

| <b>Goal 1: Infrastructure – Establish a comprehensive and functional quality infrastructure</b>   |  |                   |  |  |
|---|--|-------------------|--|--|
| <b>Objectives</b>   | <b>Key Actions</b>   | <b>Timeline</b>   | <b>Person(s)/Area(s) Responsible</b>     | <b>Outcomes/Impact</b>   |
| Revise CQM Plan and develop a CQM work plan.<br><br><i><b>Progress Measure:</b><br/>Approved CQM Plan by May 2022</i>   | Receive CQM TA w/HAB consultant  | January-June 2026 | 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 2026     | Leadership and CQM Manager               | <b>COMPLETED:</b> see CQM Team MM – January and February   |
|   | Share and further develop narrative sections w/CQM committee   | April 2026        | CQM Manager and CQM committee members    | <i>Inactive:</i> Kickoff meeting scheduled for April 12th  |
| Establish a CQM committee<br><br><i><b>Progress Measure:</b><br/>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 2026     | Leadership and CQM Team                  | <b>COMPLETED:</b> see saved email correspondences b/w Program Director and CQM Manager (January 25 <sup>th</sup> , February 11 <sup>th</sup> and 25 <sup>th</sup> ). |
|   | Establish logistical details (e.g. meeting frequency)  | March 2026        | 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 2026        | CQM committee members                    | <i>Pending:</i> scheduled for April 12th   |
| <b>Goal 2: Performance Measurement – Strengthen data management, data integrity, and data utilization</b>   |  |                   |  |  |
| <b>Objectives</b>   | <b>Key Actions</b>   | <b>Timeline</b>   | <b>Person(s)/Area(s) Responsible</b>     | <b>Outcomes/Comments</b>   |
| Identify performance measures for all applicable RWHAP-funded service categories<br><br><i><b>Progress Measure:</b><br/>No less than the minimum # of appropriately associated performance measures are identified for each</i> | Use client service utilization (CSU) data to determine minimum # of measures for each service category | March 2026        | Data Manager and CQM Manager             | <b>COMPLETED:</b> see CQM committee MM - February and March 2022   |
|   | Establish a performance measurement portfolio  | April 2026        | Data Manager and CQM Manager             | <i>Not yet started.</i> Will address w/HAB CQM consultant.   |

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| <i>RWHAP-funded service category</i>  |  |   |   |   |
| Use measurement data to determine quality improvement focus                             | Ensure data is stratified  | June 2026                                   | Data Manager and CQM Manager                              | <i>Not yet started.</i> Focus on subpopulations with significant needs.   |
| <i>Progress Measure: Quality improvement activities derived and planned</i>             | Analyze data to identify areas of focus needing improvement  | June 2026                                   | CQM Manager, CQM Committee, and Data Analyst              | <i>Not yet started.</i>   |
| <b>Goal 3: Quality Improvement (QI) – Implement QI activities</b>                       |  |   |   |   |
| <b>Objectives</b>   | <b>Key Actions</b>   | <b>Timeline</b>                             | <b>Person(s)/Area(s) Responsible</b>                      | <b>Outcomes/Comments</b>  |
| Ensure subrecipients have the capacity to contribute/lead QI activities                 | Assess subrecipient QI knowledge and training needs via completion of organizational assessment tool | February 2026                               | CQM Manager and each subrecipient CQM Lead                | <b>COMPLETED:</b> Results of organizational assessment tool reveals need for varying levels of QI based training (mostly basic and intermediate). |
| <i>Progress Measures: # and levels of QI based trainings offered</i>                    | Identify training topics and facilitators to lead QI based training                                  | April 2026                                  | Leadership, CQM Manager, and CQM Committee                | <i>Not yet started.</i> Focus will be on PDSA methodology and documentation of QI activities  |
| <i># of subrecipients participated in QI based training</i>                             | Complete one basic and one intermediate level web-based QI trainings                                 | Basic: May 2026 and Intermediate: July 2026 | Subrecipients, CQM Manager, and CQM Team (recipient)      | <i>Not yet started.</i> Identify relevant QI trainings available on TargetHIV website.  |
| <i># of subrecipients capable of leading QI activities after completing training(s)</i> | Identify subrecipients with the capacity to participate in CQII's Beginners QI Learning Lab          | August 2026                                 | CQII Team, CQM Manager, select subrecipients, and HAB PO. | <i>Not yet started.</i> Discuss benefits and time/workload commitment to determine burden on subrecipients.                                       |