

Ryan White Clinical Quality Management Program Requirements

Courtney Middlebrook, Quality Management Specialist, Care and Treatment Division
February 14, 2023

What is Quality Management?

- Quality management ensures that an organization, product or service is consistent.
- It has four main components:
 - Quality Planning (QP)
 - Quality Control (QC)
 - Quality Assurance (QA)
 - **Quality Improvement (QI)**

Difference Between QA and QI

	Quality Assurance	Quality Improvement
Motivation	Measuring compliance with standards	Continuously improving processes to meet and exceed standards
Strategy	Reactive – “fixes” identified problems	Proactive – prevents problems by creating and refining processes
Means	Inspection	Prevention
Focus	Corrective action for individuals	Implementing and improving processes and systems
Responsibility	Quality Staff, Management	Everybody!

What is Quality Improvement?

Quality Improvement (QI) consists of systematic and continuous actions that lead to measurable improvement in healthcare services and the health status of targeted patient groups.

The Institute of Medicine defines quality in health care “as a direct correlation between the level of improved health services and the desired health outcomes of individuals and populations.”

Quality Improvement is a:

- Continuous process
- Systematic implementation of small incremental changes to achieve goals
- Part of an overall quality program

Why is Quality Improvement Important?

- It directly impacts our customer's lives
- It can help us reach organizational goals
- It has an overall benefit to communities and regions
- It can make the job or task more streamlined, enjoyable, and meaningful
- **It is mandated by the Health Resources & Service Administration HIV/AIDS Bureau (HRSA HAB) – legislation and Policy Clarification Notice 15-02 (PCN 15-02)**

What are HAB Expectations for QI?

- Implement quality improvement activities aimed at improving *care for customers, health outcomes, and customer satisfaction*.
- Use a defined approach
 - Defined approach infers systematic evidence-informed methodology
- Review your data at least quarterly and analyze it
- Act on your data

The Ryan White Quality Program

- HAB calls the quality program for Ryan White recipients the **Clinical Quality Management (CQM) Program**
- It's composed of a multi-disciplinary team
 - It may have multiple quality improvement committees to execute projects
- The program writes a plan and establishes measures
 - It analyzes the measures and uses them to guide QI activities
- It conducts QI Projects
 - Using a defined methodology and QI tools

What does this mean for us?

- Recipient (HAHSTA) needs to ensure that their subrecipients (You) provide services that have the:
 - Capacity to contribute to the CQM program
 - Resources to conduct CQM activities
 - Ability to implement a CQM program

What do we need to do?

- HAHSTA provides sub-recipients with a CQI coach, access to Ryan White HIV/AIDS Program Center for Quality Improvement and Innovation (CQII), and regional quality resources/learning opportunities.
- HAHSTA requires sub-recipients to have a Quality Program. This includes the following activities:

CQM Program Components	Expectations									
Infrastructure	Quality Management Committee Quality Management Plan Consumer Involvement/Satisfaction Quality Management Evaluation & Assessment									
Performance Measures	<table border="1"> <thead> <tr> <th data-bbox="1054 905 1862 1011">Percent of RWHAP eligible clients receiving at least one unit of service for a RWHAP-funded service Category</th> <th data-bbox="1862 905 2339 1011">Minimum number of performance measures</th> </tr> </thead> <tbody> <tr> <td data-bbox="1054 1011 1862 1048">>=50%</td> <td data-bbox="1862 1011 2339 1048">2</td> </tr> <tr> <td data-bbox="1054 1048 1862 1085">>15% to <50%</td> <td data-bbox="1862 1048 2339 1085">1</td> </tr> <tr> <td data-bbox="1054 1085 1862 1122"><=15%</td> <td data-bbox="1862 1085 2339 1122">0</td> </tr> </tbody> </table>		Percent of RWHAP eligible clients receiving at least one unit of service for a RWHAP-funded service Category	Minimum number of performance measures	>=50%	2	>15% to <50%	1	<=15%	0
Percent of RWHAP eligible clients receiving at least one unit of service for a RWHAP-funded service Category	Minimum number of performance measures									
>=50%	2									
>15% to <50%	1									
<=15%	0									
Quality Improvement	Quality Improvement Projects – development and implementation of activities to make changes to the program in response to performance data results									

What is a Quality Committee?

