

April 16, 2025

Date:	Wednesday, April 16, 2025	Type:	Online
Start Time:	10:17 am	End Time:	11:16 am
Leaders:	Peta-Gaye Tomlinson (Chair), Sue Major and Denese Smith-Munroe (DPH Liaisons)		
Participants:	26	Next Meeting:	May 21, 2025 (online)

WELCOME AND OVERVIEW

QPM Chair Peta-Gaye Tomlinson: (1) introduced herself and DPH liaisons Sue Major and Denese Smith-Munroe, (2) reviewed the charge of the committee, (3) reviewed the meeting agenda, and (4) highlighted QPM's approach for creating a positive and productive meeting climate.

ADMINISTRATIVE MATTERS

Review of Prior Meeting Notes. The team approved the March meeting notes with no changes.

QUALITY (Q)

Quality Improvement (QI) Spotlight

Amina Carter, Director of Clinical Services at Planned Parenthood of Southern New England (PPSNE) presented on their efforts to improve STI screening rates. See [this link](#) for the presentation. Highlights included:

- PPSNE sought to address the rising rates of STIs in Connecticut and Rhode Island, with a focus on the Black and LGBTQ+ communities where rates are disproportionately high.
- Efforts included revisions to the PPSNE website, implementation of Express Visits (walk-ins or appointments without a provider for testing), and a revised Intake Form that helps educate patients on STIs, HIV, Hepatitis, and PrEP. This resulted in decreased wait times for appointments, increases in the number of STI tests and detection of STIs, and increased visits for PrEP and PEP.
- PPSNE's current QI project seeks to improve STI and HIV testing at medication and procedural abortion visits. This includes training staff in using "opt-out" language (including scripts), changing their Facesheet Form to remind staff about STI / HIV labs, and noting the benefits for patients (e.g., no additional costs, can reduce complications).
- In the first 5 months, Chlamydia screening rates have improved from 52% to 76% across all sites, close to the 80% goal. The Danbury site has consistently been screening 90%+ patients, and PPSNE has used data to support sites that were struggling (e.g., additional training on using opt-out language). These sites have shown improvement as a result.

Participants asked the following questions:

- Do patients understand terms on the Intake Form like "penile sex"? Amina stated that PPSNE uses body parts instead of gendered language, and this has seemed effective.
- How do Express Visits work if the patient needs to see a provider? Amina stated that they can come back for an appointment with a provider if they need it, or can see a provider during the Express Visit if there is a provider on site or available via telehealth. If a patient tests positive, PPSNE will call to schedule an appointment.

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- How did you let patients know about the Express Visits option? Efforts included improvements to the website, a social media campaign, and training their scheduling team to offer this as an option.
- What groups utilized PrEP as a result? PPSNE does have data on patients by age, gender identity, and race. Amina did not include this in the presentation, but it could be part of a future presentation.
- Have patients who tested positive for HIV been referred to Ryan White? Amina did not have data on this, but noted that PPSNE does HIV reporting and would make referrals for services.
- Does PPSNE have STI take-home kits? Amina reported that they have kits for HIV but not for STIs.
- Did PPSNE use a specific resource for writing the opt-out scripts? Amina reported that they use Planned Parenthood of America resources; she was not sure if this is publicly available.
- Does PPSNE track referrals to primary care? Amina reported that they do not track this, although PPSNE does offer primary care (and can make internal referrals).

Participants shared the following reflections:

- Ongoing professional development is important, given staff turnover. PPSNE focuses its training on centers not meeting goals, provides monthly trainings for staff, and clinical conferences twice a year.
- Participants praised PPSNE's [STARS program](#), where high school students are trained as peer educators.

Peta-Gaye thanked Amina for her presentation and encouraged PPSNE to present at the October Quality Summit.

Planning the October Quality Summit

Peta-Gaye stated that QPM will host the next Quality Summit on October 15 at the Chrysalis Center in Hartford. This will be the team's first in-person Summit since 2019. Last month, QPM started planning the Summit; Dave Bechtel reviewed the team's suggestions (see [meeting handout](#) for details).

Next steps in planning the Summit include:

- **Keynote Speaker.** Peta-Gaye has submitted a TA request to HRSA for Justin and Khalil from the Center for Quality Improvement & Innovation to present.
- **QI Project Presenters.** Anna Pelc (who presented on her PrEP study at the February QPM meeting), can present via Zoom. Dave encouraged QPM members to consider presenting. Dave will check on Chrysalis' capabilities to host a hybrid summit.
- **Summit Planning Group.** Members volunteered to participate on a smaller group to plan the Summit – members include Melinda Vazquez-Yopp, Daniel Davidson, Dr. Virata, Dadie Dorsinvil-Sonceau, Dante Gennaro, Tamera Aryeetey, Naissa Piverger, and Brittany Shumpert. The group agreed to meet on April 30 at 10:00. They can decide on the time frame, agenda, and ways to make the Summit engaging and fun.

PERFORMANCE MEASURES (PM)

Not discussed at this meeting.

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MEETING FEEDBACK

Participants completed a meeting feedback poll. All respondents “felt the committee meeting I attended was well organized and ran smoothly” and “felt comfortable participating in the committee meeting.”

One thing they liked BEST about the meeting was:

- Planned Parenthood’s presentation. Presentation (3); I loved hearing more about PPSNE's work in today's meeting and their own data; Learning about the Planned Parenthood QI Project; The presentation and discussion; The Planned Parenthood presentation was very informative; The presentation from Planned Parenthood was very interesting; Learning about what Planned Parenthood has as resources.
- Informative, well organized. Very informative; Engagement; The meeting was very informative and I liked all the topics discussed; Great organization.
- Planning the Quality Summit. The small group for our in-person meeting. Looking forward to it.

Suggestions to IMPROVE future meetings included:

- More engagement / interaction. Engage more of the attendees; Ice breakers; Keep it interactive. Find ways to involve everyone.
- Bring more guest speakers.

NEXT STEPS

- The **Quality Summit Planning Group** will meet on **Wednesday, April 30 at 10:00 am** on [Zoom](#).
- Dave will email the PPSNE presentation to participants.

ADJOURN

The meeting adjourned at 11:16 am.

ATTENDANCE

Attendance records are kept on file with the CHPC support staff.