECIFIC STANDARDS OF CARE

Case Management (All Case Management Categories)

Case management services in HIV care facilitate client access to health care services, assist clients to navigate through the wide array of health care programs and ensure coordination of services to meet the unique needs of PLWHA. It also involves client assessment to determine client's needs and the development of individualized service plans in collaboration with the client to mitigate clients' needs. Ryan White Grant Administration funds three case management models i.e. one psychosocial and two clinical/medical models depending on the type of ambulatory service within which the case management service is located. The scope of these three case management models namely, Non-Medical, Clinical and Medical case management services are based on Ryan White HIV/AIDS Treatment Modernization Act of 2006 (HRSA)[2] definition for non-medical and medical case management services. Other resources utilized include the current *National Association of Social Workers (NASW) Standards for Social Work Case Management*[3]. Specific requirements for each of the models are discussed under each case management service category.

1.0	**Staff Training**	
1.1	<u>Required Meetings</u> <u>Case Managers and Service Linkage Workers</u> Case managers and Service Linkage Workers will attend on an annual basis a minimum of four (4) of the five (5) bi-monthly networking meetings facilitated by RWGA. Case Managers and Service Linkage Workers will attend the "Joint Prevention and Care Coordination Meeting" held annually and facilitated by the RWGA and the City of Houston STD/HIV Bureau. Medical Case Management (MCM), Clinical Case Management (CCM) and Service Linkage Worker Supervisors will attend on an annual basis a minimum of five (5) of the six (6) bi-monthly Supervisor meetings facilitated by RWGA (in the event a MCM or CCM supervises SLW staff the MCM or CCM must attend the Supervisor meetings and may, as an option, attend the networking meetings)	• Agency will maintain verification of attendance (RWGA will also maintain sign-in logs)

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[2] US Department of Health and Human Services, Health Resources and Services Administration HIV/AIDS Bureau (2009). Ryan White HIV/AIDS Treatment Modernization Act of 2006: Definitions for eligible services
[3] National Association of Social Workers (1992). NASW standards for social work case management. Retrieved 02/9/2009 from www.socialworkers.org/practice/standards/sw_case_mgmt.asp

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Organization of the PMs

All **Performance Measures** (PMs) are service-specific

- Each PM is a system-wide measure that helps evaluate the impact of HIV services on the health status of the people living with HIV in the Houston area.

- PMs are based on current U.S. Department of Health and Human Services (HHS) Guidelines for HIV health care and community input.

- In general, PMs assess the percentage of consumers who, following receipt of a specific service:
  1. Entered into and/or were retained in HIV medical care
  2. Experienced improvement in HIV health indicators like CD4 counts and viral load suppression
  3. Received recommended medical, oral, and optical screening, care, and follow-up
  4. Were screened for and received mental health or substance abuse services if needed
  5. Obtained housing if homeless or unstably housed
  6. Secured 3rd party health care coverage (insurance) if uninsured, and/or
  7. Other service-specific measures

Ryan White Part A
HIV Performance Measures
FY 2016 Report

Clinical Case Management
All Providers

For FY 2016 (3/1/2016 to 2/28/2017), 1,406 clients utilized Part A clinical case management.

HIV Performance Measures	FY 2015	FY 2016	Change
A minimum of 75% of clients will utilize Part A/B/C/D primary care two or more times at least three months apart after accessing clinical case management	402 (39.5%)	685 (48.7%)	9.2%
Percentage of clinical case management clients who utilized mental health services	247 (24.3%)	360 (25.6%)	1.3%
75% of clients for whom there is lab data in the CPCDMS will be virally suppressed (<200)	382 (73.0%)	501 (69.0%)	-4.0%
Percentage of clients who were homeless or unstably housed	267 (26.2%)	322 (22.9%)	-3.3%

According to CPCDMS, 33 (2.4%) clients utilized primary care for the first time and 118 (8.4%) clients utilized mental health services for the first time after accessing clinical case management.

Clinical Chart Review Measures	FY 2015
Percentage of HIV-infected clinical case management clients who had a case management care plan developed and/or updated two or more times in the measurement year	80%
Percentage of clients identified with an active substance abuse condition receiving Ryan White funded substance abuse treatment*	0%

*Data was not collected in FY 2015

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Take-Home Messages

- Standards of Care set the minimum acceptable levels of *quality* of HIV care, treatment, and support services provided to PLWH by Ryan White funded providers

- Performance Measures provide a way to evaluate the system-wide impact of HIV services on the health status of the people living with HIV in the Houston area.

- SOCs and PMs do *not* evaluate a specific individual provider or agency, nor do they determine which provider/agency receives Ryan White funds

- Consumers have an important role in the SOC/PM process. They review the standards and make recommendation for improvements, and they serve as a voice of the consumer in defining quality of HIV care.

WHAT'S THE DIFFERENCE?

PRESENTED TO RYAN WHITE PLANNING COUNCIL COMMITTEE

COMPARING AND CONTRASTING TELEHEALTH AND TELEMEDICINE
Presented by Daphne L. Jones
July 2019

A QUICK OVERVIEW

HOUSTON HEALTH
DEPARTMENT

3

To learn the difference between telehealth
and telemedicine in an effort to better
educate and serve our community.