- Meets regularly to review performance data, identify areas in need of improvement and monitor progress
- Improvement activities should use a defined methodology based on available data
- QM Work Plan should be reviewed **at least quarterly**
- May be part of the overall quality program
- In smaller organizations, your team may be small – but you still must have a team

Quality Committee Meeting Minutes

- Proof of committee meetings
- Should document:
 - Committee actions and decision making
 - Quality Improvement Project progress
 - Consumer involvement
 - Should document performance measure updates/progress

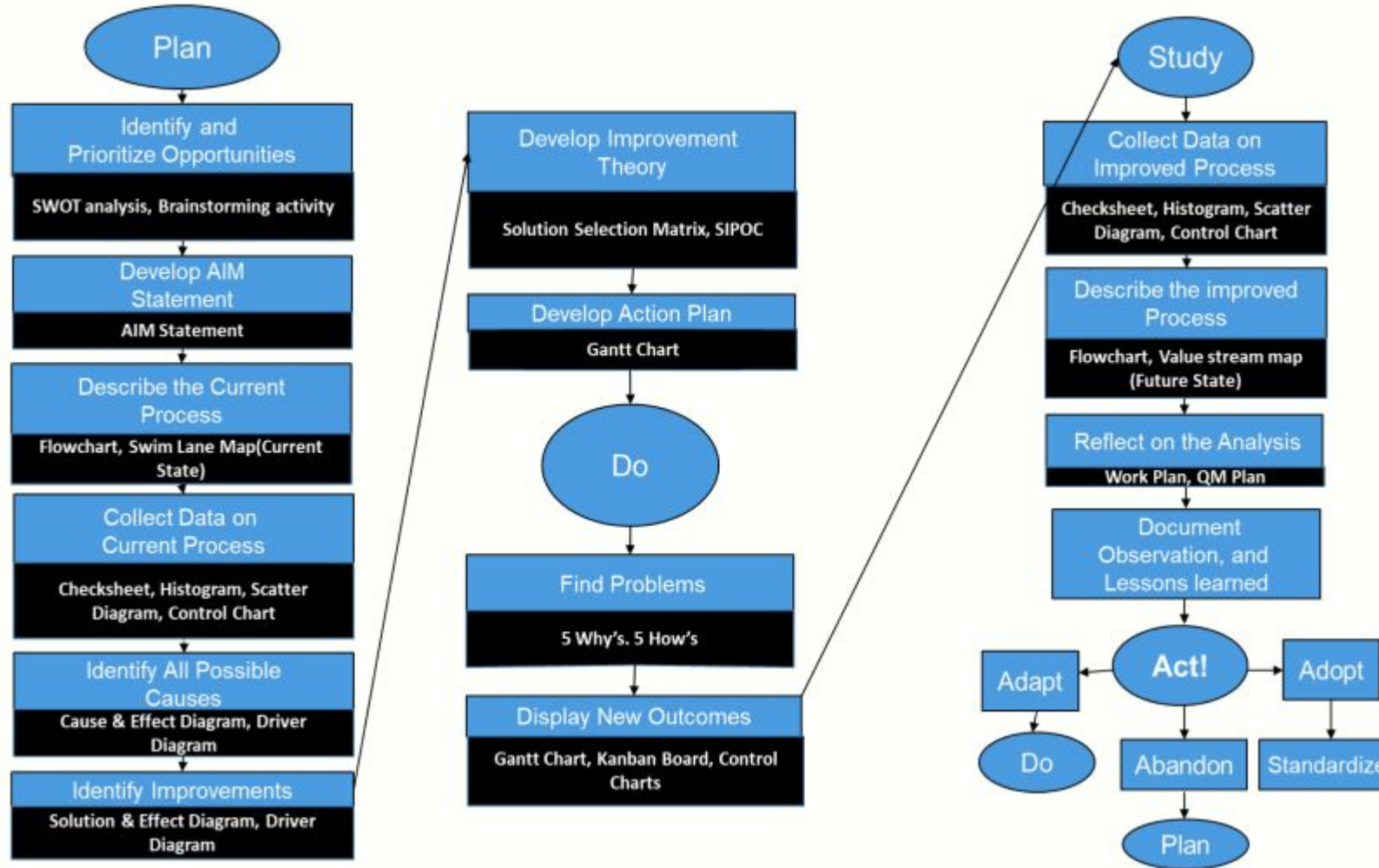
What is a Quality Management Plan?

