

# QUALITY MANAGEMENT ADVISORY COMMITTEE (QMAC) NEWSLETTER

## Data Subcommittee

The Data Subcommittee of the QMAC is using Plan-Do-Study-Act (PDSA), a four-stage problem-solving model used for improving a process or carrying out change to undertake the new Viral Suppression Quality Improvement Project (QIP). The subcommittee is also working on collaborating with both the Data subcommittee members and the Virginia Quality of Care Consumers Advisory Committee (VACAC) members to train consumers on understanding data. In addition, the committee is working on identifying what software agencies are using to enter COVID-19 client level data. Please contact either Brooke Williams ([BAW8CP@hsemail.mcc.virginia.edu](mailto:BAW8CP@hsemail.mcc.virginia.edu)) or Tim Agar ([tagar@novaregion.org](mailto:tagar@novaregion.org)) with any questions related to the work of this committee.

## Quality Improvement (QI) Subcommittee

The Quality Improvement Subcommittee is continuing agency spotlight interviews with a focus on consumer involvement. The subcommittee is working on developing a best practice format for sorting in Glasscubes. For questions related to this subcommittee, contact either Allison Collazo ([acollazo@nvfs.org](mailto:acollazo@nvfs.org)) or Dr. Virginia Walker Sherrod ([firstlightgroup@cox.net](mailto:firstlightgroup@cox.net)).

## QMAC Introduction

The Virginia Ryan White Part B HIV care system established the QMAC in 2009. VDH created the QMAC to build capacity among Ryan White providers and consumers to conduct quality improvement activities and enlarge the pool of quality improvement trainees statewide. In 2011, QMAC integrated into a Ryan White Cross Parts Collaborative (the Cross-Parts), which included all Ryan White Part A, B, C, D, and F in Virginia. The QMAC is comprised of five subcommittees: Data, Quality Improvement, Communications, Capacity Building, and the Virginia Quality of Care Consumer Advisory Committee (VACAC). The QMAC and subcommittees assist VDH and all funded Ryan White agencies in Virginia with program planning, implementation, evaluation, and continuing improvement of human immunodeficiency virus (HIV) care and support services.

## Self-Care during COVID-19



When looking at self-care activities that stimulate one's spirit and well-being, think of the activities you like to engage in. Self-care activities do not always have to just focus on running or jumping, think of activities that energize the body and mind. They can be activities that you already enjoy doing, those that seem effortless or even new activities that you may want to learn.

We are all being required to stay home and social distance. People find themselves focusing on tasks that encourage improving their health while also maintaining social distancing. One activity that can be helpful in getting people up and incorporating movement is the art of Tai Chi. Tai Chi incorporates a range of motions that encourage body movements while also incorporating thoughtful meditation. For more information on Tai Chi, you can go to this website:

<https://www.health.harvard.edu/staying-healthy/the-health-benefits-of-tai-chi>.

Other healthy self-care activities includes gardening, riding bicycles either outdoors or inside on a stationary bike, or joining a virtual gathering of friends or peers to help with isolation.

*Contributed by Johnnie Falkins (VACAC)*

## Capacity Building Subcommittee

The Capacity Building Subcommittee is working on revising the QMAC Orientation Manual and held the first virtual QMAC Orientation on July 7, 2020. The next Virtual Orientation is scheduled for early October 2020. There is also a need for more QMAC mentors, who can provide guidance for new incoming QMAC members. More details on the roles and responsibilities of the mentor are in the QMAC Orientation Manual. Please contact Beverly Franklin ([FranklBS@evms.edu](mailto:FranklBS@evms.edu)) or Lafayette Williams ([lafayette0515@gmail.com](mailto:lafayette0515@gmail.com)) with any questions related to this subcommittee.

## VACAC Subcommittee

The Virginia Quality of Care Consumer Advisory Committee (VACAC) began conducting bi-weekly statewide consumer webinars in April 2020 to help with isolation that consumers were feeling due to COVID-19. Topics covered during these calls were Self Care; Coping with Anxiety/Isolation during COVID-19; Accessing Care during COVID-19; Telemedicine and Telehealth; How to manage Finances during COVID-19; and Medicaid and Medicare updates during the COVID-19. The statewide consumer webinars have transitioned to monthly webinars. Contact co-chairs Mark Baker ([mbaker@totalhealthcare.org](mailto:mbaker@totalhealthcare.org)) or Lynea Hogan ([lyneahogan@gmail.com](mailto:lyneahogan@gmail.com)) with any questions related to this subcommittee.