TELEHEALTH DEFINED

HOUSTON HEALTH
DEPARTMENT

4

Telehealth: the use of digital information and communication technologies,
such as computers and mobile devices, to access health care services
remotely and manage personal health care. These may be technologies you
use from home or that your doctor uses to improve or support health care
services. [1]

TELEHEALTH

Examples of Telehealth

Patient Portal – electronic medium where patients can communicate with staff, access information, and complete other necessary tasks

Virtual Appointments – being treated by a provider remotely with use of an electronic device

Doctors Networking with Doctors – inclusion of a specialist or third party with virtual appointment

Personal Health Records – protected storage of a client's medical history

Personal Health Applications – electronic programs that assist users with medical care

TELEMEDICINE DEFINED

Telemedicine (also referred to as "telehealth" or "e-health") allows health care professionals to evaluate, diagnose, and treat patients in remote locations using telecommunications technology. [2]

TELEMEDICINE

Remember This?

Virtual Appointments – being treated by a provider remotely with use of an electronic device

Telemedicine is one segment of telehealth and focuses on the direct care between patient and provider.

There may be occasions in which more than one provider is providing care directly.

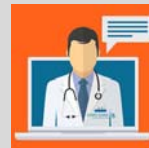

COMPARE AND CONTRAST

Telehealth

Uses multiple electronic mediums and supports

Has interactive and adaptable access for client

Heightened personal responsibility

Inclusive of care beyond visit

Technology knowledge needed

Telemedicine

One part of Telehealth

Focus on direct care access

Minimal personal responsibility

Emphasis on virtual visit

Technology accessibility needed

DISCUSSION TIME

HOUSTON HEALTH DEPARTMENT

Now that we have put it all together, are there any missing pieces?

WORKS CITED PAGE

HOUSTON HEALTH DEPARTMENT

1. "Telehealth:Technology meets health care." *MAYOCLINIC,* 16 Aug. 2017, https://www.mayoclinic.org/healthy-lifestyle/consumer-health/in-depth/telehealth/art-20044878

2. "Telemedicine Defined." *AMD Global Telemedicine,* 2018, https://www.amdtelemedicine.com/telemedicine-resources/telemedicine-defined.html

THANK YOU!

HOUSTON HEALTH
DEPARTMENT

Affected Community Committee
2019 Community Events (as of 07-25-19)

Point Person (PP): Committee member who picks up display materials and returns them to the Office of Support.

Day, date, times	Event	Location	Participants
Sunday, March 3 1 pm-Walk	AIDS Foundation Houston (AFH) AIDS Walk	Houston Park Downtown 1100 Bagby Street, 77002	**Need 3 volunteers – distribute LEAP flyers:** Tana, Tony and Ronnie
Friday, May 31 10 am – 2 pm	SPRY Senior Health and Resource Fair	Montrose Center	**Need 4 volunteers: PP: Isis**, Rodney, Tana, Ronnie and Eddie G.
Sun. June 2	Long-Term HIV Survivors Event	Neon Boots	**Need 5 Volunteers: PP: Skeet**, Tana, Tony, Ronnie and Johnny
June 22	Pride Festival	Downtown near City Hall	Shift 1 (11:30 am-2 pm): **PP: Rod**, Tana, Skeet & Ronnie Shift 2 (2-4:30 pm): Tana, Holly & Veronica Shift 3 (4:30-7 pm): **PP: Isis,** Johnny and maybe Tony
Monday, July 8 5 – 7 pm	Camino hacia tu Salud	Postive713 Leonel Castillo Community Center	**Need 6 Volunteers: PP: Rod,** Isis, Tana, Skeet, Ronnie, Johnny, Tony, and Rodney
12 noon, Wed. Aug. 7 11:30 am, Wed. Aug. 21	Road 2 Success 1.) Case Mgrs. 2.) Consumers	AIDS Foundation Houston	**Need 6 Volunteers: PP: Tori & Rod**, Rodney, Isis, Ronnie and Mel **Need 6 Volunteers: PP: Tori & Rod,** Isis, Rodney, Tana, and Ronnie
12 noon, Thurs. Aug. 22	Road 2 Success	Thomas Street Health Center	**Need 6 Volunteers: PP: Rod,** Lionel, Skeet, Ronnie, Holly, Veronica and Isis
Sat, Oct. 12 2 pm set up	The Forgotten Population A Heterosexual Experience	18215 Ammi Trail Houston, 77060	**Need 4 Volunteers: PP:**
Monday, October 14 5 – 7 pm	Camino hacia tu Salud	Positive713 Leonel Castillo Community Center 2101 South Street, 77009	**Need 6 Volunteers: PP: Rod,** Tana, Isis, Skeet, Ronnie and Johnny
October	MISS UTOPIA	**NOTE CHANGE OF VENUE IN 2018** **CROWNE PLAZA HOUSTON** **(Near Reliant - Medical)** **8686 Kirby Drive** **Houston, Texas 77054**	**4 Volunteers: PP:** DISTRIBUTE LEAP FLYERS
November or December	Road 2 Success		**Need 6 Volunteers: PP: Rod,**
Sunday, December 1	World AIDS Day Events	SEE CALENDAR OF EVENTS	Most committee members attend events DISTRIBUTE LEAP FLYERS

Greeters for 2019 Council Meetings

(Revised: 06-27-19)

2019 Meeting Dates (**Please arrive at 11:45 a.m.** Unless otherwise noted, the meetings are held at 2223 W. Loop South)	Greeter #1 External Member	Greeter #2	Greeter #3
Thurs. March 14	Skeet	Tony	Ronnie
Thurs. April 11	Lionel	Veronica	Holly
Thurs. May 9	Lionel	Rodney	Tony
Thurs. June 13 – LEAP presentation	Ronnie	Tony	Skeet
Thurs. July 11	Skeet	Veronica	Holly
Thurs. August 8	Skeet	Johnny	Ronnie
Thurs. September 12	Skeet	Veronica	Holly
Thurs. October 10	Skeet	Tana	Ronnie
Thurs. November 14 External Committee Member Appreciation			
Thurs. December 12			