- QM Plan is the key document for a Quality Program
- QM Plan should include the following elements:
 - **Quality Statement:** Vision
 - **Quality Committee Structure:** Leader, roles and responsibilities, resources, etc.
 - **Measure Portfolio and Outcomes:** Data
 - **Goals and Objectives:** SMART Goals
 - **QI Projects and Activities:** Documented with appropriate tools
 - **Engagement of Stakeholders:** Meaningfully involved
 - **Workplan:** Detailed action steps

QI Projects

- Must be documented
- Must include (but not limited to):
 - PDSA worksheets
 - QI Tools
 - Data Dashboards
 - Storyboards/posters, etc.

QI Projects



Customer Satisfaction Survey

- Customer satisfaction is a key tenet of Ryan White Quality improvement
- Results should be used to improve customer satisfaction and health outcomes
- Participation is mandatory

Evaluation and Assessment

- Quality Management Plan Workplan
 - Keep an ongoing record of:
 - Action steps
 - Owner
 - Timeframe
 - Compare annual quality goals with year-end results
 - Use findings to plan next year's activities; learn and respond from past performance
- Data Analysis
 - Examples include run charts, control charts, data dashboards, storyboards, etc.

Role of Coaches

- Assessment
 - Review QM Plan and committee minutes
 - Site visits; Gemba walks
- Capacity Building
 - Provide training on QM topics
- QI Project Coaching
 - Provide technical assistance
- Evaluation
 - Analyze data for improved clinical outcomes
 - Gauges progress in meeting QI goals
 - Gather qualitative data via survey from staff and customers



Deliverables

Frequency	Deliverable	Due Date(s)
Quarterly	Quality Improvement Project (QIP) Summary Report	1 st Quarter, by 10 th business day of June 2 nd Quarter, by 10 th business day of September 3 rd Quarter, by 10 th business day of December 4 th Quarter, by 10 th business day of March
	Performance Measure Summary (including data updates and analysis)	1 st Quarter, by 10 th business day of June 2 nd Quarter, by 10 th business day of September 3 rd Quarter, by 10 th business day of December 4 th Quarter, by 10 th business day of March
	QM Committee Meeting Minutes & Documentation of Customer Involvement	1 st Quarter, by 10 th business day of June 2 nd Quarter, by 10 th business day of September 3 rd Quarter, by 10 th business day of December 4 th Quarter, by 10 th business day of March
Annually	Quality Management Plan (including work plan)	Within 30 days of the beginning of the Grant Program Year

Speaker Contact Information:

Courtney Middlebrook

RW.QUALITY@DC.GOV

QUESTIONS?

PRIVACY & SECURITY STATEMENT

The District of Columbia is committed to protecting the privacy of all visitors to any of our websites through the following practices.

Collection and Use of Online Information

When you visit our website, certain data, such as your computer's unique Internet protocol (IP) address, will be automatically collected and sent to the servers that support our website system to help us provide better service and a more effective website. In addition, as part of these efforts, sections of this site may place a small text file (typically only a few bytes) on your hard drive to allow us to identify your computer. We will not attempt to read any additional information on your hard drive, and we do not combine collected information with other personal information to determine your identity or your email address.

In order to visit certain areas of this site, or to use certain services, you may be asked to provide personal information, such as your name, address, or gender. If you are making a payment, we may ask for your credit card number and billing address. If you decline to provide requested information, our ability to serve you may be limited. But you will still be able to visit the site and take advantage of the wealth of information it offers.

Secure Transmissions

Please be assured that this site is equipped with security measures to protect the information you provide us. We encrypt credit card numbers and other data that must remain secure to meet legal requirements.

Protection of Personal Information

Your individual identifying information will not be shared, sold, or transferred to any third party without your prior consent, or unless it is required by law. It is available to District web development employees only for the purpose of maintaining the DC.Gov web portal and improving the site visitor experience.

Other Sites

The District of Columbia's privacy policy extends to District government websites only. If you access another organization's website through the [www.dc.gov website](http://www.dc.gov), you should read that organization's privacy policy to determine its website practices.

