

**Compliance/Quality Improvement  
Committee Agenda  
Thursday, April 18, 2024  
Central Florida Cares Health System, Inc.  
Board Room**



<b>I. Welcome/Introductions</b>	Sherri Gonzales	2 minutes
<b>II. Approve February 2023 Minutes</b>	Sherri Gonzales	2 minutes
<b>III. Policies and Charter Review</b>	Geovanna Gonzalez	15 minutes
<b>IV. Risk Management</b> • Incident Report Data & Trends	Miralys Martinez	10 minutes
<b>V. Quality Improvement</b> • Person Served Satisfaction Surveys	Jerrymar Foster	10 minutes
<b>VI. Compliance</b> a) CFCHS Compliance Line Reports b) FWA/Complaints & Grievances/Investigations c) HIPAA Privacy/Security d) Training e) Network Monitoring-Schedule, Findings, Issues f) Public Records Requests g) Whistleblower Reports h) CARF	Geovanna Gonzalez	15 minutes
<b>VII. Proposed meeting dates for next FY</b> August 15 - Review of prior FY Q4 October 17 - Review of current FY Q1 February 20 - Review of Q2 April 17 - Review of Q3	Geovanna Gonzalez	5 minutes
<b>VIII. Other/Public Input</b>	Group	3 minutes/person
<b>IX. Adjourn</b>	Group	1 minute

**Compliance/Quality Improvement  
Committee Meeting Minutes  
Thursday, February 15, 2024  
Central Florida Cares Health System, Inc.  
Board Room**



**ATTENDANCE**

**Central Florida Cares Health System Board of Directors**

Sherri Gonzales, Chair, Children's Home Society  
Mark Broms, Advocate  
Luis Delgado, Advocate  
Alex Greenberg, Orange County Sheriff's Office  
Garrett Griffin, Park Place Behavioral Health Care  
Ana Scuteri, Department of Health Seminole County

**Central Florida Cares Health System, Inc. Staff**

Maria Bledsoe, Chief Executive Officer  
Geovanna Gonzalez, Compliance Director  
Trinity Schwab, Chief Operating Officer  
Miralys Martinez, Risk Management Specialist  
Jerry Foster, Quality Improvement Specialist  
Karla Pease, Executive Assistant

**Guests**

Amy Hammett, Department of Children and Families

**Meeting Called to Order**

The Central Florida Cares Health System, Inc. (CFCHS) Compliance/Quality Improvement Committee meeting was held on Thursday, February 15, 2024, at 1:30 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825. The Chair called the meeting to order at 1:31 p.m.

**Minutes**

*The minutes from October 19, 2023, were approved by Luis Delgado; Sherri Gonzalez seconded; motion passed.*

**Risk Management**

- Incident Reports compared FY22-23 to FY23-24 data. Data was reviewed and explained.
- Year-to-date Compliance with Reporting in One-Business-Day (OBD) trends were shown. An automated email is sent to providers reminding them of OBD requirements.
- Compliance attestations compared FY 22-23 to FY23-24 where 84% attested due to automated e-mail reminding providers to submit the attestation.
- Incident types (Death, Elopements, and Employee Misconduct) were compared (FY22-23 to FY23-24) and were reviewed with members.

### **Quality Improvement**

- Community Person Served Satisfaction Surveys (CPSSS) – The Quality Improvement Specialist shared the second quarter survey results as well as compared FY22-23 to FY23-24 survey results as a point of reference. Also shared were domains with percentages.
- FY 22-23 Board Satisfaction Survey results were shared with members.
- FY 22-23 Provider Satisfaction Survey results were also shared with members.

### **Complaints and Grievances**

- Quarter two had five reported complaints and two of those were for non-funded clients. The provider reviewed and resolved them. For the third complaint, the person who made the report left their name, but never returned CFCHS calls. For the fourth report, was filed anonymously making it not possible to get clarification or ask further questions. The fifth complaint was about billing for a person receiving services from a funded provider. The investigation showed that the billing was accurate.
- So far for Q3, CFCHS has received two complaints. One related to a non-funded child who needed a prescription for their medication. The provider was notified and resolved it. The other complaint was about an employee being rude and disrespectful and is being investigated.

### **Compliance**

- a) Network Monitoring-Schedule, Findings, Issues – A table showing FY22-23 provider monitoring status of one open CAP was presented and discussed with members. A table showed thirteen providers to be monitored in FY23-24 and board members were asked to participate in the monitoring pre, entrance and exit conferences, if they are available.
- b) Training – a chart of internal training and technical assistance to the network was shown.
- c) Performance measures – stable housing is still below target and is a challenge to meet.
- d) FWA – none
- e) HIPAA Privacy/Security – none
- f) Public Records Requests – none
- g) Whistleblower Reports – none
- h) CARF – Accreditation expires December 31, 2024.

The Pharming incident was discussed with members and will be reiterated in more detail at the Board of Director's meeting following this meeting. No data was compromised.

The Phishing incident was discussed with members. No systems were jeopardized. The final report is pending to close out.

**Other/Public Input** – None

### **Next Meeting**

The next meeting will be April 18, 2024, at 1:30 pm.

*Luis Delgado made a motion to adjourn, Alex Greenberg seconded, motion passed.*

The meeting adjourned at 2:39 pm.

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Sherri Gonzales, Chair

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Karla Pease, Recording Secretary