



Ryan White Part A (RWPA): Clinical Quality Management (CQM) Program

Jon Basilio, MPH
Management Analyst II

Quality Management Programs

- * Legislative requirement for all Ryan White HIV/AIDS Program (RWHAP) grantees
- * Defined as *“the degree to which a health or social service meets or exceeds established professional standards and user expectations.”*
- * Purpose is **to continuously improve systems of care.**

LVTGA-CQM Program

- * Agency Quality Management Plans
- * TGA-Wide Annual Quality Plan
- * Consumer Satisfaction Surveys
- * Comprehensive and Targeted Needs Assessments
- * Annual CQM Site Visits:
 - * Standard of Care Compliance
 - * HRSA/HAB Clinical Performance Measures

Agency QM Plans

Basic Domains:

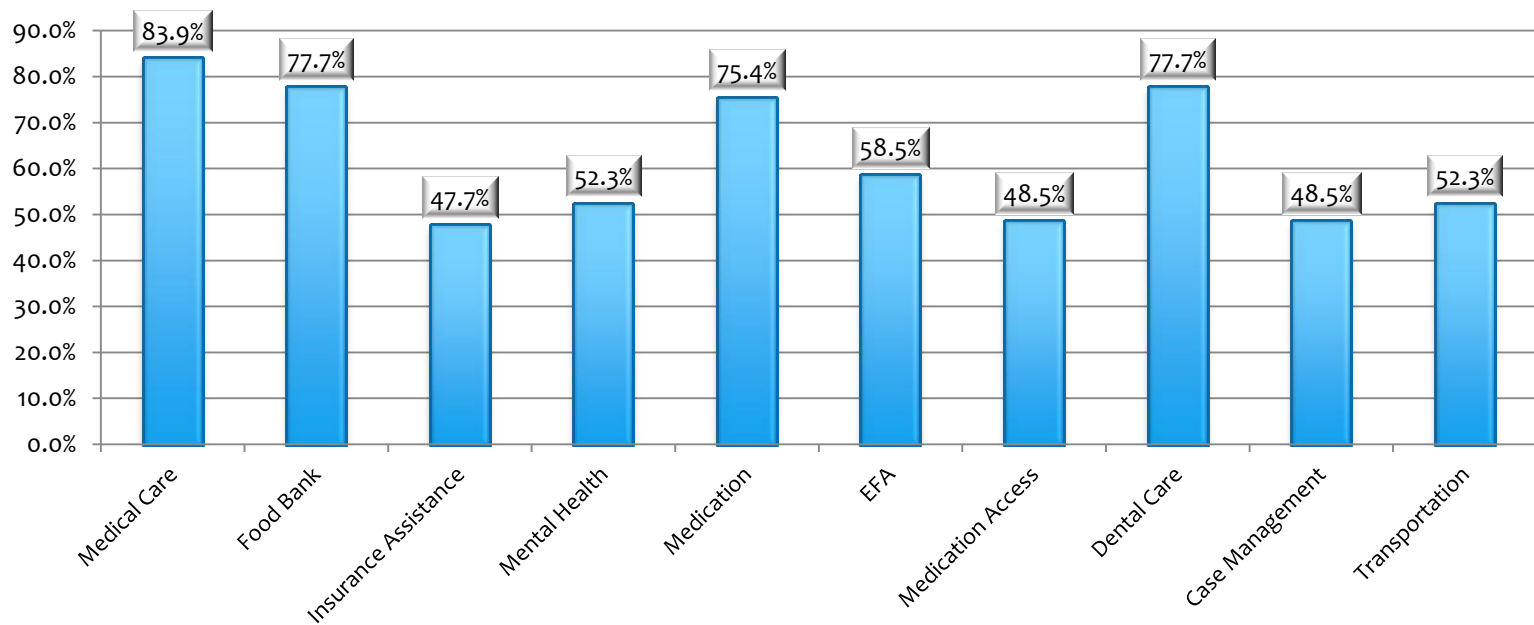
- * Quality Statement
- * Quality Infrastructure
- * Performance Measurement
- * Annual Quality Goals
- * Participation of Stakeholders
- * Evaluation

Basic Domains (Cont.):

- * Capacity Building
- * Process to Update QM Plan
- * Communication
- * QM Plan Implementation
- * Formatting

The screenshot shows the National Quality Center website. At the top left, it reads "10 YEARS of LEADING INNOVATIONS NATIONAL QUALITY CENTER" next to a red treble clef logo with a "JOIN US." banner. A navigation bar contains buttons for "ABOUT NQC", "REQUEST TA", "CONTACT US", "SEARCH", and "UPCOMING EVENTS". Below the navigation bar, a "Home" link is visible. A main banner states: "NQC is celebrating 10 years of leading innovations in quality improvement across the Ryan White community to advance HIV care." Three content boxes are displayed: "QUALITY IMPROVEMENT RESOURCES" (Helpful tools to assist in your quality improvement efforts), "NQC ACTIVITIES" (Technical assistance offerings and endeavors developed and supported by NQC), and "HAPPY BIRTHDAY NQC!" (10 YEARS of LEADING INNOVATIONS) with a celebratory graphic.

Consumer Satisfaction Survey, 2014



Top 10 most important services clients reported currently needing and using (Q40, n=130)

Targeted Needs Assessment, 2015



Recently Relocated to Las Vegas-TGA in the Past 24 months (n=55)

Targeted Needs Assessment, 2015 (2)

How would you rate the HIV care where you used to live?					
Poor	Fair	Good	Very Good	Excellent	Don't know
9.6%	9.6%	13.5%	17.3%	46.12%	3.9%

Respondents were asked about the HIV care where they used to live and the best thing about it.

Response themes included:

- Accessibility of services (all in one location, easy to get to), physicians (regular and nice)
- Caring attitude of service providers, timely access and follow-up

How would you rate the HIV care in this TGA?					
Poor	Fair	Good	Very Good	Excellent	Don't know
13.5%	17.3%	19.23%	21.2%	26.9%	1.9%

Respondents were asked what the best thing about HIV care is in the Las Vegas TGA, themes included:

- The attitude of service providers, access to care, doctors and medications
- knowledgeable staff, location of service providers

Standard of Care Compliance

Medical Case Management

Enrl Date	Employee Name DD	Assigned case manager	registration or re-assessment	care plan	acuity	Acuity Decreased	med apt screen	referred	med screen	referred	nutrition screen	Nutrition referral	SA screen	SA Referral	MH screen	Re
9/1/2005		x	x x	x x	9 9	na	x x		x x		x x	CR	x x		x x	
1/1/2006		x	x x	x x	8 9	no	x x		x x		x x		x x		x x	
3/30/2011		x	x x	x x	8 4	x	x x		x x		x x		x x		x x	
11/1/2004		x	x x	x x	6 6	na	x x		x x		x x		x x	CR	x x	CF
12/1/2000		x	x x	x x	13 11	x	x x		x x		x x	x	x x		x x	
6/1/2006		x	x x	x x	13 8	x	x x		x x		x x		x		x x	
3/15/2010		x	x x	x x	8 6	x	x x	x	x x		x x	CR	x x		x x	
7/6/2010		x	x x	x x	0 0	na	x x		x x		x x		x x		x x	
5/1/2002		x	x x	x x	8 7	x	x x		x x		x x	x	x x		x x	x
4/29/2010		x	x x	x x	7 9	no	x x		x x		x x	x	x x		x x	

Sample Review Template

Technical Assistance, Capacity Building & Special Projects

