

CQM Work Plan Example

Goal 1: Infrastructure – Establish a comprehensive and functional quality infrastructure				
Objectives	Key Actions	Timeline	Person(s)/Area(s) Responsible	Outcomes/Impact
Revise CQM Plan and develop a CQM work plan. <i>Progress Measure: Approved CQM Plan by May 2022</i>	Receive CQM TA w/HAB consultant	January-June 2022	Leadership, CQM Team, and HAB Consultant	<i>In progress:</i> see CQM Team meeting minutes (MM): January-March
	Establish annual quality goals and objectives	February 2022	Leadership and CQM Manager	COMPLETED: see CQM Team MM – January and February
	Share and further develop narrative sections w/CQM committee	April 2022	CQM Manager and CQM committee members	<i>Inactive:</i> Kickoff meeting scheduled for April 12th
Establish a CQM committee <i>Progress Measure: CQM Committee has regularly scheduled meetings to develop the CQM program and corresponding activities.</i>	Determine CQM committee’s purpose, members, and members’ roles and responsibilities	February 2022	Leadership and CQM Team	COMPLETED: see saved email correspondences b/w Program Director and CQM Manager (January 25 th , February 11 th and 25 th).
	Establish logistical details (e.g. meeting frequency)	March 2022	CQM Manager and CQM committee members	<i>Incomplete:</i> ran out of time during March CQM committee meeting; will add to April’s meeting agenda
	Host CQM committee Kick-off meeting	April 2022	CQM committee members	Pending: scheduled for April 12th

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Goal 2: Performance Measurement – Strengthen data management, data integrity, and data utilization				
Objectives	Key Actions	Timeline	Person(s)/Area(s) Responsible	Outcomes/Comments
Identify performance measures for all applicable RWHAP-funded service categories <i>Progress Measure: No less than the minimum # of appropriately associated performance measures are identified for each RWHAP-funded service category</i>	Use client service utilization (CSU) data to determine minimum # of measures for each service category	March 2022	Data Manager and CQM Manager	COMPLETED: see CQM committee MM - February and March 2022
	Establish a performance measurement portfolio	April 2022	Data Manager and CQM Manager	Not yet started. Will address w/HAB CQM consultant.
Use measurement data to determine quality improvement focus <i>Progress Measure: Quality improvement activities derived and planned</i>	Ensure data is stratified	June 2022	Data Manager and CQM Manager	Not yet started. Focus on subpopulations with significant needs.
	Analyze data to identify areas of focus needing improvement	June 2022	CQM Manager, CQM Committee, and Data Analyst	Not yet started.
Goal 3: Quality Improvement (QI) – Implement QI activities				
Objectives	Key Actions	Timeline	Person(s)/Area(s) Responsible	Outcomes/Comments
Ensure subrecipients have the capacity to contribute/lead QI activities	Assess subrecipient QI knowledge and training needs via completion of	February 2022	CQM Manager and each subrecipient CQM Lead	COMPLETED: Results of organizational assessment tool reveals need for varying levels of QI based training (mostly basic and intermediate).

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<p><i>Progress Measures: # and levels of QI based trainings offered</i></p> <p><i># of subrecipients participated in QI based training</i></p> <p><i># of subrecipients capable of leading QI activities after completing training(s)</i></p>	<p>organizational assessment tool</p> <p>Identify training topics and facilitators to lead QI based training</p> <p>Complete one basic and one intermediate level web-based QI trainings</p> <p>Identify subrecipients with the capacity to participate in CQII's Beginners QI Learning Lab</p>	<p>April 2022</p> <p>Basic: May 2022 and Intermediate: July 2022</p> <p>August 2022</p>	<p>Leadership, CQM Manager, and CQM Committee</p> <p>Subrecipients, CQM Manager, and CQM Team (recipient)</p> <p>CQII Team, CQM Manager, select subrecipients, and HAB PO.</p>	<p><i>Not yet started.</i> Focus will be on PDSA methodology and documentation of QI activities</p> <p><i>Not yet started.</i> Identify relevant QI trainings available on TargetHIV website.</p> <p><i>Not yet started.</i> Discuss benefits and time/workload commitment to determine burden on subrecipients.</p>
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