

Houston Area HIV Services Ryan White Planning Council

Waiting List Workgroup Meeting

12:00 p.m., Wednesday, January 13, 2016

Meeting Location: 2223 W. Loop South, Room 416; Houston, Texas 77027

Agenda

I. Call to Order

A. Welcoming Remarks and Moment of Reflection

Cecilia Ross, Chair

B. Adoption of Agenda

C. Approval of the Minutes

II. Public Comments and Announcements

(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/AIDS 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/AIDS 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 with HIV/AIDS", 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 your self, 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. All information from the public must be provided in this portion of the meeting.)

III. Create a Definition for Wait Time

IV. Next Steps

V. Future Meetings

A. Next Meeting: _____

B. Topics for the Agenda

VI. Announcements

VII. Adjourn

Houston Area HIV Services Ryan White Planning Council

Waiting List Workgroup Meeting

11:00 a.m., Wednesday, November 12, 2015

Meeting Location: 2223 W. Loop South, Room 416; Houston, Texas 77027

Minutes

MEMBERS PRESENT

Cecilia Ross, Chair
Alex C. Moses
Arlene Johnson
Carol Suazo
Curtis Bellard
David Watson
Denis Kelly
Evelio Salinas Escamilla
Herman Finley
Isis Torrente
John Lazo
Ken Malone
Lionel Pennamon
Michael Kennedy
Robert Noble
Rodney Mills
Tracy Gorden
Steven Vargas

MEMBERS ABSENT

Amber David
Angela F. Hawkins
Ardry Boyle
Bianca Burley
C. Bruce Turner
David Benson
Ella Collins-Nelson
Eric James
Gene Ethridge
Januari Leo
Kevin Moore
Leslie Raneri
Ray del Pilar
Roland Amboree
Tana Pradia
Teresa Pruitt

OTHERS PRESENT

Carin Martin, RWGA
Sha'Terra Johnson-Fairley, TRG
Tori Williams, Office of Support
Amber Alvarez, Office of Support
Diane Beck, Office of Support

Call to Order: Cecilia Ross, Chair, called the meeting to order at 2:04 p.m. and asked for a moment of reflection. She then asked everyone to introduce themselves.

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

Approval of the Minutes: ***Motion #2:** it was moved and seconded (Turner, Torrente) to approve the June 19, 2014 minutes. Motion carried.* Abstentions: Atkinson, Finley, Kelly, Escamilla, Vargas.

Public Comment: None.

Brainstorming Session for Needs Assessment Questions:

Overall items to address:

Need for all services, not just oral health.

Ask about the last appointment set. OR Ask about the previous 12 months.

Is it a routine or sick visit

Multiple choice or scale for answer choices

Include questions re grievance

Include phone #s at the end of the survey to call for info.

Suggested questions for the Needs Assessment:

Do you have your paperwork in order?

How long from the first documented request for service until the actual receipt of service. (from the draft wait time definition)

Have you been told you are on a waiting list?

How long did it take to get an appointment?

Did they tell you about wait time or wait list?

Was it during a busy season?

If you were initially denied an appointment, how long did it take to get one?

Do you know of other providers to access for this service?

Have you ever been put on a wait list or had a wait time that you considered unusually long? For what service and for how long did you wait?

Are you aware of stand by appointments?

How long is too long to wait?

Were you given alternatives to waiting?

Were you given an understandable reason for the wait?

Once an appointment is made, how long until the appointment?

Many are on a wait list for missing appointments. If you had an appointment but missed it, why?

Do you know who your CM is and how to access them for assistance?

Do you have a blue book?

Next Meeting: The next meeting will be on January 13, 2016. Agenda items include creating a wait time definition.

Announcements: None.

Adjournment: The meeting was adjourned at 3:10 p.m.

DEFINITION OF WAIT LIST

From 04-22-14 Workgroup Meeting

FROM WORKGROUP MEMBERS:

Waiting List

Approved Definition: Roster developed and maintained by providers of patients awaiting a particular service when a demand for a service exceeds available appointments used on a first come next served method.

Wait Time

Draft Definition: Calculation of time from first documented request for service and actual receipt of service.

FROM THE INTERNET:

Waiting List

Roster of patients awaiting a particular service. Lists are made when demand for a service exceeds the available supply.

Wait Time

Length of time between the moment that a patient is enrolled on a waiting list and the moment that s/he receives that service.

DEFINITION OF WAIT LIST – 03-27-14

1st DRAFT FROM WORKGROUP MEMBERS:

Waiting List

Roster developed by providers of patients awaiting a particular service when a demand for a service exceeds available appointments.

FROM THE INTERNET:

Waiting List

Roster of patients awaiting a particular service. Lists are made when demand for a service exceeds the available supply.

Wait Time

Length of time between the moment that a patient is enrolled on a waiting list and the moment that s/he receives that service.