## Innovation in Providing Housing Services during COVID-19

Daily Planet Health Services (DPHS) is a Federally Qualified Health Center located in Richmond, Virginia with a mission to provide accessible, comprehensive, and integrated quality health services to anyone regardless of their housing, financial or insurance status. During the COVID-19 health crisis, DPHS is working with the Greater Richmond Continuum of Care (CoC) to coordinate housing and services for homeless families and individuals.

DPHS is providing COVID-19 testing at their recently acquired testing center (next door to DPHS) where a medical provider can screen individuals for symptoms. If the person screens positive for symptoms, they are then given a COVID-19 test and sent to a hotel for isolation. The length of isolation depends on the test results. During isolation, DPHS providers check on patients in isolation every day to monitor their symptoms. Once cleared, the person would return to shelter or other housing after receiving two COVID-19 negative test results.

Funding from various sources are able to provide transportation to the hotel, hotel accommodations, along with breakfast, lunch, and dinner delivered daily to those who are in isolation.

*Contributed by Kysha Washington*

## Racial Justice Resources

The topic of racial injustice has been brought to the forefront – again - as a result of the horrific deaths of George Floyd, Breonna Taylor, and Ahmaud Arbery. We know that disparities exist within the care and treatment of HIV, particularly clients that identify as black or brown in America and we must continue to address issues of racial justice.



## Racial Justice Resources (Cont'd)

### Glasscubes

Glasscubes is the online repository for our QMAC and is provided by the Center for Quality Improvement & Innovation (CQII). QMAC electronically stores information in this online repository such as presentations, action plans, minutes, etc. To join Glasscubes, please email the Quality Management Specialist, Jonathan Albright-Williams.



### VDH QM Staff Contact Info

Safere Diawara

**Clinical Quality Management  
Coordinator**

[Safere.Diawara@vdh.virginia.gov](mailto:Safere.Diawara@vdh.virginia.gov)

(804) 864-8021

Jonathan Albright Williams

**Quality Management Specialist**

[Jonathan.Albright@vdh.virginia.gov](mailto:Jonathan.Albright@vdh.virginia.gov)

(804) 864-7951

Ashley Yocum

**HIV Planner**

[Ashley.Yocum@vdh.virginia.gov](mailto:Ashley.Yocum@vdh.virginia.gov)

(804) 864-7621

*The Communications Subcommittee is always happy to receive newsletter contributions at any time. If you would like to contribute an article please contact Ashley Yocum at [Ashley.Yocum@vdh.virginia.gov](mailto:Ashley.Yocum@vdh.virginia.gov)*

There are many resources available to increase our education around racial justice issues and concerns. One resource, Racial Equity Tools, is “designed to support individuals and groups working to achieve racial equity. This site offers tools, research, tips, curricula and ideas for people who want to increase their own understanding and to help those working toward justice at every level – in systems, organizations, communities and the culture at large.”

This resource can be found at: <https://www.racialequitytools.org/home>

More resources are available here:

<http://www.racialequityresourceguide.org/resources/resources>

<https://www.eventbrite.com/c/educate-yourself-online-racial-equity-workshops-cwwzzcp/>

<https://www.usich.gov/news/resources-to-help-develop-knowledge-and-solutions-for-tackling-racial-inequity/>

<https://www.acluva.org/>

*Contributed by Kysha Washington*

### Data Subcommittee Highlight

#### *Thinking about the Solution, Not the Problem*

2020 has brought greater challenges and many questions we do not have answers for, especially in regard to COVID-19. Consumers and businesses alike have been faced with the need to transition to teleworking and adapting to new online platforms. Together with all this disruption, as members of the Data Subcommittee our goal has been providing overall guidance on applying data analysis to quality improvement.

Year-to-date, our team has engaged in online Zoom meetings, where instead of discussing the current negative issues and how major they are, our weekly conversations were dedicated to plan and implement solutions adjusting them to our new reality. Furthermore, our committee values hearing and learning from our consumers’ perspectives.

*“As a consumer and new member on the QMAC DATA Subcommittee, I’m excited to learn how the data determines what services and practices should remain in place and how it can highlight the barriers of overall care. It will be interesting to see how the data can look at consumers by demographics and tell their journey compared to the data of all the consumers. Providing data training for consumers will help them to observe historical health trends to make useful projections into the future, discover current health and disease burden in a population, identify specific causes and risk factors of disease, compare various care and prevention strategies, assess the impact of selected interventions, prioritize intervention strategies, and provide valued contributions for health planning, implementation and evaluation”.*

*Contributed by Thomas Saylor and Lazaro Pesina (VACAC)*