Note: The District's Affordable Care Act website, DC Health Link, is found at dchealthlink.com. DC Health Link is operated by the DC Health Benefit Exchange Authority (the "Authority"). The DC Health Benefit Exchange Authority's privacy and security policies can be found at hbx.dc.gov/node/716092 and its privacy and security policies for exchange operations can be found at hbx.dc.gov/node/716102.

TERMS & CONDITIONS OF USE

Your access to and use of the District of Columbia (the "District") website (the "Site") is subject to the following terms and conditions, as well as all applicable laws. Your access to the Site is in consideration for your agreement to these Terms and Conditions of Use, whether or not you are a registered user. By accessing, browsing, and using the Site, you accept, without limitation or qualification, these Terms and Conditions of Use.

Modification of the Agreement

The District maintains the right to modify these Terms and Conditions of Use and may do so by posting notice of such modifications on this page. Any modification is effective immediately upon posting, unless otherwise stated. Your continued use of the Site following the posting of any modification signifies your acceptance of such modification. You should periodically visit this page to review the current Terms and Conditions of Use.

Conduct

You agree to access and use the Site only for lawful purposes. You are solely responsible for the knowledge of and adherence to any and all laws, statutes, rules and regulations pertaining to your use of the Site.

Content

The District reserves the right to monitor any content that you provide, but shall not be obligated to do so. Although the District cannot monitor all postings on the Site, we reserve the right (but assume no obligation) to delete, move, or edit any postings that violate these terms and conditions.

Registration

Certain portions of the Site are limited to registered users and/or allow a user to request support or services online by entering personal information. You agree that any information provided to us in these areas will be complete and accurate, that you will not register under the name of, nor attempt to enter the Site under the name of, another person, and that you will not adopt a user name that the District, in its sole discretion, deems offensive.

You must be at least 18 years old to become a registered user or to request support or services online. If you are not at least 18, you will be removed from the registered area(s) and/or denied support or services.

TERMS & CONDITIONS OF USE (continued)

Copyright

Pursuant to federal law, federal government-produced materials appearing on this site or elsewhere are not copyright protected. The United States Government may receive and hold copyrights transferred to it by assignment, bequest, or otherwise. This does not apply to District or state produced material.

Except for third party content that is copyright protected or for content otherwise noted, content on this site is licensed under a Creative Commons Attribution 3.0 License. Visitors to this site agree to grant a non-exclusive, irrevocable, royalty-free license to the rest of the world for their submissions to DC.gov under the Creative Commons Attribution 3.0 License.

Certain Data

Certain data is not subject to these terms and conditions of use. The data located on Track DC and the Data Catalog has its own terms and conditions. Data from those two applications is public domain and made available with a Creative Commons CC0 1.0 Universal dedication.

Other Site Links

Some links on the Site lead to websites that are not operated by the District. The District does not control these websites nor do we review or control their content. The District provides these links to users for convenience. These links are not an endorsement of products, services, or information, and do not imply an association between the District and the operators of the linked website. When you select a link to an outside website, you are subject to the terms and conditions of the owner/sponsors of that outside website.

Policy on Spamming

You specifically agree that you will not utilize email addresses obtained by using the Site to transmit the same or substantially similar unsolicited message to 10 or more recipients in a single day, or 20 or more emails in a single week (consecutive 7-day period), unless doing so is necessary for legitimate business purposes. The District, in its sole discretion, will identify violations of the limitations on email usage set forth in these Terms and Conditions of Use. Violations may result in your removal from registered areas, denial of support or services, or other consequences.

Disclaimer of Warranty


You expressly understand and agree that your use of the Site, or any material available through this Site, is at your own risk. Neither the District nor its employees warrant that the Site will be uninterrupted, problem-free, free of omissions, or error-free; nor do they make any warranty as to the results that may be obtained from the use of the Site. The content and function of the Site are provided to you "as is," without warranties of any kind, either express or implied, including, but not limited to, warranties of title, merchantability, fitness for a particular purpose or use, or currency.

DC | HEALTH

GOVERNMENT OF THE DISTRICT OF COLUMBIA

899 North Capitol Street NE, 5th Fl, Washington, DC 20002

 dchealth.dc.gov

 @_DCHealth

 dchealth

 DC Health

 dchealth